



Using Avaya J169/J179 IP Phone H.323

Release 6.7
Issue 1
May 2018

© 2018, Avaya Inc.
All Rights Reserved.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note, unless otherwise stated, that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE

AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Regulatory Statements

Australia Statements

Handset Magnets Statement:

Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISÉD établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above

guidelines are not followed, it may lead to death or severe injury.



本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されており添付品または指定品をご使用ください。添付品指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されており添付の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我等人身事故の原因となることがあります。

México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.
 - For Accessory Power Supply – Use Only Limited Power Supply Pihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Contents

Chapter 1: Introduction	8
Purpose.....	8
Chapter 2: Phone overview	9
Physical layout.....	10
Connection Jacks.....	12
Optional components.....	14
General icons.....	14
Call history icons.....	15
Chapter 3: Getting Started	17
Logging in to your phone.....	17
Logging out of your phone.....	18
Logging in as a guest user.....	18
Chapter 4: Navigation	19
Navigation tips.....	19
Menu options.....	19
Accessing the Features screen	20
Chapter 5: Call operations	21
Answering a call.....	21
Making calls.....	21
Making a call.....	21
Making an emergency call.....	22
Calling a person from the contacts list.....	22
Calling a person from the call history.....	22
Making a call using edit dialing.....	23
Calling a person from the directory.....	23
Redialing a number.....	23
Clearing a number.....	24
Making a call using a Click to dial link.....	24
Transferring a call.....	24
Muting a call.....	24
Putting a call on hold.....	25
Contacts.....	25
Using the contacts feature.....	25
Adding a new contact.....	26
Deleting a contact.....	26
Editing a contact.....	27
Viewing the details for a contact.....	27
Searching for a contact.....	27
Call History.....	28

Viewing the call history.....	28
Viewing call history details.....	28
Adding an entry from the call history to your contacts list.....	28
Removing an entry from call history.....	29
Clearing all call history entries.....	29
Turning off call history.....	29
Conferences.....	30
Using the conference feature.....	30
Adding a person to an active call.....	30
Adding a person on hold to a conference call.....	30
Dropping a person from a conference call.....	31
Dropping the last participant from a conference call.....	31
Putting a conference call on hold and resuming a call.....	31
Muting a person on a conference call.....	32
Using Voicemail.....	32
Receiving your messages.....	32
Chapter 6: Advance features.....	33
About forwarding calls.....	33
Activating call forwarding.....	33
Activating Send All Calls.....	33
Activating EC500 for simultaneous ringing on multiple phones.....	34
Using bridged call appearances.....	35
Using bridged call appearances.....	35
Chapter 7: Customizing your phone.....	37
Options & Settings.....	37
Call Settings.....	37
Application Settings.....	42
Screen and Sound Options.....	44
Advanced options.....	47
Administrative messages	49
Browser.....	50
Chapter 8: Troubleshooting.....	51
Limited access during failover.....	51
Chapter 9: Related resources.....	53
Documentation.....	53
Viewing Avaya Mentor videos.....	53
Support.....	54

Chapter 1: Introduction

Purpose

This document is intended for end users and describes how to use the features available on Avaya J169/J179 IP Phone. This document also describes the end user procedures to setup various functionalities.

