1.0   Avaya J100-Series IP Phones

The Avaya J100-Series represent Avaya's latest generation of IP Phones which are optimized for use on Avaya and selected non-Avaya call servers. The J100-Series use a refreshed industrial design and common software providing a consistent installation and user experience.

The J100-Series IP Phones ship with "Avaya J100-Series SIP" software which provides features and connectivity. Details on the capabilities each release of this software is provided in separate ReadMe files.

1.1.   Avaya J129 IP Phone

The Avaya J129 IP Phone is a cost-effective, entry-level IP Phone that addresses the need for secure, basic voice communications for users within large Enterprises and Small and Medium-sized companies. It is well suited for location-based or 'walk-up' use cases including in Lobbies, Waiting Areas, Lunch Rooms, Retail, Manufacturing, Hallways, Cubicles.

1.2.   Avaya J139 IP Phone

The Avaya J139 IP Phone is a cost-effective, entry-level IP Phone that addresses the need for secure, basic voice communications for users within large Enterprises and Small and Medium-sized companies. It is well suited for for business workers that need only the most frequently used features.

1.3.   Avaya J169 IP Phone

The Avaya J169 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targetted for medium-volume users that need the full range of telephony features.

1.4.   Avaya J179 IP Phone

The Avaya J179 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for professionals/knowledge workers/salespeople/call center – i.e. medium/high volume users who rely on the full range of telephony/productivity/collaboration features.

1.5. Avaya J100 Wireless Module

The J100 Wireless Module is an optional plug-in hardware module. It provides WLAN connectivity for the J129 IP Phone and WLAN/Bluetooth®i connectivity for the J179 IP Phone. Support for WLAN requires J100 2.0.0 software. Support for Bluetooth requires J100 4.0.0 software.

1.6. Avaya JBM24 Button Module (end of sale)

The JBM24 Expansion Module provides access to up to 24 buttons and lamps. Three JBM24 modules can be simultaneously connected to the J169 IP Phone and J179 IP Phone.

1.7. Avaya JEM24 Expansion Module

The JEM24 Expansion Module provides access to up to 24 buttons and lamps. Three JEM24 modules can be simultaneously connected to the J169 IP Phone and J179 IP Phone.

2.0 About the Avaya J129 IP Phone

2.1. Functionality of J129

The Avaya J129 IP Phone provides the following capabilities:

- One line phone, supports two concurrent calls
- 2.3" (diagonal) monochrome display - 128 x 32 pixels
- 3 Context Sensitive Soft Keys
- Easy to use features including Hold, Transfer, Conference, Forward, Call Park / UnPark
- Supports SIP-AST for enhanced features and integration on Avaya Aura[1]
- Native support with IP Office as a basic SIP phone, and in centralized Branch mode
- Supported on selected 3rd-party Open SIP call platforms.
- Excellent audio – Handset & Speakerphone. *No headset port.*
- Supports optional J100 Wireless Module[2] for Wi-Fi®ii connectivity
- Recent Call Log (100 entries) / Aura Contact List (250 entries)[1]
- Built in volume boost control in Handset for Hearing Impaired[3]
- Mute Key with Mute Alerting
- Dual 10/100 Ethernet ports to support co-located PC
- Power over Ethernet Class 1 and support for 802.3az.
- Simultaneous Registration & Fallback like 9600-series[1]
- Support for TLS / SRTP for encryption [4]
- Supports Basic IPT License; Enhanced IPT License for Security & Aura Resiliency[4], Core License for SBC[4]; and Avaya IP Endpoint License with IP Office
- Configurable via web interface[2].

The Avaya J129 IP Phone is available in Cobalt Black.

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[1] Supported with Avaya Aura® only.
[2] Requires J100 SIP 2.0 or later software.
[3] No need to separately order an amplified handset.
[4] Requires Enhanced IPT or Core License with Avaya Aura®

The Avaya J129 IP Phone uses J100 Series SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. The Avaya J129 IP Phone supports the additional and relevant SIP-AST features, and presents the features to users in a more familiar and integrated way, similar to Avaya 9600 Series features.

The Avaya J129 IP Phone with J100 Series SIP software is supported as a basic SIP set with IP Office, both natively and in a failover from an Avaya Aura configuration in a branch mode. The Avaya J129 IP Phone with J100 Series SIP software is also supported with selected 3rd-party open SIP call platforms.

The Avaya J129 IP Phone replaced the Avaya E129 SIP Deskphone and Avaya 9601 SIP Deskphone as Avaya's entry level IP Phones. Customers who might purchase the Avaya 1603-I IP Phone and Avaya 1603SW-I IP Phone may consider the Avaya J129 IP Phone as well.

2.2.   Why Purchase the Avaya J129 IP Phone?

The Avaya J129 IP Phone is a cost-effective basic phone intended for simple communication, where making and receiving calls is the primary need, and it is best suited for a location-based phone (rather than a user-based phone) is required, for example: lobbies, waiting rooms, lunch areas, warehouses, classrooms, or retail spaces, where a phone is associated more with a particular space, than with a particular user. The Avaya J129 IP Phone can also be used for basic office use by a single user, including in some remote office scenarios requiring secure connection via Session Border Control. Note that the Avaya J129 IP Phones does not support a headset so is not appropriate for situations where a headset is required.

