Using Avaya J169 and J179 SIP IP Phones in Avaya Aura®

Release 4.0.14
Issue 1
October 2022

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Note

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

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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 ISEDétablies 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.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

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.

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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.

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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.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Power over Ethernet (PoE) Statement

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

Taiwan Low Power Radio Waves Radiated Devices Statement

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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.

ENERGY STAR® compliance statement

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EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from https://support.avaya.com or Avaya Inc., 2605 Meridian Parkway Suite 200. Durham, NC 27713 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

BT transmitter

- Frequencies for 2402-2480 MHz, transmit power: < 6.0 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 in Avaya J100 Series IP Phones– Use Only Limited Power Supply Phihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

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By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

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Chapter 1: Introduction

Purpose

This document describes the features of the Avaya J169/J179 IP Phone and also provides instructions on how to use this phone.

This document is for end users.

Chapter 2: Phone overview

Avaya J169/J179 IP Phone is a phone for business communications.

The phone supports line 96 buttons. The primary display of the phone provides 96 buttons that you can access by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to three button modules, and each button module displays 24 line buttons out of the 96 buttons.

For more information about Avaya J100 Expansion Module, see Using Avaya J100 Expansion Module for SIP in https://support.avaya.com/.

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

Physical specifications

- Eight buttons with red and green dual LEDs
- 320x240 pixel display
- Dual-position stand, optional wall mount stand
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Second Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- Wideband audio in the handset, headset, and handsfree
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Rich, classic, alternate ringtones
- Four soft keys
- Hard buttons for phone:
  - Messages
  - Contacts
  - Recents
  - Navigation cluster
  - Headset
  - Speaker
  - Volume
  - Mute

  - Main menu
  - Phone key
- LED buttons for phone:
  - Recents
  - Headset
  - Speaker
  - Mute

Related links

Physical layout of a J169/179 IP Phone on page 15
Connection jacks for J169/179 IP Phone on page 17
Optional components on page 19
Understanding Avaya J179 IP Phone (video)
Configuring the Avaya J100 Expansion Module (video)

Physical layout of a J169/179 IP Phone

No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail
2	Phone display	Displays two areas: • Top Bar: It is always visible, displays communication status, time, date, and device status. • Application area displays the following: - Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. - Application content area: It displays menus, lists, pop-up windows, images, or other application content. - Soft key labels area: It displays labels with information about the state of soft key buttons.
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. The default action depends on the application and the context.
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.
5, 7	Navigation cluster	Used to navigate on the **Phone** screen and other menus. • **Up** and **Down Arrow** keys: To scroll up and down. • **Right Arrow** and **Left Arrow** keys: To move cursor in the text input field, and to toggle values in the selection fields. • **OK** button: The center button of the navigation cluster. Used to select the action assigned to the first soft key.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. • (**+**): To increase the volume. • (**-**): To decrease the volume.
15	Mute button	Used to mute or unmute the outgoing audio.
16	Handset	Used to receive or make calls.

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, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays the list of recently called or received calls.