Chapter 2: Phone overview

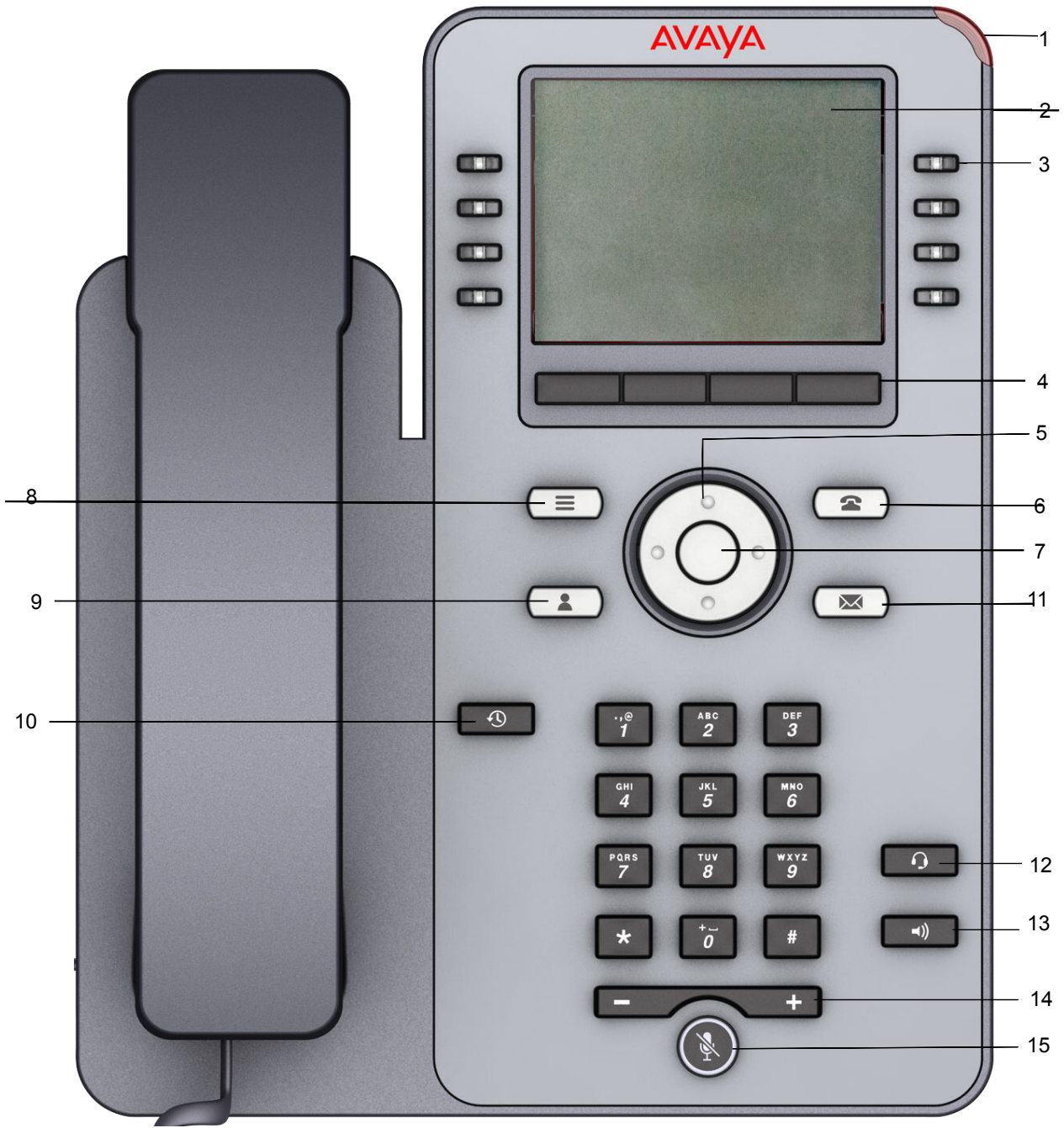
The Avaya J169/J179 IP Phone is intended to be used for business communications. The phone supports eight call appearances with four lines of call display. The phone can support up to three button modules, and each button module supports 24 call appearances.

The Avaya J169 IP Phone has a grayscale display, and the Avaya J179 IP Phone has a color display.

Physical specifications

- Eight call appearances
- 320 x 240 pixels graphical LCD
- Four softkeys
- Dual 10/100/1000 network ports
- Optional 5V DC Power support
- 48V GSPPOE power adapter support
- Magnetic Hook Switch
- Up to three button module support

Physical layout



No.	Name	Description
1	Beacon LED	Displays a red light for the following visual alerts: <ul style="list-style-type: none"> • Incoming call • Voice mail and messages
2	Phone display	Displays two areas: <ol style="list-style-type: none"> 1. Top Bar: Displays communication status, time and date, and device status. This area is always visible. 2. Application area: Displays the following: <ul style="list-style-type: none"> • Application header: Displays the context-specific application title and one or more subtitles. The header is always empty on the Phone screen. • Application content area: Displays menus, lists, pop-up windows, images, or other application content. • Softkey labels area: Displays labels with information about the state of the Soft Keys button.
3	Line Keys	Used to select the corresponding rows. Each line key has an LED that displays the following visual alerts: <ul style="list-style-type: none"> • Red light: Disabled features. • Green light: Incoming call and enabled features. • Red and Green light: Off-hook status of the phone.
4	Soft Keys	Used to select the corresponding label of context-specific actions. With the Help soft key, you can view a short description of the features available on your phone. The administrator must activate the Help feature.
5, 7	Navigation cluster	Used to navigate the phone screen. <ul style="list-style-type: none"> • OK button: To select the action assigned to the first soft key. • Up and Down arrow keys: To scroll up and down. • Right and Left arrow keys: To move the cursor in the text input field, and to toggle values in the selection fields. You can also access the Feature screen.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to toggle your call from the speaker or handset to headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust the volume of a handset, headset, speaker, or ringtone. <ul style="list-style-type: none"> • The plus key (+) : To increases the volume.

Table continues...

No.	Name	Description
		<ul style="list-style-type: none"> The minus key (-): To decrease the volume.
15	Mute Button	Used to mute and unmute the outgoing audio.