The Avaya J129 IP Phone is the ideal solution for end-users who need the following capability:
- Only 10/100 Ethernet connectivity
- Wireless Lan connectivity

and do not need:
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Busy Indicator, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Support for Bluetooth® headsets
- Button modules

2.3.   License Requirements – J129 IP Phone

With Avaya Aura®, the Avaya J129 IP Phone is supported with the value priced Basic IPT License.   With Avaya IP Office™, the Avaya IP Endpoint license is required.

2.4.   Feature not supported – Avaya Aura® & Avaya IP Office™

The following features are specifically not supported by the Avaya J129 IP Phone: Exchange integration, WML browser, URI dialing, simultaneous display of caller name and number, redial by list, conference roster list, missed call filtering, displaying presence, downloadable ringtones, Favorites, Personalize label, integrated VPN.

The following SIP-AST features are specifically not supported by the Avaya J129 IP Phone when deployed on Avaya Aura®: **Contact Center (CC Elite), MLPP, Bridge Call Appearance (except MDA), Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page**, **Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting)**

Refer to "Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones" for a complete list of the features supported on the J100-Series on Avaya Aura®.

3.0   About the Avaya J139 IP Phone

3.1.   Functionality of J139

The Avaya J139 IP Phone provides the following capabilities:

- Multiple line phone with four red/green line/feature indicators around display
- 2.8" (diagonal) color display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura[5]
- Supports "CCMS over SIP" for features and integration on IP Office[6]
- Supported on selected 3rd-party Open SIP call platforms.
- Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS)..
- Recent Call Log (100 entries) / Aura Contact List (250 entries)
- Built in volume boost control in Handset for Hearing Impaired[7]
- Mute Key with Mute Alerting
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Power over Ethernet Class 1 and support for 802.3az.
- Simultaneous Registration & Fallback like 9600-series[1]
- Support for TLS / SRTP for encryption [8]
- Supports Basic IPT License; Enhanced IPT License for Security & Aura Resiliency, Core License for SBC; and Avaya IP Endpoint License with IP Office
- Configurable via web interface.
- Support for Avaya L100 headsets

The Avaya J139 IP Phone is available in Cobalt Black.

The Avaya J139 IP Phone uses J100 Series SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With IP Office

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[5] Supported with Avaya Aura® only.
[6] Requires IP Office 11.0.1 or later software.
[7] No need to separately order an amplified handset.
[8] Requires Enhanced IPT or Core License with Avaya Aura®

11.0.1 or later software, the Avaya J139 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software.

3.2.   Why Purchase the Avaya J139 IP Phone?

The Avaya J139 IP Phone is a cost-effective basic phone intended for simple communication, where making and receiving calls is the primary need.

The Avaya J139 IP Phone is the ideal solution for end-users who need the following capability:
- Gigabit Ethernet
- Headset
- Color display

and do not need:
- Wireless Lan connectivity
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® (Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Busy Indicator, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Support for Bluetooth® headsets
- Button modules

3.3.   License Requirements – J139 IP Phone

With Avaya Aura®, the Avaya J139 IP Phone is supported with the value priced Basic IPT License.

With Avaya IP Office™, the Avaya IP Endpoint license is required.

3.4.   Feature support – Avaya Aura®

Refer to "Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones" for a complete list of the features supported on the J100-Series on Avaya Aura®.

The following features are specifically not supported by the Avaya J139 IP Phone: Exchange integration, WML browser, URI dialing, simultaneous display of caller name and number, redial by list, conference roster list, missed call filtering, manually setting presence, downloadable ringtones, Favorites, Personalize label, integrated VPN

The following SIP-AST features are specifically not supported by the Avaya J139 IP Phone when deployed on Avaya Aura®: **Contact Center (CC Elite), Bridge Call Appearance (except MDA), Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper**

Page, **Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting)**

3.5.   Feature support – Avaya IP Office™

The following features are supported by the Avaya J139 IP Phone when deployed on IP Office™:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF (*Note: Requires IP Office 11.0 FP4*)
- Group BLF (*Note: Requires IP Office 11.0 FP4*)

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are <u>not</u> supported by the Avaya J139 IP Phone when deployed on IP Office™:

Advanced Call Presentation / Handling:
- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:
- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:
- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

Others:
- 9600/J100 Push API
- WML Browser

4.0 About the Avaya J169 IP Phone

4.1. Functionality of J169

The Avaya J169 IP Phone provides the following capabilities:

