



FACT SHEET

Avaya IP Phone J189



Give Your Power Users Enhanced Communications Capabilities

The competitively priced, high-performing Avaya IP Phone J189 features two color display screens, 4 softkeys, 16 Feature keys, high definition audio quality, integrated Gigabit Ethernet interface, headset support and up to two J100 Expansion Modules, and optional Wi-Fi® / Bluetooth®. In addition the secondary screen also acts as the first expansion module. The J189 IP Phone leverages your enterprise IP network to deliver sophisticated voice communications from headquarters, remote locations, or home offices. Tightly integrated with Avaya Aura® platform, the Avaya IP Phone J189 optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

Key Features and Benefits

- Supports optional J100 Wireless Module for Wi-Fi connectivity and / or Bluetooth® headsets
- Delivers high definition audio that can increase productivity by reducing fatigue and provides easier-to-understand and multi-party calls through the wideband audio codec in the handset and headset.
- 2 color displays available; Larger sized, higher resolution 5" screen main screen can be used in split screen mode.
- Simplifies call control on the display using softkeys for everyday functions such as transfer, conference and forwarding; also makes it easy to perform everyday tasks such as quick access to the corporate directory.
- Multiple line phone that provides visual cues that can speed task management through 10 dual-color Red / Green LED physical buttons on main screen, and 6 physical buttons on secondary screen.
- Improves flexibility through support of a secondary Gigabit Ethernet port for a PC.
- Enables high-speed call handling through support of up to two Avaya J100 Expansion Modules. Secondary screen effectively acts as the first Expansion Module.
- The handset has built in volume boost for hearing impaired to avoid having to purchase a separate amplified headset.
- Accommodates advanced unified communications solutions through Session Initiation Protocol (SIP).
- Supports reduced energy consumption and lower costs through Power-over-Ethernet Class 1 design with "sleep mode".



The Avaya IP Phone J189 is a multi-line phone ideally suited for power users who consider the phone to be one of many useful communication tools and rely on common functions like directory and speed dial to enhance productivity and collaboration.

Specifications

- Display
 - Primary (larger) : 5.0" color, 800 x 480 pixel
 - Secondary : 2.3" Color, 240 x 320 pixel
- 10 physical buttons on main screen, 6 physical buttons on secondary screen (dual LEDs - red, green)
- 4 softkeys
- 2 USB ports (1 USB A, 1 USB C)
- Wi-Fi & Bluetooth
- Hard buttons for phone, end call, messages, contacts, history, home, navigation cluster, headset, speaker, volume, mute
- LEDs for speaker, mute, headset, message, history
- All 96 buttons are accessible, without a physical expansion module (on main screen, or secondary screen)
- J100 Expansion Modules Support
 - Secondary screen is the first effective Expansion Module
 - 2 hardware J100 Expansion Modules
- Wideband audio in handset and headset
- SuperWideband Full Duplex speakerphone
- Ergonomic hearing aid compatible handset (FCC 508 compliant) supports TTD acoustic coupler
- Message waiting indicator
- Mute indicator with optional mute alerting
- IC call alerting with 360-degree visibility
- Dual-position stand, optional wall-mount stand

The Avaya IP Phone J189 Leverages Your Enterprise IP Network to Deliver Sophisticated Voice Communications from Headquarters, Remote Locations, Or Home Offices.

- Supports optional Bluetooth/Wi-Fi module
- Gigabit Ethernet (10 / 100 / 1000) line interface
- Secondary Gigabit Ethernet (10/100/1000 Mbps)
- PoE Class (IEEE 802.3af) registers as class 1 device and supports 802.3az
- "Energy Star Certified" AC to 5 volt adapter
- Supports Session Initiation Protocol (SIP) and H.323
- Supports call handling for multiple SIP accounts, up to a maximum of 96
- Standards-based codec support: G.722, Opus, Add G711, G729AB.
- Zero touch deployment via Device Enrollment Services Support
- Supports the following languages: Arabic, Brazilian Portuguese, Simplified Chinese, Dutch, English, Canadian French, Parisian French, German, Hebrew, Italian, Japanese, Korean, Polish, Latin American Spanish, Castilian Spanish, Thai, Turkish, and Russian

Software compatibility

- Avaya Aura® 7.1.3.3
- Avaya IP Office 11.1.1
- Avaya Cloud Office® by RingCentral and Open SIP platforms
- Avaya Approved Third Party Platforms

Avaya recommends that all customers using Avaya J100 Series SIP software upgrade to latest release at the earliest convenience. The latest release is available to download from support.avaya.com/support/en/downloads. Please always refer to Advisements in the associated software "Readme" file for important information prior to deploying the software.

Highlights

- Optional Wireless Deployment
- Bluetooth Connectivity
- User Interface Personalization

About Avaya

Avaya is a global enterprise software leader that helps the world's largest organizations and government agencies forge unbreakable customer connections. The Avaya Infinity™ platform is built to unify fragmented experiences, equipping enterprises to evolve their contact centers into connection centers and strengthen relationships that create business value. Learn more at www.avaya.com.