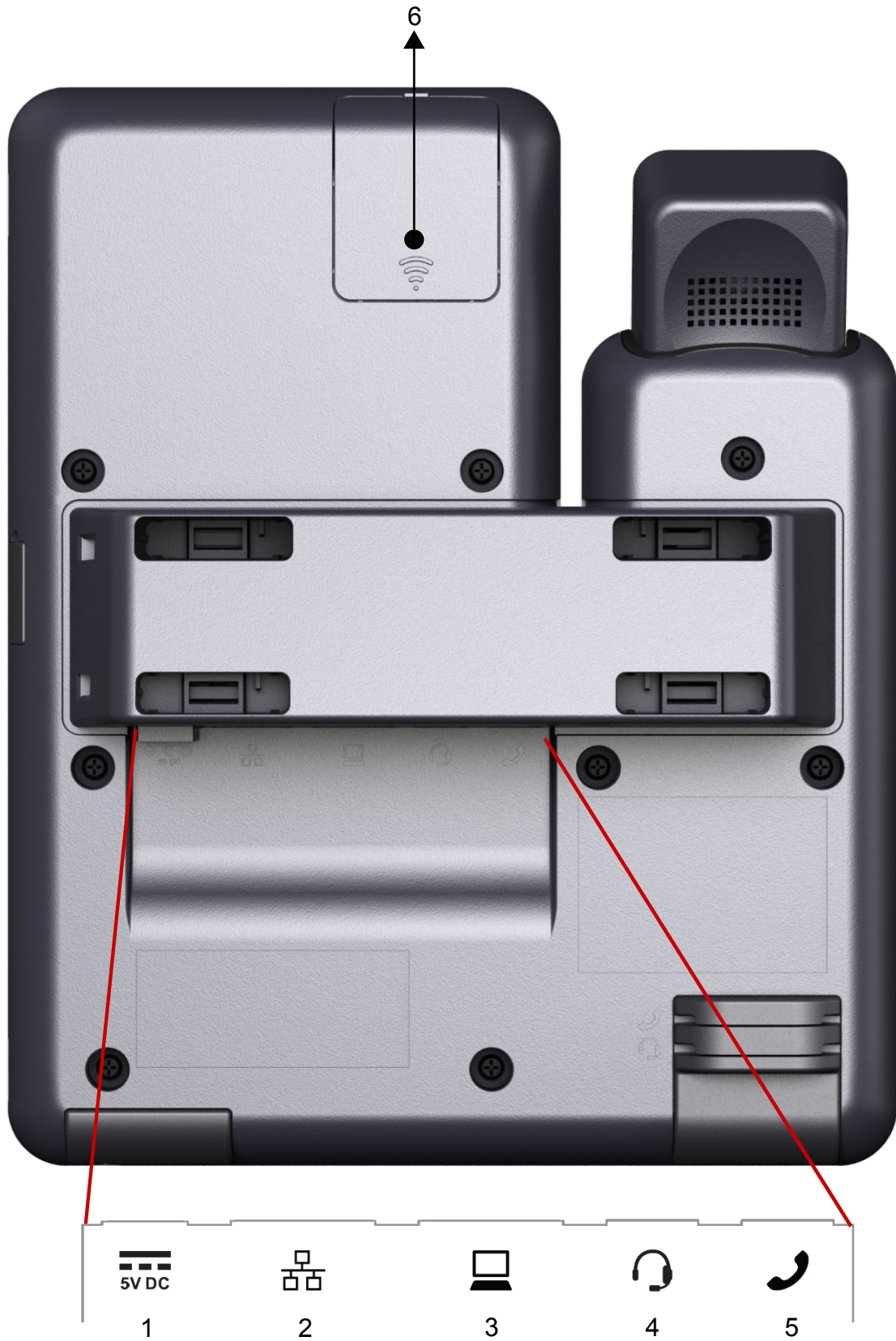
Application keys provide direct access to the corresponding applications.


No.	Application keys	Description
6	Phone key	Displays the phone screen.
8	Main Menu	Displays a list of options: <ul style="list-style-type: none"> Options & Settings Network Information VPN Settings Log Out About Avaya IP Deskphone
9	Contacts	Displays the entries in your contact list.
10	Recents	Displays the list of calls in Call history.

Connection Jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya J169/J179 IP Phone.

The image schematically describes which device to connect to which jack.



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the Wi-Fi module.  Note: The Wi-Fi module is not supported in the Avaya J169 and J179 H.323 phones.

Optional components

You can use the following optional components with phone:

 **Note:**

Ensure to use only the phone compatible components.

- 5V DC Power adapter
- Button module(JBM24)
- GSPPOE - Avaya 48V PoE power inserter

General icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.
















Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.





Table continues...

Icon	Description
	The phone has activated the EC500 feature.
	Incoming call alert.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	End of a list; scroll up to see choices.
	Pressing - on the Volume button continuously causes the volume to turn off. To reinstate volume, press + on the Volume button.
	Your administrator might place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your phone turns the backlight on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension or password within 60 seconds after the prompt for the extension and password. In this situation, your phone might register with the call server, but will show only one call appearance, no features, and will allow only outgoing calls. To change from the unnamed registration state, login with a valid extension and password.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.

Call history icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

Phone overview

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.

Chapter 3: Getting Started

Logging in to your phone

About this task

Perform this task to log in to your phone. Log in from the initial screen when it prompts you for your extension.

If multiple gatekeepers are configured for the phone, the phone stops at the discovery mode in the following conditions:

- The login credentials are incorrect.
- The phone is logged in. One of the gatekeepers is not reachable, because of an upgrade or a network outage. In the discovery mode, press **Reset**. The phone deletes the credentials from the memory, reboots, and displays the login page.