- Multiple line phone with eight red/green line/feature indicators around display
- 3.5" (diagonal) grayscale display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura[9]
- Supports "CCMS over SIP" for enhanced features and integration on IP Office[10]
- Supported on selected 3rd-party Open SIP call platforms[12].
- Supports H.323 software for integration with Avaya Communication Manager[11] and Avaya IP Office[12].
- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Recent Call Log (100 entries) / Aura Contact List (250 entries)
- Extensive ability for user to customize[12] when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired[13]
- Mute Key with Mute Alerting[12]
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Supports up to three JBM24/JEM24 Expansion Modules
- Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az.
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series[9]
- Support for TLS / SRTP for encryption
- Configurable via web interface[12].
- Support for Avaya L100 headsets

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[9] Supported with Avaya Aura® only.
[10] Requires J100 SIP 2.0 or later software and IP Office 11.0 or later software.
[11] Requires Deskphone H.323 6.7 or later software.
[12] Requires J100 SIP 2.0 or later software
[13] No need to separately order an amplified handset.

The Avaya J169 IP Phone is available in Cobalt Black or White.

The Avaya J169 IP Phone uses J100 Series SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With J100 SIP 2.0 or later software and IP Office 11.0 or later software, the Avaya J169 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software. The Avaya J169 IP Phone can optionally be converted to utilize Deskphone H.323 software for deployment on Avaya Communication Manager or Avaya IP Office.

4.2.   Why Purchase the Avaya J169 IP Phone?

The Avaya J169 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for medium-volume users that need the full range of telephony features.

The Avaya J169 IP Phone is the ideal solution for end-users who need any of the following capability:
- Gigabit Ethernet
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Busy Indicator, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™

and do not need:
- Color display
- Wireless Lan connectivity
- Support for Bluetooth® headsets

4.3.   License Requirements – J169 IP Phone

With Avaya Aura®, the Avaya J169 IP Phone requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

4.4. Feature support – SIP - Avaya Aura®

Refer to "[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)" for a complete list of the features supported on the J100-Series on Avaya Aura®.

The following features are specifically not supported by the Avaya J169 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Favorite Button, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting), WML Browser.**

4.5. Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya J169 IP Phone when deployed on IP Office™ using J100 SIP 2.0.0 or later software:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu
- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator
- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya J169 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

Advanced Call Presentation / Handling:
- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:
- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:
- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya J169 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

- Personalization (i.e. ability to reconfigure the button layout)
- 9600/J100 Push API

- WML Browser

4.6.   Feature support – H.323 – IP Office and Avaya Aura®

When deployed with Deskphone H.323 software, the J169 IP Phone appears to IP Office and Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323 9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (as the J169 does not have a USB port).

5.0   About the Avaya J179 IP Phone

5.1.   Functionality of J179

The Avaya J179 IP Phone provides the following capabilities:

- Multiple line phone with eight red/green line/feature indicators around display
- 3.5" (diagonal) color display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura[14]
- Supports "CCMS over SIP" for enhanced features and integration on IP Office[15]
- Supported on selected 3rd-party Open SIP call platforms.
- Supports H.323 software for integration with Avaya Communication Manager[16] and Avaya IP Office[16].
- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Supports optional J100 Wireless Module[17] for Wi-Fi® connectivity and/or Bluetooth® wireless headset.
- Recent Call Log (100 entries) / Aura Contact List (250 entries) [5]
- Extensive ability for user to customize[18] when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired[19]
- Mute Key with Mute Alerting[18]
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Supports up to three JBM24/JEM24 Expansion Modules
- Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az.
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series

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[14] Supported with Avaya Aura® only.
[15] Requires J100 SIP 2.0 or later software and IP Office 11.0 or later software.
[16] Requires Deskphone H.323 6.7 or later software.
[17] Requires J100 SIP 2.0 or later software for WLAN, and J100 SIP 4.0.0 or later software for Bluetooth®.
[18] Requires J100 SIP 2.0 or later software
[19] No need to separately order an amplified handset.

- Support for TLS / SRTP for encryption
- Configurable via web interface[18].
- Support for Avaya L100 headsets

The Avaya J179 IP Phone is available in Cobalt Black or White.

The Avaya J179 IP Phone uses J100 Series SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With J100 SIP 2.0 or later software and IP Office 11.0 or later software, the Avaya J179 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software. The Avaya J179 IP Phone can optionally be converted to utilize Deskphone H.323 software for deployment on Avaya Communication Manager or Avaya IP Office.

5.2.   Why Purchase the Avaya J179 IP Phone?

The Avaya J179 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for professionals/knowledge workers/salespeople/call center - medium/high volume users who rely on the full range of telephony/productivity/collaboration features

The Avaya J179 IP Phone is the ideal solution for end-users who need any of the following capability:
- Gigabit Ethernet
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Busy Indicator, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Wireless Lan connectivity
- Support for Bluetooth® headsets

5.3.   License Requirements – J179 IP Phone

With Avaya Aura®, the Avaya J179 IP Phone requires requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

5.4.   Feature support – SIP - Avaya Aura®

Refer to "Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones" for a complete list of the features supported on the J100-Series on Avaya Aura®.