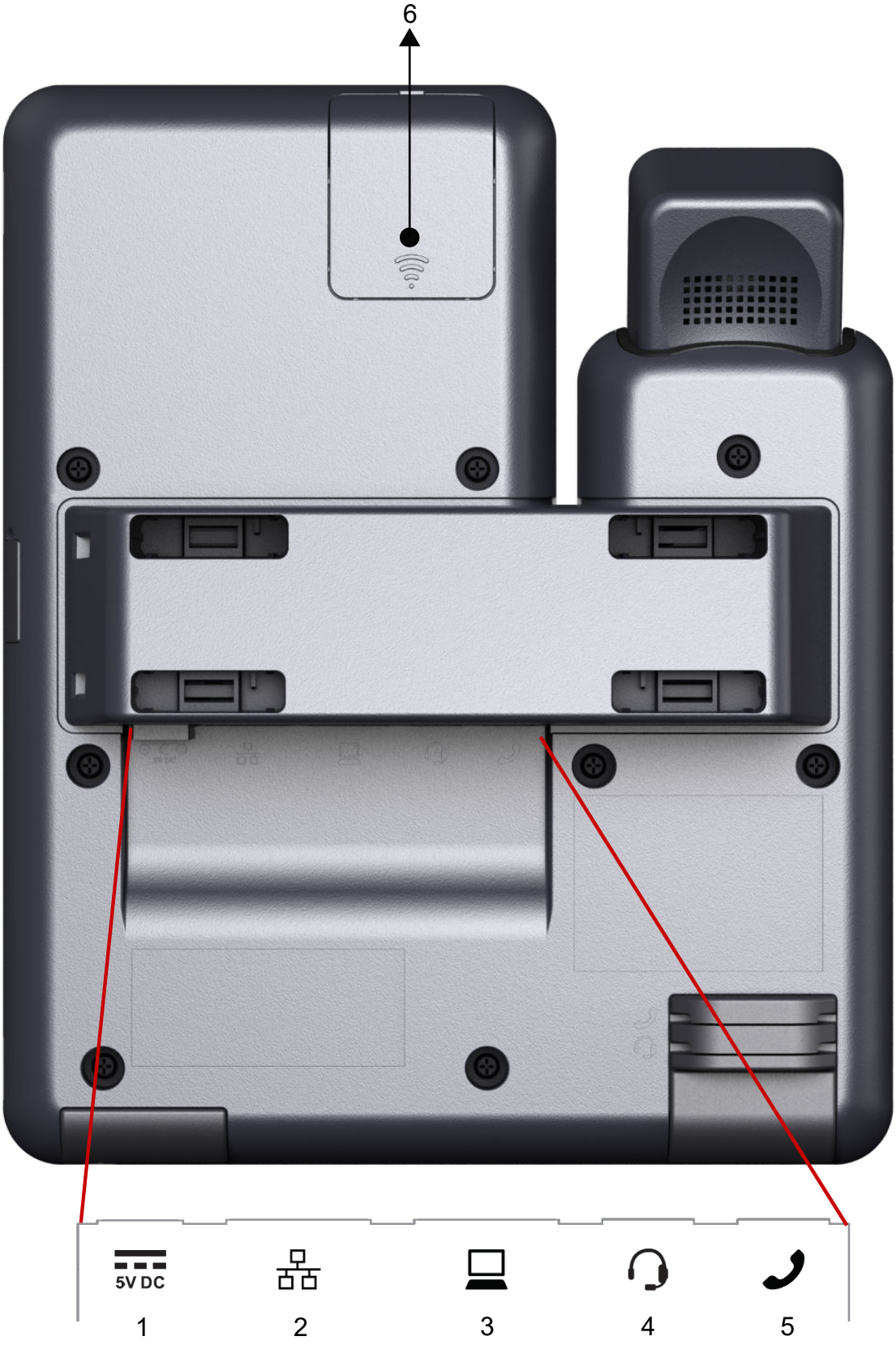
Related links

Phone overview on page 13

Connection jacks for J169/179 IP Phone

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.


6
5V DC
1
2
3
4
5

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. **Note:** PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/ Bluetooth support. **Note:** WLAN Module Panel is not provided in the Avaya J169 IP Phone.

Related links

Phone overview on page 13

Optional components

You can use the following components for your phone. These components are not a part of your phone package and needs to be ordered separately. You might need the assistance from your system administrator to install few of these items:

- PSAC12R–050 – 5V DC Power adapter.
- Avaya J100 Expansion Module.
- PoE power supply.
- Avaya J100 Wireless Module (Wi-Fi Module).
- Handset adapter.

Note:

Avaya does not supply the handset adapter.

Related links

Phone overview on page 13

Chapter 3: Getting started

Entering the provisioning details

About this task

You can enter the provisioning server address on the phones when the phone displays the Enter provisioning details screen.

Before you begin

Obtain the provisioning server address from the system administrator.

Procedure

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press one of the following:
   - **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.
   - **No**: To obtain the provisioning server address from the DHCP server.

   In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

   If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

   If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

   If you do not have a numeric enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

   The phone displays the `Starting` message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.
2. On Enter provisioning details screen, press one of the following:
   - **Config**: To enter the provisioning server address.

- **Never**: To never prompt for the provisioning server address.
- **Cancel**: To cancel the prompt and display the Login screen.

3. After you press **Config**, enter the provisioning server address in the **Address** field.

   The address is an alphanumeric URL. For example, `http://myfileserver.com/j100/`.

   Tip:

   To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.

   To enter the forward-slash symbol (/) in the field, press the / soft key.

4. **(Optional)** Enter the **Group** number.

   Obtain the Group number from your system administrator. The value ranges from 0 to 999. If you do not enter a value, the phone uses the default value of 0.

5. Press **Save**.

   The phone continues the boot process and connects to the provisioning server.

Related links

Setting Up the Avaya J179 IP Phone (video)

Identifying the device type during phone boot-up

About this task

Avaya J100 Series IP Phones screen displays the device type during the phone boot-up. This feature is supported from the phone software version 4.0.3 and later.

Procedure

1. Set up the phone hardware.
2. Plug the Ethernet cable to the phone.

   The phone powers up and starts to initialize.

   The phone backsplash screen displays Avaya text.

Logging in to your phone

Before you begin

Your extension and password are provided by your administrator.

Procedure

1. On the Login screen in the **Username** field, type your extension.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.