If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

1. Press **Log In**.
2. Enter your extension.
3. Press **Enter** or **OK** or **#**.
4. Enter your password. Enter the password that your administrator assigned to you.
5. If your administrator configured the system to allow visiting user privileges the deskphone prompts for Login Mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this deskphone (Visiting User) or not (Default).
6. Press **Enter** or **OK** or **#**.

Logging out of your phone

About this task

If the administrator has enabled the offline call-log feature on the phone, the phone downloads the call log database when you log in. The offline call-log database stores incoming calls when you were offline. These calls are added to the call history as missed calls.

Procedure

1. Press **Main menu**.
2. Press **Log Out** to choose Log Out.
3. Press **Log Out** or **OK**.

If you logged into the phone as a guest user, the phone restores the original settings on logout.

Logging in as a guest user

About this task

Log in to another phone as a guest and use the features and functionality of your own phone.

Note:

The guest user login option is available on your phone only if the administrator has configured the feature. Guest user login does not use the contacts list available on the phone. The previous contacts list is cleared, and the phone displays only the contacts of the guest user.

Procedure

1. Press **Main menu**.
2. Select **Guest Login**.
3. Enter your extension number.
4. Enter your password.
5. Press **Enter** or **OK**.
6. Scroll left or right to select the expected amount of time from 1 to 12 hours that you might use this phone.

You can log out as a guest at any time despite the duration that you select.

7. Press **Enter** or press **OK**.

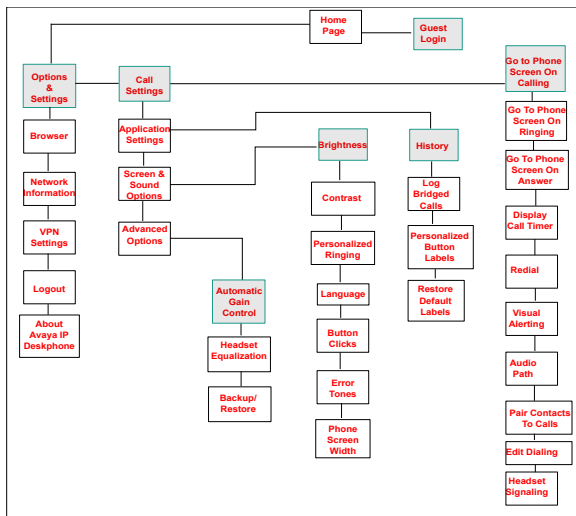
Chapter 4: Navigation

Navigation tips

The deskphone displays navigation icons (↔) on the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya J169/J179 IP deskphones.



*** Note:**

Some of the options may not be displayed on your deskphone if your administrator has not configured the option for your extension.

Accessing the Features screen

About this task

Use this task to gain access to the **Features** screen.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Procedure

1. On the Phone screen, use the right navigation button to gain access to the **Features** screen.

To return to the main Phone screen, press **Phone** or scroll to the left.

2. Scroll down to see the features that have been administered for your extension.

The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Chapter 5: Call operations

Answering a call

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset, or you can press the corresponding line key (LED) to answer the call.
- If you are on a call, and the phone displays the incoming call, from the Phone screen scroll to the line with the incoming call and press **Ans Hold** or press the corresponding line key (LED) to automatically put the first call on hold when you answer the new call. Also, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Making calls

Making a call

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

Making an emergency call

About this task

If your administrator configured emergency calling for your phone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, **Emerg** softkey is not available. You must manually dial the emergency number.

Procedure

1. On the Phone screen, press **Emerg**.
2. To end the emergency call, press **Drop**.

Calling a person from the contacts list

Procedure

1. Press **Contacts**.
2. Select the person or primary number that you want to call.

To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Press **Call** or **OK**.

Calling a person from the call history

Procedure

1. Press the **Recents** button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button or press the corresponding line key (LED).

Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.

Making a call using edit dialing

Before you begin

Ensure that the Edit dialing feature is enabled on your phone.

Procedure

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
3. Press **Call** or **OK**.

Calling a person from the directory

Procedure

1. From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.
2. Use the dialpad keys to start typing the last name of the person you want to call.
Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.
3. Select **Next** to view the names alphabetically in the directory.
4. Press **OK** or enter the next letter.
5. Select **Make Call** when you see the name to which you to want to make a call to.
6. Press **OK** to dial the call.

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.
The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial.
2. If you are working with a redial list, scroll to the number to call and press **Call** or **OK** or press the corresponding line key (LED).
Your system administrator can disable Redial functionality.

Clearing a number

Procedure

Press **Clear** to erase all dialed digits and enter a new number.

Note:

You can clear a number by using the backspace button only if you have enabled the Edit Dialing feature on your deskphone.

Making a call using a Click to dial link

About this task

You can use the Click to Dial feature to make a call from a WML browser or any other screen that provides a dialing link. Usually, a handset icon indicates a line with this type of link.

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

Result

The phone starts a call to the person or number associated with the click to dial link.