The following features are specifically not supported by the Avaya J179 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Favorite Button, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting), WML Browser.**

5.5.   Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya J179 IP Phone when deployed on IP Office™ using J100 SIP 2.0.0 or later software:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu
- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator
- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya J179 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

Advanced Call Presentation / Handling:
- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:
- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:
- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya J179 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

- Personalization (i.e. ability to reconfigure the button layout)
- 9600/J100 Push API

- WML Browser

5.6.   Feature support – H.323 – IP Office and Avaya Aura®

When deployed with Deskphone H.323 software, the J179 IP Phone appears to IP Office and Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323 9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (as the J179 does not have a USB port).

6.0 About Faceplate Customization – J169/J179

The J169 IP Phone (Cobalt Black) and J179 IP Phone (Cobalt Black) can be customized with different faceplates. Customers or service providers may want to use their own custom faceplate for many reasons, including advertising or brand recognition.

Customers order the J169 IP Phone without Faceplate and/or J179 IP Phone without Faceplate and separately order the required number of custom faceplates.

Upon reception of an order for custom faceplates, Avaya will contact the company placing the order via email to determine the required design of the faceplate. If needed, Avaya will provide assistance in that design. When the design is finalized, the required number of custom faceplates and manufactured and shipped. The custom faceplates have pre-installed double-sided tape so that they can be applied to the J169/J179 without Faceplate. Avaya can also provide a custom screensaver to complement the faceplate

Custom Faceplate

Custom Screensaver

7.0 About the Avaya J100 Wireless Module

7.1. Functionality of J100 Wireless Module

The Avaya J100 Wireless Module is an optional plug-in-circuit board for the J129 IP Phone and J179 IP Phone which provides the following capabilities. *Note that WLAN functionality requires the use of J100 SIP 2.0 or later software. Bluetooth® functional requires the use of J100 SIP 4.0 or later software.The J100 Wireless Module is NOT supported with Deskphone H.323 software*

- Provides WLAN connectivity on J129 and J179
    - Use wireless ethernet when wired ethernet is not available
        - The secondary PC port is NOT active if WLAN is used.
    - 802.11 a/b/g/n/ac
    - Multiple SSID
    - Enterprise-grade security:
        - WEP, WPA-PSK, WPA-Enterprise, WPA2-PSK, WPA2-Enterprise, WMM, EAP-FAST, PEAP-MSCHAPv2
    - Manual wired <-> wireless failover, manual SSID <-> SSID failover
    - Icon shows on phone screen top line when WLAN is in use.
- Provides connectivity to Bluetooth® wireless headsets on J179:
    - Bluetooth® Version 4.2
    - Supports Handsfree profile and Headset profile.
    - Up to seven headsets can be paired
    - Bluetooth® power class 2 (10 meter range)
    - Status icon shows on phone screen top line when Bluetooth® is enabled.

7.2. Why Purchase the Avaya J100 Wireless Module?

The J100 Wireless Module is ideal for use with the J129/J179 in situations where wired Ethernet is not available. Example scenarios include transient/pop-up locations, trade-shows, retail, and work-at-home.

The J100 Wireless Module also supports Bluetooth® headset connectivity on the J179. This allows operation with Bluetooth® wireless headsets for ease-of-use.

7.3. License Requirements – J100 Wireless Module

No additional licencing is required for the use of the J100 Wireless Module.

8.0   About the Avaya JBM24 Button Module (Moving to end-of-sale state)

8.1.   Functionality of JBM24 Button Module

The Avaya JBM24 Button Module provides the following capabilities:
- Attaches to right side of J169 or J179 to provide 24 additional configurable feature/line buttons
- Each feature/line button has a red/green indicator
- Two monochrome displays
- Contrast adjustable from base J169/J179
- Up to three JBM24 can be connected to a J169/J179
- Power is supplied by base J169/J179 (increases PoE to class 2)
- User can customize to determine which features/lines are positioned on the JBM24[20]

8.2.   Why Purchase the Avaya JBM24 Button Module?

The JBM24 Button Module is used by end-users who need additional feature/line buttons and do not want to see them by scrolling on the main screen.

8.3.   License Requirements – JBM24 Button Module

No additional licencing is required for the use of the JBM24 Button Module.

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[20] Requires J100 2.0 or later software

9.0   About the Avaya JEM24 Expansion Module

9.1.   Functionality of JEM24 Expansion Module

The Avaya JEM24 Button Module provides the following capabilities. *Note that JEM24 support requires the use of J100 SIP 4.0 or later software, or Deskphone H.323 6.8 or later software.*

- Attaches to right side of J169 or J179 to provide 24 additional configurable feature/line buttons
- Each feature/line button has a red/green indicator
- Color display when connected to J179, grayscale display when connected to J169
- Brightness adjustable from base J169/J179
- Up to three JEM24 can be connected to a J169/J179
- Power is supplied by base J169/J179 (increases PoE to class 2). External 5 volt supply may required.
- With SIP software on the J169/J179:
    - o User can customize to determine which features/lines are positioned on the JEM24
    - o Background/screensaver images are synchronized between the J169/J179 and the JEM24

9.2.   Why Purchase the Avaya JEM24 Button Module?

The JBM24 Button Module is used by end-users who need additional feature/line buttons and do not want to see them by scrolling on the main screen.

