Using Avaya B189 Conference IP Phone

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Chapter 1: Introduction

Introduction

This document describes the procedures for using Avaya B189 Conference IP Phone with an Avaya Aura® Communication Manager call server.

Caution:

Ensure that adequate technical support is available for servers used with any Avaya B189 Conference IP Phone. If the servers do not function correctly, the conference phones will not operate correctly.

Intended audience

This guide is intended for people who use Avaya B189 Conference IP Phone.

Related resources

Documentation

Document number	Title	Use this document to:	Audience
Installing			
16-604293	Installing and maintaining Avaya B189 Conference IP Phone	Install and maintain Avaya B189 Conference IP Phone.	Administrators and network engineers
Administering			

Document number	Title	Use this document to:	Audience
16-604294	Administering Avaya B189 Conference IP Phone	Configure and administer Avaya B189 Conference IP Phone.	Administrators and end users

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Chapter 2: Getting started

Overview

Avaya B189 Conference IP Phone is a multiline H.323 IP deskphone that you can use to make calls and hold conferences with HD quality voice.

The features of the deskphone include a 5-inch touch screen, mute, and volume control buttons, one On-hook/Off-hook button, and a Phone button. You can navigate the menu only through the touch screen. Bi-color LEDs provide visual indication of an incoming call, call in progress, call on hold, and a muted microphone. As the LEDs are visible from all angles, the deskphone visually alerts the users. You can attach additional microphones to the conference phone to cover a wide area.

Buttons and physical layout

Figure 1: Front view of Avaya B189 Conference IP Phone

The following table lists the buttons and the other parts on Avaya B189 Conference IP Phone.

Callout number	Description
1	Volume decrease button
2	Volume increase button
3	Mute buttons and status indicator LEDs
4	Touch screen
5	Phone button
6	Phone On-hook/Off-hook button

Connection layout

The following table lists the connections that are available on the conference phone.

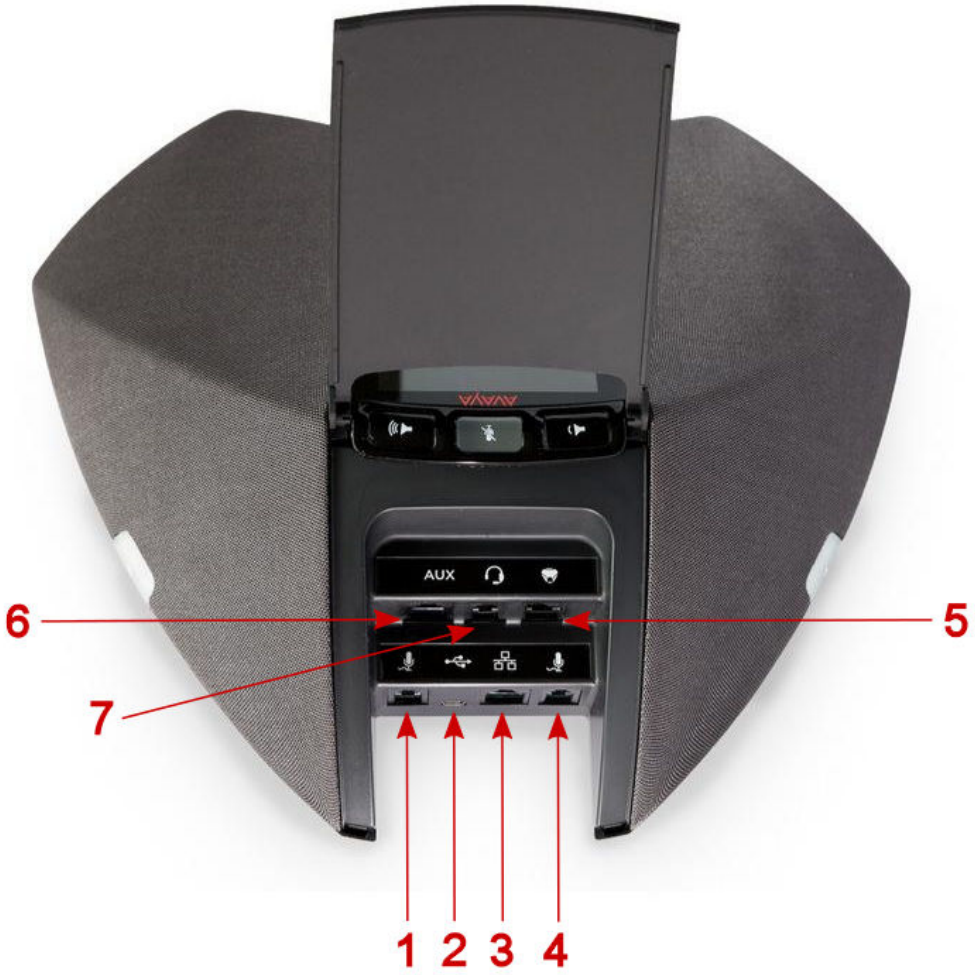

Figure 2: Connection layout on Avaya B189 Conference IP Phone

Callout number	Description
1	Left side expansion microphone port
2	USB Connection Note: This connection is reserved for future use.
3	RJ 45 Network connection socket
4	Right side expansion microphone port
5	Daisy chain connection socket