Transferring a call

Procedure

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
 2. Press **Transfer**.
 3. Dial the number if you know the number or call the person from the contacts list or from the history list.
 4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.
-

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

 **Note:**

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off.

When you mute the call, the Mute button light is on and the top line displays the Mute icon.

Putting a call on hold

Procedure

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the active line you want to put on hold.
3. Press **Hold**.

 **Note:**

The phone might display a hold timer when you put a call on hold.

4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call.

Contacts

Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name. You can also import or export a Contact list using a USB device.

 **Note:**

When you press the **Contacts** button you might not see all of the functions that are described in this chapter. The functions are not available because your administrator has disabled changes to Contacts.

Adding a new contact

About this task

You can add up to three numbers for a contact.

Procedure

1. Do one of the following:
 - If this is your first contact list entry, press **Contacts > New**.
 - If you already have entries in your contact list, press **Contacts > More > New**.
2. Enter the name using the dialpad.
3. Scroll to the next field.
4. Enter the number.
5. Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
6. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

You can add up to two additional numbers for this contact, but you can designate only one number as primary.

7. Press **Save**.

Deleting a contact

Before you begin

Ensure that there is at least one contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **Details > More > Delete**.
4. Press one of the following:
 - **Delete**: To delete the contact.
 - **Cancel**: To cancel the action.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit** or **Details > Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

Viewing the details for a contact

Procedure

1. Press **Contacts**.
2. Select the contact that you want to view.
3. Press **Details** to see the information available for that contact.
Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Searching for a contact

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Call History

Viewing the call history

Procedure

1. Press **Recents**.

You can go to the top of the list by pressing **Recents** again.

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

 **Note:**

Depending on how your administrator configured the system, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.

3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **Recents**.
2. Select the number you want to view.
3. Press **Details**.

If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number.

4. To return to the list view, press **Back** .

Adding an entry from the call history to your contacts list

Procedure

1. Press **Recents**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

Removing an entry from call history

Procedure

1. Press **Recents**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.
4. Press **Delete** to confirm the deletion.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, the phone deletes only the entries for outgoing calls. However, if you are viewing the All Calls list, pressing **Clear All** deletes all calls.

Procedure

1. Press **Recents**.
2. Press **Clear All**.
3. Press **Clear All** or **OK** to confirm.

Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Press **Main Menu**.
2. Select **Options & Settings > Application Settings**.
3. To select the type of call history logging that you want to turn off, perform one of the following actions:
 - To turn off logging your calls, select **History**.
 - To turn off logging the bridged lines, select **Log Bridged Calls**.
4. Press **Change** or **OK** or the corresponding line key to turn call history logging on or off.
5. Press **Save**.

Conferences

Using the conference feature

Adding a person to an active call

About this task

Use this procedure to add participants to an active call to set up a conference call.

Before you begin

Start a call.

Procedure

1. During a call, on the Phone screen, press **More** > **Conf**.
The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
 - Dial the phone number by using the dial pad.
 - Call the person from the Contacts list or the Recents list.
3. When the third participant answers the call, press the **Join** softkey.
4. To add another person, press **Add** and repeat Step 2 and 3.

Adding a person on hold to a conference call

Procedure

1. During an active call, press **Hold**.
2. Do one of the following:
 - To make a new call, press new line key.
 - To answer an incoming call, press **Answer** .
3. When the second person answers the call, press the **Conf** softkey and select the line key of the person on hold.

The person on hold adds to the conference call.

Dropping a person from a conference call

Procedure

1. From the Phone screen, select your active conference call.
2. Press **Details**.
Ensure that your administrator has configured the **Details** softkey.
3. Select the person you want to drop.
4. Press **Drop**.

Dropping the last participant from a conference call

About this task

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The phone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

Procedure

1. From the Phone screen, select your active conference call.
2. Press **Drop** when the conference is up.
The phone drops the last added person from the conference.

Putting a conference call on hold and resuming a call

About this task

Use this procedure to put a conference participant on hold, while the others continue in the conference call.

Procedure

1. Press **Hold** during a conference call.
2. Do one of the following:
 - Press **Resume**.
 - Press **OK**.
 - Select the call appearance to resume the conference call.

Muting a person on a conference call

You may be able to silence a person on a conference call using the Silence softkey. The individual muting feature is not available on all systems. If you do not see **Silence** softkey when you choose a person, you cannot mute that person.

Procedure

1. From the Phone screen, select the line of the person you want to mute during a conference call.
2. Press **Details**.
Ensure that your administrator has configured the **Details** softkey.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

Using Voicemail

Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Retrieving a voice mail

About this task

Use this procedure to listen to your voice mail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

Chapter 6: Advance features

About forwarding calls

You can forward your incoming calls to another number or to voice mail. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

Related links

[Activating call forwarding](#) on page 33

[Activating Send All Calls](#) on page 33

Activating call forwarding

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **Call Forward**.
3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **#**.

Note:

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Related links

[About forwarding calls](#) on page 33

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly

to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

You can also turn **Send All Calls** on or off by using the phone Features list.