9.3.   License Requirements – JEM24 Button Module

No additional licencing is required for the use of the JBM24 Button Module.

10.0 J100-Series – Portfolio Overview

	J129	J139	J169	J179	JBM24	JEM24
Color	No (Monochrome)	Yes	No (Grayscale)	Yes	No (Grayscale)	Yes
Display	2.3", 128 x 32 pixel	2.8", 320 x 240 pixel	3.5", 320 x 240 pixel	3.5" 320 x 240 pixel	2 x 3.5"	4.3"
Green/Red Call Indicators	0	4	8	8	24	24
Softkeys	3	4	4	4	N/A	N/A
Ethernet Switch	Dual 10/100	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	N/A	N/A
Wi-Fi®	Optional Module	No	No	Optional Module	N/A	N/A
Wired Headset	No	Yes	Yes	Yes	N/A	N/A
Bluetooth® Headset	No	No	No	Optional Module	N/A	N/A
Expansion Module Capable	No	No	Yes (3)	Yes (3)	N/A	N/A
Optional DC Power	No	Yes	Yes	Yes	N/A	N/A
Softkeys	3	4	4	4	N/A	N/A

Notes: Support for WiFi requires minimum J100 2.0.0 software. Support for Bluetooth requires minimum J100 4.0.0 software.

11.0 Interworking with 3ʳᵈ-party open SIP call platforms

The Avaya J129 IP Phone with SIP 1.1.0.0 or later software provides standards-based SIP functionality which allows it to be used with select 3ʳᵈ-party Open SIP call platforms. The Avaya J169/J179 IP Phone with SIP 2.0.0.0 or later software also provides standards-based SIP functionality which allows them to be used with select 3ʳᵈ-party Open SIP call platforms. The Avaya J139 IP Phone with SIP 3.0.0.0 or later software also provices standards-based SIP functionality which allows them to be used with select 3ʳᵈ-party Open SIP call platforms

Customers using the J129J139/J169/J179 with non-Avaya call platforms should order the "3PCC" versions of the hardware. The "3PCC" versions of the J129/J139/J169/J179 will not work with Avaya Aura® or Avaya IP Office™.

12.0 Comparison – 9608G/J169 and 9611G/J179

12.1. 9608G/9611G versus J169/J179

- J169/J179 can be used as a SIP phone with standalone IP Office and OpenSIP. 9608G/9611G can only be used with H.323 on IP Office and are not supported with OpenSIP.

- J169/J179 with SIP software support a high degree of user customization when deployed on Aura or OpenSIP. 9608G/9611G do not support this user customization.

- J169/J179 can use a lower-cost 5 Volt adapter if no PoE is available compared to an in-line PoE injector for the 9608G/9611G.

- 9608G/9611G support a WML browser. J169/J179 with SIP software does not.

- 9608G/9611G with Deskphone SIP software supports the Avaya Aura "Busy Line Indicator" feature. J169/J179 with J100 SIP software does not.

- J169/J179 with Deskphone H.323 software provide the same functionality and user interface as a 9611G with Deskphone H.323 software.

Comparison – 9608G/J169/9611G/J179

	9608G	J169	9611G	J179
Call Appearances	8	8	8	8
Color	No (Grayscale)	No (Grayscale)	Yes	Yes
Display	3.8", 181 x 120 pixel	3.5", 320 x 240 pixel	3.5", 320 x 240 pixel	3.5", 320 x 240 pixel
Green/Red Call Indicators	8	8	8	8
Softkeys	4	4	4	4
Ethernet Switch	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000
WiFi	No	No	No	Optional Module
Wired Handset	Yes	Yes	Yes	Yes
Wired Headset	Yes	Yes	Yes	Yes
Bluetooth Headset	No	No	No	Optional Module
Expansion Module Capable	Yes (3)	Yes (3)	Yes (3)	Yes (3)
USB port	No	No	Yes	No
Optional DC Power	No	Yes	No	Yes
Supported Platforms	Aura, CC Elite, IP Office	Aura, CC Elite, IP Office, 3PCC	Aura, CC Elite, IP Office	Aura, CC Elite, IP Office, 3PCC
User Customization	None	Full	None	Full
List Price ($US)	$407 single, $370 in 4-pack	$370 single	$508 single, $461 in 4-pack	$455 single
General Availability	February 2014	April 2018	September 2010	April 2018

12.2. 9608G versus J169

J169 has slightly smaller display (3.5" vs 3.8") but higher resolution (grayscale 320 x 240 pixel vs monochrome181 x 120 pixel). This leads to a significantly better experience

and allows the J169 to support functionality such as a background image and Arabic font which is not supported on the 9608G.

12.3. 9611G versus J179

- J179 supports Bluetooth and WiFi via optional J100 Wireless Module. 9611G does not.