Callout number	Description
	Note: This connection is reserved for future use.
6	Auxiliary connection port Note: This connection is reserved for future use.
7	Headset connection port This connection is reserved for future use.

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

Icon	Description
	Settings
	Last number redial
	Ringer off
	Conference
	Drop participant
	Hold
	Mute participant
	Unmute

Settings Menu

The Settings menu has the following options and sub options:

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.

Main menu option	Icon	Sub option	Purpose
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, 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.

LED status indicators

The status indicator LEDs on the conference phone indicate the status of a call, whether a call is an incoming call, a call is on hold, or if a call is on mute. The LEDs emit bright red and blue colors that are visible over a distance to draw your attention to the call status as required.

You can also press the status indicator LEDs to mute and unmute the phone.

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.

Chapter 3: Handling calls

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

Before you begin

You must have added at least one contact to the conference phone.

See Adding contacts on page 27.

About this task

Store frequently used numbers with the contact names in the contacts list. Use the contacts list to dial the phone numbers of your contacts.

Procedure

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.

Redialing the last dialed number

Use the redial button on the dial pad to dial the last number that you dialed from the conference phone.

Procedure

1. Tap the dial pad icon.
   The phone displays the dial pad screen.
2. Tap the redial icon.
   The phone dials the last number that was dialed from the phone.

Using the emergency number feature

About this task

Use the emergency number feature to dial an emergency number with a single touch.

You can use this feature only if the administrator configured the emergency number on the call server.

Procedure

Tap the **Emerg.** button on the dial pad.
The phone dials the configured emergency number.

Answering calls

On an incoming call, the phone plays a ringtone, the blue LED starts flashing, and the phone displays the number of the calling party on the screen.

Procedure

1. On the touch screen, tap **Answer** or press the Phone On-hook/Off-hook button.
   When you answer the call, the phone displays the timer.

If you want to ignore the call, tap **Ignore**.

2. To end the call, press the Phone On-hook/Off-hook button.

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

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** 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.

Placing an active call on hold

You can place an active call on hold if you want to make another call, or if you want to do something else before rejoining the call back again.

Before you begin

You must be on an active call.

Procedure

1. To place an active call on hold, tap the Hold icon on the touch screen.

   The status indicator LEDs start flashing red indicating that the call is placed on hold.

2. To resume the call, tap the Hold icon again.
   The status indicator LED turns blue indicating that the call is active again.

Chapter 4: Conference calls

Setting up a conference call

About this task

You can set up a conference call when you need to add more than one participant to your call.

Procedure

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.
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.

Actions in a conference call

After you set up a conference call, you can:

- Add participants to the conference call.
- Drop participants from the conference call.

- Transfer the conference call to another extension.
- View details such as the name and the number of the parties in the conference call.
- Mute a participant on the call.
- Mute your microphone so that the participants cannot hear you.
- Put the conference on hold.

Adding more participants to a conference call

You can add more participants to an ongoing conference call.

Before you begin

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

Procedure

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.

Viewing details on a conference call

You can view the names and numbers of the participants who are on a conference call. You can use the conference details window to drop any participant or mute any participant on the conference call.

Note:

You can view the details on a conference call only if the administrator has enabled this feature for your phone.

Before you begin

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

Procedure

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

The conference call window displays the names and numbers of the call participants and the Drop participant icon and Mute icon against the numbers.

Related topics:

Muting a participant on a conference call on page 23
Dropping a participant on a call on page 23

Muting a participant on a conference call

Before you begin

You must have an ongoing 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

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.

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.

Dropping the last participant on a conference call

You can drop the last participant on a conference call and continue the conference call with other participants.

Before you begin

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

Procedure

On the conference screen, tap **Drop**.

The phone drops the last participant from the call and you can continue the conference with the other participants on the call.

Transferring a conference call to another extension

You can transfer an active conference call to another extension in your network.

Before you begin

You must be on an active conference call to transfer the call to another extension.

Procedure

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.

Putting a conference call on hold

You can put a conference call on hold if you want to make another call or join back after some time.

Before you begin

You must have an active conference call.

Procedure

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.