*** Note:**

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

Procedure

1. Navigate to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or **OK** or the corresponding line button to activate the feature.

Related links

[About forwarding calls](#) on page 33

Activating EC500 for simultaneous ringing on multiple phones

About this task

Using the EC500 feature, you can program your phone in such a way that the phone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press one of the following:
 - **Select**
 - **OK**
 - Corresponding line button

Using bridged call appearances

Using bridged call appearances

In addition to your own call appearances, your phone might show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and enables you to determine if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your phone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer** or **OK** button.

Procedure

1. Select the bridged call that you want to answer.

The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press **Answer**.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another phone user's line. The caller ID associated with the call you are making might show the call as coming from you or coming from the person whose line you are using.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Select the bridged line you want to use.
2. Press **OK** or select the corresponding call appearance to get a dial tone.
3. Dial the phone number, or call the person from the Contacts list, or call the person from the Recents list or select the **Redial** softkey.

Joining a call on a bridged line

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Select the bridged call in progress that you want to join.
2. Press the **Bridge** softkey or **OK** or press the corresponding line key.

Independent alerting for each bridged call appearance

You can configure a unique alerting option for each bridged call appearance on your phone if the administrator has enabled the Independent alerting feature for your extension.

The following four options are available:

- **On:** The phone plays a ringtone on an incoming call on the bridged appearance.
- **Off:** The phone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed:** The phone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.
- **Abbreviated:** The phone plays a single beep to indicate a call on the bridged appearance.

Note:

For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

Chapter 7: Customizing your phone

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Application Settings**
- **Screen & Sound Options**
- **Advanced Options**

The **Call Settings** menu includes choices for automatically displaying the Phone screen when, you get an incoming call, when you place a call, when you answer a call, turning call timers on or off, controlling how Redial works, turning **Visual Alerting** on or off, and more.

The **Application Settings** menu includes choices for personalizing button labels, turning call **History** on or off and including bridged calls in your call **History**.

Screen & Sound options includes choices for adjusting brightness and contrast, ring pattern, language selection, button clicks, and tones.

The **Advanced Options** menu includes choices for backing up and restoring your settings, options, and button labels.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Call Settings

Setting Go to Phone Screen on Calling

About this task

You can configure the **Go to Phone Screen on Calling** option to **Yes** to automatically display the Phone screen when you make a call.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.

4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.
8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting Go to Phone Screen on Ringing

About this task

Set **Go to Phone Screen on Ringing** to **Yes** to automatically display the Phone screen when you get an incoming call.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Ringing**.
7. Press **Change** or **OK**.
8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting Go to Phone Screen on Answer

About this task

Configure the **Go to Phone Screen on Answer** option to **Yes** to automatically display the Phone screen when you answer a call.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Answer**.

7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.
8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting redial options

About this task

Use this task to view a list of last four numbers that you dialed or to dial the last dialed number when you use the redial feature.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Redial**.
3. Press **Change** to select one of the following options:
 - **One Number**: To dial the last dialed number.
 - **List**: To display the last four dialed numbers.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Configuring visual alerts

About this task

Use this task to cause the LED in the top right corner of the phone to flash when the phone gets incoming calls.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Visual Alerting**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting the audio path

About this task

Sets your phone to receive calls on the Speaker or the Headset.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Setting > Call Settings > Audio Path**.
3. Press **Change** to select **Headset** or **Speaker**.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting contact names to display during calls

You can set your deskphone to display the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Pair Contacts to Calls**.
7. Press **Change** or **OK** to change the setting to **On** or **Off**.
8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Edit dialing**.
3. Press **Change** to select **On** (Enabled) or **Off** (Disabled).
When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting Headset Signaling

About this task

You can set your deskphone to ring through your headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

Note:

Not all headsets support audible alerts.

Procedure

1. Press **Main menu**.
2. Select **Options and Settings**.
3. Select **Call Settings**.
4. Select **Headset Signaling**.
5. Select from the three settings using the corresponding buttons.
 - **None:** No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
 - **Switchhook and Alerts:** Every 5 seconds the phone plays an alert tone in the headset on an incoming call. Both switch-hook buttons of the headset and the phone work for an incoming call.
 - **Switchhook only:** The phone does not send the ringing tone to the headset. Headset switchhook button is non functional.

6. Press **Save** to save the setting or **Cancel** to return to the menu without saving.

Related links

[Options & Settings](#) on page 37

Application Settings

Activating call log history

You can activate the call log history through the Settings menu so that you can track the calls made to, or from the phone and use the call history to make outgoing calls again.

Procedure

1. Press **Main menu**.
2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Select **History**.

The phone sets the option to **Off** by default. Press **Change** to change the setting to **On**.

5. Press **Save** to save the change.

Related links

[Options & Settings](#) on page 37

Activating call log for bridged calls

About this task

You can use the call logs to track the calls on the bridged extension. Follow this procedure to activate the call log for bridged calls through the **Settings** menu.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings**.
3. Select **Application Settings**.
4. Navigate to **Log Bridged Calls**.