- 9611G has a USB port (only used with H.323 software) and J179 does not.

13.0 Other Product Information

13.1. Limitations when deploying with Aura releases lower than 7.1.3.3

Avaya Aura® Communication Manager 7.1 and below does not provide native support of the J129/J139/J169/J179 IP Phones. The J129 should be administered as a "9608SIP", the J139 as a "9608SIP", the J169 as a "9611SIP" or "9611SIPCC" and the J179 as a "9611SIP" or "9611SIPCC".
Avaya Aura® 8.0.1 provides native support of the J129/J169/J179 IP Phones. The J139 should be administered as J169.

When using Avaya Aura® 7.1 (and below) and J100 4.0.0.1 (and below) there are feature administration limitations. **See the tables below for further details.**

Service Packs to allow for administration of J100-Series IP Phones on Avaya Aura 7.1.3.3 have been provided by Avaya. Avaya strongly recommends that all customers using J100-series IP Phones upgrade to these service packs. There are two software components to deliver this solution:

1. A System Manager 7.1.3.3 Service Pack identified via PCN2062Su.

2. A Session Manager 7.1.3.3 Service Pack identified via PCN2068Su.

Session Manager PSN PSN005267u details the main operational changes and a list of things that should be considered when rolling out this solution, including some differences that may be seen when both J100-Series IP Phones and 9600-Series IP Phone are used within the same environment.
Note: Be sure to read the PSN before rolling out the software changes to the servers.

NOTE: It is recommended that all endpoints for a specific user be of the same device family. A single user can have multiple J100-series IP Phones, or multiple 9600-series IP Phones, but it is not acceptable for a single user to have a mix of the two series associated with the same extension. If this occurs, only the button/profile settings for the configured endpoint type in CM can be modified via the System Manger user interface.

The following two tables highlight the experience that end users and administrators will see when using J100 IP Phones with J100 SIP software on various releases of Avaya Aura®.

Avaya Aura® configuration	What to expect when a user logs in for the very first time	What to expect when SMGR Add, Move Features and Autodials after user has logged in	What to expect when user changes a label on their phone
Avaya Aura® 7.1.3.2 or earlier (J100 aliased as a 9600)	All features and auto dials will show on the phone and button module at the line locations as defined in SMGR. Labels defined in SMGR will NOT show – i.e phone will show default labels.	New Favorite features/pre-configured autodials will NOT show up on Phone screen. Moved Favorite feature/auto-dial will NOT show up in the phone screen and will cause the original key to disappear.	Label change will NOT show in SMGR.
Avaya Aura® 7.1.3.3 (J100 aliased as a 9600)	All features and auto dials and labels will show on the phone and button module at the line locations as defined in SMGR.	NOTE: J100 4.0.0.1 includes a new configuration parameter (SMGR_AUTO_FAVORITE) which will auto populate Features/Autodials if less than Aura 8.0.1 and added/moved keys will not disappear.	Label change will show in SMGR
Avaya Aura® 8.0.1 or later (J100 native)	Features and auto dials marked as favorites will show on the phone and button locations.\n\nFeatures not marked as favorites will only show in the Feature menu. Pre-configured Autodials not marked as Favorites will show up only during end user customization.\n\nThe phone will show the labels defined on keys marked as Favorites in SMGR on the Phone	New Favorite features/pre-configured autodials will show up on Phone screen. Moved Favorite feature/auto-dial will show up in the phone screen.	

Avaya Aura® configuration	What to expect when a user moves/adds a feature / auto dial to a different line location on the phone	What to expect when a user deletes a feature / auto dial using customization.	What to expect when user does a Customization -> Restore
Avaya Aura® 7.1.3.2 or earlier (J100 aliased as a 9600) Avaya Aura® 7.1.3.3 (J100 aliased as a 9600)	Change will not show in SMGR (similar behavior as SIP 9600-series)	No change in SMGR.	All features and autodials will show on the phone and button module at the line locations defined in SMGR. Phone will show default labels. No change in SMGR.
Avaya Aura® 8.0.1 or later (J100 native)		Feature favorite flag will be unchecked in SMGR	All features and autodials marked as favorites will show on the phone and button module at the line locations. No change in SMGR. Phone will show labels as defined in SMGR.

13.2. J169/J179 – Call Center Elite Interface

When programmed in Avaya Aura® as a "SIPC" model for use with Call Center Elite, an additional line at the top of the display is used to provide the Agent with critical information. This removes the ability to program/utilize the top row of appearance/feature/application buttons.