Chapter 5: Contacts

Adding a contact to the conference phone

About this task

You can add the telephone numbers of the people that you frequently call to the conference phone as contacts.

Procedure

1. On the phone touch screen, tap **Contacts**.
   The phone displays the **Contacts** screen with the contacts.
2. Tap **Add**.
   The phone displays the **Add Contact** screen.
3. Tap the **Name** text box.
   The phone displays the **Edit Contact** screen.
4. Tap the required letters for the contact name.
   The **Add Contact** screen displays the name of the contact.
5. Tap the Check mark ✅ icon when you complete entering the letters of the contact name.
   The phone displays the **Add Contact** screen.
6. Tap the text box next to the phone icon to enter the phone number for the contact.
   The first entry for the phone number has a Check mark ✓ icon next to the number. This mark indicates that the number is a primary number for that contact.
7. Tap the Check mark ✅ icon when you finish entering the phone number.
   The phone displays the **Add Contact** screen.
8. Repeat steps 6 and 7 to add two additional numbers for the contact.

   Note:

   You can make any number the primary number for that contact by selecting the Check mark ✓ icon against the number.
9. Tap **Save**.

The phone saves the contact information and the screen displays the **Delete** and **Edit** options for that number.

10. Tap **Back** to return to the **Contacts** screen.

Editing a contact

About this task

You can edit the information of a contact that you have added to the conference phone contact list.

Procedure

1. On the phone touch screen, tap **Contacts**.
   The phone displays the **Contacts** screen.
2. Tap the Contacts icon next to a contact.
   The phone displays the contact details.
3. Tap **Edit**.
   The phone displays the **Edit Contact** screen.
4. Enter or edit the information as required.
5. Tap **Save**.
   The changes are stored in the phone.

Deleting a contact

Procedure

1. On the phone touch screen, tap **Contacts**.
   The phone displays the **Contacts** screen.
2. Tap the Contacts icon next to the contact that you want to delete.
   The phone book displays the contact details.
3. Tap **Delete**.
   The phone displays the delete confirmation screen.

4. Tap **Delete** to confirm deletion of the contact.

Chapter 6: Settings

Pairing contacts to calls

About this task

You can configure the conference phone to display contact names for incoming calls from the numbers in the contacts list.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings** screen.
2. Tap **Call Settings**.
   The phone displays the current settings.
3. Tap **Pair Contacts to calls**.
   The phone changes the setting from **On** to **Off** or **Off** to **On**.
4. Tap **Save** to save the new setting.

Changing the brightness setting

About this task

You can change the brightness settings on the conference phone to suit your environment.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings** screen with the available options.
2. On the **Settings** screen, tap **Screen & Sound Options**.
   The phone displays the **Screen & Sound Options** screen.
3. Tap **Brightness**.
   The phone displays the brightness control setting screen with a small circular icon.

4. Drag the circular icon to the left or the right to increase or decrease the brightness on the screen.

   The brightness of the screen varies as you move the icon to the left or the right direction.

5. Tap **Save** to save the brightness setting.

Turning the button clicks on or off

About this task

You can turn on or turn off the button clicks on your conference phone. Button clicks are set to **On** by default.

Procedure

1. Tap **Settings**.

   The phone displays the **Settings** screen with the available options.

2. On the **Settings** screen. tap **Screen & Sound Options**.

   The phone displays the **Screen & Sound Options** screen.

3. Tap **Button Clicks** to change the setting to **On** or **Off** as required.

Turning the error tones on or off

About this task

Error tones help you detect any errors that you make while using the phone. You can turn on or turn off the error tones. The error tones are set to **Off** by default.

Procedure

1. Tap **Settings**.

   The phone displays the **Settings** screen with the available options.

2. On the **Settings** screen, tap **Screen & Sound Options**.

   The phone displays the **Screen & Sound Options** screen.

3. Tap **Error Tones** to change the setting to **On** or **Off** as required.

Changing the language

You can change the language on your conference phone to one of the languages that are available on the phone.

Before you begin

Your administrator must enable the language settings for you to be able to change the language.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings** screen with the available options.
2. On the **Settings** screen, tap **Screen & Sound Options**.
   The phone displays the **Screen & Sound Options** screen.
3. Tap **Languages**.
   The phone displays the **Select Desired Language** screen with the list of available languages.
4. Tap the language that you want to display on your conference phone.
   The screen displays a check mark next to the language that you selected.
5. Tap **Save**.
   You must restart the phone to initiate the new language.

Using the Guest login feature

Use the Guest login feature to allow other users to log in to your phone with their extension. For example, a colleague visiting from a branch office.

Before you begin

The Guest login feature is available only if the administrator has configured the feature for your phone.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings menu** screen.
2. Tap **Guest Login**.