The phones sets the option to **No** by default. Press **Change** to change the setting to **Yes**.

5. Press **Save** to save the change.

Related links

[Options & Settings](#) on page 37

Personalizing labels

About this task

You can change the labels that the phone displays for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to *My Line*. If you have a button module attached to your phone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*.

Procedure

1. Press **Main Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Select **Personalize Labels**.
6. Press **Change** or **OK**.

The phone displays the labels which you can edit.

7. Select the label you want to edit.

If the label you want to edit is on the **Features** menu, scroll right to access the **Features** menu, and select the label you want to edit.

8. Press **Edit**.
9. Edit the label.

Press **More** then **Clear** to clear all text fields and start again.

10. Press **Save** or **OK**.
11. **(Optional)** To revert to the default button labels, select **Main Menu > Options & Settings > Application Settings > Restore Default Button Labels**.
 - a. Press **Select**.
 - b. Press **Default**.

Related links

[Options & Settings](#) on page 37

Restoring default button labels

About this task

If you have customized the button labels on your phone, you can restore the default button labels. Availability of this feature depends on how the administrator has administered your phone. See your system administrator for more information.

Procedure

1. Press **Main menu**.

2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Navigate and select **Restore Default Button Labels**.
5. Press **Change**.
6. Press **Default**.

Related links

[Options & Settings](#) on page 37

Screen and Sound Options

Adjusting the brightness or contrast of the display

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.
7. Press **Change** or **OK**.
8. Select **Phone** or an attached button module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Related links

[Options & Settings](#) on page 37

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Turning error tones on or off

Your phone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Error Tones**.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

Related links

[Options & Settings](#) on page 37

Changing text size**About this task**

Use this procedure to change font size of the text in phone display.

*** Note:**

This feature is applicable only for the English language.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Text Size**.

*** Note:**

The Text Size option is available only if the administrator has configured the feature through the settings file.

7. Press **Change** or **OK** to change the text size.

If you set the screen width to **Half**, the **Text size** option would not be available. In this case, if you prefer a split screen, you must turn off large text.

8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Setting the phone screen width

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Press **Select** to select **Option & Settings > Screen & Sound Options > Phone Screen Width**.
5. Scroll to **Phone Screen width**, and press **Select**.
6. Press **Change** to select one of the following options:
 - **Full**: Each call appearance or feature occupies the entire width of a line.
 - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
7. Press **Save**.

Related links

[Options & Settings](#) on page 37

Changing the ring pattern

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Select **Screen & Sound Options**.
4. Press **Select** or **OK**.
5. Scroll to **Personalized Ringing** and press **Change**.

Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The phone displays the Rich category ring tones by default. The softkey **Classic** indicates the other ring tone category, to allow you to switch between categories.
6. Select a displayed ring pattern, or press the alternate ring tone category softkey **Rich** or **Classic** to select from the eight ring patterns.
 - + Tip:**

Use the **Rich/Classic** softkey to toggle between the two sets of patterns.
7. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press **OK** to listen to selected ring tone again.
8. Press **Save** to save your selection.

Related links

[Options & Settings](#) on page 37

Changing the display language**Procedure**

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Language**.

*** Note:**

The language option is available only if the administrator has enabled the option for your phone.

7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Related links

[Options & Settings](#) on page 37

Advanced options**Backing up and restoring your data files**

In addition to the automatic backups of telephone information whenever you change or update phone options and settings, and depending on how your system is administered, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and any applicable button modules, call history, ring tones, and any other phone options and settings you may have set using the **Main Menu**. Likewise, if administered, you can restore your data files to the previous settings using the manual restore option. Performing a manual backup or a manual restore of backed up files is not usually necessary, but your system administrator may ask you to do this in the event of system problems.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Advanced Options**.

5. Press **Select** or **OK**.
6. Select **Backup/Restore**.
7. Ensure that you select the **Manual Backup** line, then press **Backup** to start the data file backup.

The top line displays messages to inform you the backup is in progress and when the backup is complete.

When the backup is in progress, it shows message `Backup in progress`. When the backup is complete, it shows message `Backup successful` or `Backup failed` depending on the bruri parameter values in the settings file.

8. To restore your data from a backup file, be sure that you select the **Manual Restore** line, then press **Restore**.

The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration finishes. Your options and settings now reflect their previous values.

When the restore is in progress, the phone displays `Retrieval in progress`. When the restore is complete, the phone displays either `Retrieval successful` or `Retrieval failed`.

Related links

[Options & Settings](#) on page 37

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Main menu**.
2. Select **Advance options**
3. Scroll down to **Automatic Gain Control**, and press **Select**.
4. Press **Main menu**.
5. Press **Select** to select **Options & Settings > Advanced Options > Automatic Gain Control**.
6. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
7. Press **Change** to turn AGC on or off.
8. Press **Save**.

Related links

[Options & Settings](#) on page 37

Selecting handset audio equalization

About this task

For most people, this option is irrelevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the phone and make it easier to hear the far end.