'
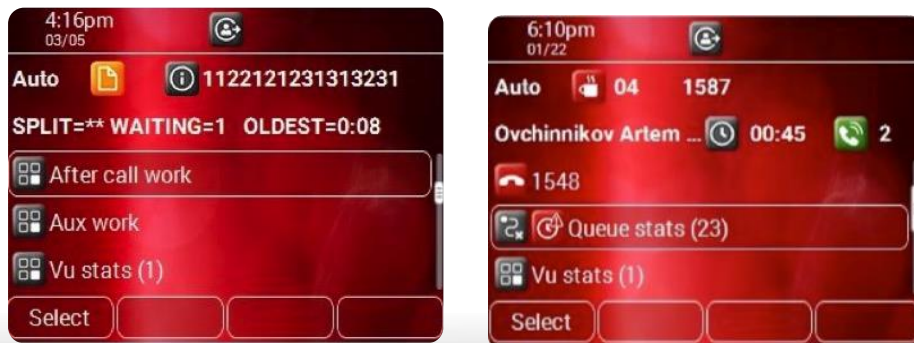
13.3. Color Options

The J129 IP Phone and J139 IP Phone are available in Cobalt Black only. The J69 IP Phone and J179 IP Phone are available in either Cobalt Black or White.

13.4. Pre-configured Wireless Module

The J129 IP Phone and J179 IP Phone are available with the J100/K100 Wireless Module pre-installed.

13.5. Package Contents

The Avaya J129 IP Phone, Avaya J139 IP Phone, Avaya J169 IP Phone, and Avaya J179 IP Phone ship in a box containing the IP Phone, handset with cord, dual-position phone stand, and regulatory/safety sheet.

An Ethernet cable is NOT included in the package and must be sourced separately.

Other documentation (installation, user guides,..) is NOT included in the package and must be downloaded separately from support.avaya.com.

13.6. Power Options

The Avaya J129 IP Phone is compatible with Power over Ethernet switches (PoE) as a Class 1 device. To function, the Avaya J129 IP Phone must be powered via PoE either through the Ethernet cable from the host data switch, or through an optional single port PoE injector. See the list of orderable parts in Section 18 of this Offer Definition document. When using the J100 Wireless Module for WiFi connectivity and no Ethernet connectivity is available/required, then the single port PoE injector is still required but only to provide power.

The Avaya J139 IP Phone is compatible with PoE as a Class 1 device. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply must be used.

The Avaya J169 IP Phone is compatible with PoE as a Class 1 device, or a Class 2 device when configured with up to three JBM24, or a Class 2 device when configured with either one or two JEM24 . If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply must be used. If three JEM24 are used, then the 5 volt DC power supply MUST be used.

The Avaya J179 IP Phone is compatible with PoE as a Class 1 device, or a Class 2 device when configured with up to two JBM24 / one JEM24, and/or J100 Wireless

Module. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply used. When configured with three JBM24 or two/three JEM24, then the 5 volt DC power supply MUST be used. When using the J100 Wireless Module for WiFi connectivity on the J179 and no Ethernet connectivity is available/required, then the 5 volt DC power supply must be used.

The J100-series IP Phones support 802.3az "Energy Efficient Ethernet" to conserve power when idle. The Avaya J129/J139/J169/J179 IP Phone are all ENERGY STAR®[iii] certified.

The table below summarizes power requirements for all models:

Model	EnergyStar (watts)	Power Requirements (watts)				PoE Class		Note
	Standby	Standalone	Additional per JBM24	Additional per JEM24	Additional with J100 Wireless Module	1	2	
J129	1.04	2.55	N/A	N/A	0.90	Standalone	With J100 Wireless Module	
J139	1.55	2.24	N/A	N/A	N/A	Standalone	--	
J169	1.85	2.34	1.35	2.00	N/A	Standalone	With up to 3 JBM24 or up to 2 JEM24	Requires 5 volt DC power supply when using 3 JBM24 or 2/3 JEM24
J179	1.85	2.71	1.35	2.00	0.90	Standalone	With up to 2 JBM24 or 1 JEM24 and/or J100 Wireless Module	Requires 5 volt DC power supply when using 3 JBM24 or 2/3 JEM24

13.7. Platform Support

The Avaya J129 IP Phone, Avaya J139 IP Phone, Avaya J169 IP Phone, and Avaya J179 IP Phone are supported on Avaya Aura®, Avaya IP Office™, Zang Office and select third party call control platforms. For details on specific release compatibility, refer to the software ReadMe files on http://support.avaya.com or release-specific Offer Definitions.

The information below is accurate for J100 SIP 4.0.0.0 software and Deskphone H.323 6.8.0 software.

J100 INTEROPERABILITY – SUPPORTED SOFTWARE RELEASES

Avaya Aura®	Avaya IP Office™	Zang Office	Broadsoft Broadworks
Aura 7.x (CM 7.0.0+, SM 7.0.0+)	IP Office 10.0 SP7 / 10.1 SP3 / 11.0 (J129/J169/J179)	R1.0	Broadsoft Broadworks R21 SP1
Aura 8.0 (CM 8.0.0+, SM 8.0.0+)	IP Office 11.0 SP1+ (J129/J139/J169/J179)		