The phone displays the **Guest Login** screen.

3. Enter the extension number and the password in the corresponding boxes.
4. Set the duration for using the guest login in hours by tapping the **+** and **–** buttons as required.

   You can set a maximum duration of 12 hours after which the phone automatically logs out the guest user.
5. Tap **Log In**.

   The phone logs in to the configured extension.

Chapter 7: Maintenance Options

Maintenance options

This section contains procedures that are critical to the operation of the phone and these procedures are generally carried out by administrators.

Viewing the network information

About this task

You can view the network related information such as audio parameters, IP parameters, Quality of Service, interfaces, and other miscellaneous information. With this information, you can troubleshoot the network issues related to your conference phone.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings Menu**.
2. On the **Settings Menu**, tap **Network Info**.
   The phone displays the **Network Info** screen with the following options.
   - **Audio Parameters**
   - **IP Parameters**
   - **Quality of Service**
   - **Miscellaneous**
3. Tap the category of the information that you want to view.

Backing up the phone data

Use this procedure to back up the contacts and the settings for the display language, the button clicks, the error tone, and the pairing contacts on your phone. This information is backed up

on a server that the administrator has configured for your phone. If the phone loses the related information, you can restore the information using the restore procedure.

Before you begin

The backup procedure is available only if the administrator has configured the option for the phone on the call server.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings menu** screen.
2. Tap **Backup/Restore**.
   The phone displays the **Backup/Restore** screen.
3. Tap **Backup Procedure**.
   The phone displays a `Backup in progress` message and then a `Backup successful` message. If the administrator has not configured the option for your phone, then the phone displays a `Backup failed` message.

Using the restore procedure

Use the restore procedure to restore the contacts and settings related to the display language, the button clicks, the error tone, and the pairing contacts on your phone.

You can use this procedure only if you backed up the information for your phone.

Before you begin

The restore procedure is available on your phone only if the administrator has configured the option for your phone.

Procedure

1. Tap **Settings**.
   The phone displays the **Settings menu** screen.
2. Tap **Backup/Restore**.
   The phone displays the **Backup/Restore** screen.
3. Tap **Restore Procedure**.
   The phone displays a `Retrieval in Progress` message, and then a `Retrieval successful` message. The related information is restored on the phone. If the administrator has not configured the option for your phone, then the phone displays an error `Retrieval failed` message.

Adjusting the speaker volume

You can adjust the volume of the speaker when you are on a call or when the phone is off-hook.

Note:

The volume level of button click, error beep, and confirmation tone is also affected when you change the speaker volume level.

Procedure

1. To turn the phone to the Off-hook mode, press the Phone On-Hook/Off-Hook button once.

   You should now hear the dial tone.

2. Do one of the following:

   - To increase the speaker volume, press the volume control button on the right side of the Mute button.
   - To decrease the speaker volume, press the volume control button on the left side of the Mute button.

   The screen displays the current volume level each time you press the volume control buttons. You can adjust the volume in 16 steps.

Entering the Administration Menu

Before you begin

Ensure that you have the **Administration Menu** password that the system administrator has configured for your phone.

About this task

The **Administration Menu** has important configuration settings that your phone requires to communicate with the call server.

Caution:

The phone might lose the connectivity to the call server if you configure the settings incorrectly. For more information, contact the system administrator.

Procedure

1. On the phone, tap **Settings**.
   The phone displays the **Settings** screen and the options that are available.
2. Tap **Administration Menu**.
   The deskphone displays the **Administration Login** screen.
3. In the **Password** text box, enter the password.
4. Tap **Log In**.
   The phone displays the **Administration Procedures** screen and the options that are available.

Cleaning the touch screen

You must periodically clean the touch screen on the phone so that the touch screen functions efficiently.

Before you begin

You must not be on an active call when you clean the touch screen.

Procedure

1. Tap **Settings**.
2. Tap **Screen Cleaning**.
3. Use a soft dry cloth to wipe the screen clean.
4. Press any phone button when you complete the cleaning.

Chapter 8: Features

About the Features button

Use the **Features** button to access special features that the administrator has configured for use on your phone.

The administrator can configure the following features for use on the **Features** button of your conference phone:

- Auto call back
- Instant Transfer
- Account
- Audix record
- Consult
- CPN Block
- Drop
- Exclusion
- Limit in calls
- No hold conference
- Ringer Off

Contact the administrator for more information on these features.

Note:

The administrator can also configure the Far End Mute (fe-mute) and the Conference Display (conf-dsp) features for your phone. However these features do not appear on the **Features** button, these features are available on the conference details screen.

Using the Features button

Procedure

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.

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