Procedure

1. Press **Main menu**.
2. Select **Options & Settings**.
3. Select **Advanced Options**.
4. Navigate to **Handset Equalization**.
5. Press **Change**.
6. Select the setting which you want to change by pressing the button against the setting. **Default** setting delivers standard audio performance unless otherwise modified by your administrator. **Audio Opt.** delivers standard audio performance, regardless of what your administrator has chosen. **HAC Opt.** setting delivers "Hearing Aid Compatibility" performance. **Amplified.** setting allows users to reset the volume level to nominal between calls.
7. Press **Save**.

Related links

[Options & Settings](#) on page 37

Administrative messages

Your administrator can send or push important messages such as notification of an early office shut down because of bad weather. The administrator can also send information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

- A text message streaming across the top display line, that also accompanies an audible alert.
- An audible alert broadcast through the Speaker or the headset if that device is active.
- An interrupt screen notifying you that you are receiving an audio alert.

While receiving an audible alert, you can change between the speaker, handset, and headset, can stop the transmission of pushed audio content by going on-hook, and can adjust the volume, as you normally do during a call.

Browser

Your phone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your phone.

Gain access to the browser through **Main Menu**. If you do not see the **Browser** option on Main Menu, Web applications must be available for your phone.

Chapter 8: Troubleshooting

Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in "limbo" and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- You can press the **Phone** button to access Browser Web links/pages during failover (if normally available), however, any “click to dial” links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 9: Related resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
Installing and Administering Avaya J169/J179 IP Phone	Avaya J169/J179 IP Phone.	For people who want to gain a high-level understanding of the features, functions, capacities, and limitations.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Index

A

access limited during failover	51
Activating history	42
administrative messages	
about	49
AGC	48
audio path	
on-hook	40

B

Back up data files	47
bridged call appearance	
joining	35
Bridged call appearance	
about	35
bridged call logs	
activating	42
Bridged Calls	
answering	35
browser, WML	50
button click sounds	
configuring	44
Button labels	
personalizing	43
Button labels, restoring to default labels	43

C

Call history	
calling from	22
Call History	
icons	15
calling	
using a click to dial link	24
calling ,	
corporate directory	23
calls	
contact list	22
Call Timers	
displaying	39
clearing a number	24
click to dial	
making a call using	24
conference call, active call	30
conference calls	
dropping a participant	31
putting a call on hold	31
Conference calls	
about	30
muting a person	32
Conference Calls	

Conference Calls (<i>continued</i>)	
adding a person on hold	30
dropping a person	31
configuring	19
connection jacks	12
contacts	
adding from call history	28
calling a person	22
editing	27
name display during calls	40
searching	27
selecting	27
Contacts	
about	25
adding a new contact	26
contacts, deleting	26
coverage	33

D

default button labels, restoring	43
Dialing Options	
setting	41
display	
adjusting brightness	44
adjusting contrast	44

E

edit dialing	23
Edit dialing	41
emergency call	22
Error tones	
turning on and off	45

F

failover	51
Features	
accessing	20
forwarding	
a call	33
Forwarding calls	
about	33

G

general icons	14
Go to Phone Screen on answer	
setting	38
Go to Phone Screen on calling	
setting	37

Index

Go to Phone Screen Options on ringing			
setting	38	navigation arrows (<i>continued</i>)	
guest user	18	right and left	19
		up and down	19
		navigation tips	19
H		O	
Handset		offline call-log	18
audio equalization	49	On-hook dialing	41
Handset AGC	48	optional components	14
Headset AGC	48	options	19
history	29	Options & Settings	
History		about	37
clearing all call entries	29	call history	29
turning off	29	changing language	47
viewing call details	28	changing ring pattern	46
viewing for calls	28	configuring visual alerts	39
hold		go to phone screen on answering	38
putting a conference call on hold	31	go to phone screen on ringing	38
Hold		phone screen on calling	37
putting a call on hold	25	redial settings	39
		Setting dialing options	41
I		outgoing calls	
incoming calls		edit dialing a number	23
answering	21	making a call	21
forwarding	33	making a call on a bridged line	35
sending to coverage	33	redialing a number	23
transferring	24	overview	9
Incoming calls		P	
directing to multiple telephones	34	Phone Screen Options on calling	
		setting	37
L		Phone Settings	
Language		about	37
changing	47	physical layout	10
legal notices		problems with the phone	51
Logging in to your phone extension	17		
M		R	
Main menu		recents	
restoring default button labels	43	calling from	22
Main Menu		redial	23
options	37	redial options	
making a call	21	setting	39
contacts list	22	related documentation	53
menu	19	Restore data files	47
messages		retrieving voice mail	32
about	49	Ring Pattern	
Messages		changing	46
receiving	32	S	
muting calls	24	screen width	46
		SENDALL	33
N		settings	
navigation arrows			

settings (<i>continued</i>)	
screen width	46
Speaker	48
support	54

T

text size	45
text size, Main menu	45
Transfer	24

V

videos	53
Visual Alerts	
configuring	39