J129 IP PHONE 📶   J139 IP PHONE   J169 IP PHONE   J179 IP PHONE 📶 ❋

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13.8. Dimensions

J129 IP Phone	dimensions on desk (stand in high position): 156 mm (6.1 in) Wide x 170 mm (6.7 in) Deep x 175mm (6.9 in) Tall
	dimensions when wall mounted: 156 mm (6.1 in) Wide x 100 mm (3.9 in) Deep x 198 mm (7.8 in) Tall
	boxed dimensions: 244 mm (9.6 in) x 222 mm (8.7 in) x 66 mm (2.6 in)
J139 IP Phone	dimensions on desk (stand in high position): 179 mm (7.0 in) Wide x 170 mm (6.7 in) Deep x 177mm (7.0 in) Tall
	dimensions when wall mounted: 179 mm (7.0 in) Wide x 100 mm (3.9 in) Deep x 219 mm (8.6 in) Tall
	boxed dimensions: 280 mm (11.0 in) x 145 mm (5.7 in) x 78 mm (3.1 in)
J169 IP Phone, or J179 IP	dimensions on desk (stand in high position): 187 mm (7.4 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall
	dimensions when wall mounted:

Phone	187 mm (7.4 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall
	boxed dimensions: 250 mm (9.8 in) x 225 mm (8.9 in) x 82 mm (3.2 in)
JBM24 Button Module	dimensions on desk (stand in high position): 89 mm (3.5 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall
	dimensions when wall mounted: 89 mm (3.5 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall
	boxed dimensions: 280 mm (11.0 in) x 145 mm (5.7 in) x 78 mm (3.1 in)
JEM24 Button Module	dimensions on desk (stand in high position): 115 mm (4.5 in) Wide x 175 mm (6.9 in) Deep x 140 mm (5.5 in) Tall
	dimensions when wall mounted: 115 mm (4.5 in) Wide x 100 mm (3.9 in) Deep x 175 mm (6.8 in) Tall
	boxed dimensions: 240 mm (9.5 in) x 175 mm (6.9 in) x 73 mm (2.8 in)
J100 Wireless Module	dimensions: 33 mm (1.3 in) x 28 mm (1.1 in) x 3 mm (0.1 in)
	boxed dimensions: 128 mm (5.0 in) x 80 mm (3.1 in) x 45 mm (1.8 in)

13.9. Headsets

Avaya recommends the Avaya L100 headsets
(https://www.avaya.com/en/products/devices-and-phones/headsets/) for use with the
J139/J169/J179 IP Phones.

Other headset vendors may perform compatability testing of their headsets with the
J139/J169/J179 IP Phones. Refer to their websites for a list of the headsets and
interface cables for use with these models. The J139/J169/J179 IP Phones utilize the
same interface cables as the 9608G/9611G IP Phones.

14.0 J100 SIP software

The J100-Series IP Phones use J100 SIP software. Information on the new capabilities of each release of software, advisements, known issues, and compatible call platforms can be found in the associated ReadMe file. The following table provides a history of the J100 SIP software releases.

Release	ID	Date	Link to Readme file
1.0.0.0	1.0.0.0.43	Dec 2016	https://support.avaya.com/css/P8/documents/101033485
1.1.0.0	1.0.0.0.15	Mar 2017	https://support.avaya.com/css/P8/documents/101037079
1.1.0.1	1.0.0.1.3	Aug 2017	https://support.avaya.com/css/P8/documents/101042514
1.5.0.0	1.5.0.0.15	Mar 2018	http://support.avaya.com/css/P8/documents/101047039
2.0.0.0	2.0.0.0.45	April 2018	https://support.avaya.com/css/P8/documents/101048016
3.0.0.0	3.0.0.0.20	July 2018	https://support.avaya.com/css/P8/documents/101050223
3.0.0.1	3.0.0.1.6	Aug 2018	https://support.avaya.com/css/P8/documents/101051793
3.0.0.2	3.0.0.2.2	Nov 2018	https://support.avaya.com/css/P8/documents/101053115
4.0.0.0	4.0.0.0.21	Dec 2018	https://support.avaya.com/css/P8/documents/101054005
4.0.0.1	4.0.0.1.2	Mar 2019	https://support.avaya.com/css/P8/documents/101056162
4.0.1.0	4.0.1.0.10	Apr 2019	https://support.avaya.com/css/P8/documents/101056525

15.0 Deskphone H.323 software for J169/J179

Deskphone H.323 software is used with the 9600-series IP Deskphones. Deskphone H.323 Release 6.7.0 software adds support for the J169 IP Phone and J179 IP Phone. Information on the new capabilities of each release of software, advisements, known issues, and compatible call platforms can be found in the associated ReadMe file. The following table provides a history of the Deskphone H.323 software which supports the J169/J179.

Release	ID	Date	Link to Readme file
6.7.0	6.7002	May 2018	https://support.avaya.com/css/P8/documents/101049643
6.7.1	6.7104	Nov 2018	http://support.avaya.com/css/P8/documents/101053574
6.8.0	6.8002	Jan 2019	http://support.avaya.com/css/P8/documents/101055348
6.8.1	6.8102	April 2019	http://support.avaya.com/css/P8/documents/101056995

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