Logging out of your phone

About this task

Use this procedure to log out of your primary or guest user extension.

Note:

After a guest user logs out, the primary user will be logged in.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Log out** and press **Select**.
4. In the confirmation window, press **Log out**.

Related links

Using a Guest Login on page 111

Locking your phone

About this task

Lock the phone to prevent unauthorized usage. Locking the phone does not log you out. You can still receive all incoming calls and make calls to emergency numbers.

Procedure

1. Press **Main menu**.
2. Select **Applications** > **Lock**.

Unlocking your phone

About this task

Unlock the phone using a PIN or a password. Depending on the configuration, the phone screen displays the field for entering a PIN or a password. A PIN is a digit-only value, while a password can be an alphanumeric value.

You cannot unlock the phone if you enter an incorrect PIN or password. The system administrator sets the maximum number of incorrect attempts. If you exceed the limit, the phone temporarily blocks you from attempting to unlock the phone for a period that the administrator specifies.

Before you begin

If you do not know or remember your PIN or password, contact your system administrator.

Procedure

1. Press **Unlock**.
2. On the Phone screen, enter a PIN or a password.

Setting the network mode

About this task

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

Avaya J169 IP Phone does not support the Wi-Fi feature.

Before you begin

Ensure that the system administrator gave you access to perform this task.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to **Network mode**.

   The **Network mode** setting shows the following options:

   - **Ethernet**: To connect to an Ethernet network.
   - **Wi-Fi**: To connect phone to a Wi-Fi network.
5. Press one of the following:
   - **Toggle**
   - **Right Arrow** key

- **Left Arrow** key

6. When **Network mode** displays **Wi-Fi**, the following lines are shown on the **Phone** screen:
   - **SSID**: The name of the Wi-Fi network that the phone is either currently connected to, or will attempt to connect to if you start the connection process.
   - **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.
7. After selecting the network mode, press **Save**.
8. When you switch **Network mode** from **Ethernet** to **Wi-Fi**, see Connecting to a Wi-Fi network section.
9. When you switch **Network mode** from **Wi-Fi** to **Ethernet**, press **Save**.
10. When the phone prompts for permission to restart, press **OK**.

    Press **Cancel** to go back to previous step.

Related links

Setting the network configuration on page 24
Connecting to a Wi-Fi network on page 25

Setting the network configuration

About this task

To set the network configuration to Auto or Manual. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

When network configuration is Auto, every time the phone restarts, it will connect to the pre-configured network that your administrator has set up.

When network configuration is Manual, every time the phone restarts, it will connect to the network that you manually configured by Setting the network mode on page 23 or Connecting to a Wi-Fi network on page 25, irrespective of the pre-configured network that your administrator has set up.

Note:

Any time you manually change the connected network, the phone will automatically set **Network config** to **Manual**.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to **Network config**.

   The Network configuration shows following two options:

   - **Auto**: To automatically connect a network.
   - **Manual**: To manually connect to a network.

5. Press one of the following:
   - **Toggle**
   - **Right** arrow key
   - **Left** arrow key
6. Press one of the following:
   - **Save**
   - **OK**

Note:

If you do not want your phone to restart and stay in the Manual mode when you switch **Network config** from **Auto** to **Manual**, press **Save**.

If you switch **Network config** from **Manual** to **Auto**, press **Save** and then do either of the following:

- If the currently-connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stay in the Auto mode.
- If the currently-connected network is not the same as the pre-configured network that your administrator has set up, the phone will prompt you for permission to restart before connecting to the pre-configured network.

Related links

Setting the network mode on page 23

Connecting to a Wi-Fi network

About this task

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network.

Avaya J169 IP Phone does not support the Wi-Fi feature.

Before you begin

- Ensure that the system administrator gave you access to perform this task.
- Select Wi-Fi as your network mode.
- When you set the network mode, note the SSID, as this is the name of the Wi-Fi network that the phone will attempt to connect to.
- Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.

4. To access the list of available Wi-Fi networks, scroll to **Wi-Fi network** and press **Select**.
5. Scroll to the required **Wi-Fi network** and press **Connect** to start the connection process.
6. To restart the phone, press **OK**.
7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.
8. If the security is 802.1x EAP, enter the following:
   - **Identity**: Either your personal user ID or the shared user ID provided by your system administrator.
   - **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your system administrator.
   - **Password**: Either your personal password or the shared password provided by your system administrator.

Result

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

Related links

Setting the network mode on page 23

Chapter 4: Navigation

Cursor navigation

You can use the navigation cluster for cursor movement or selection of options on the Phone screen or in other menus. The navigation cluster has the following keys on the phone:

- **Left Arrow**
- **Right Arrow**
- **Up Arrow**
- **Down Arrow**
- **OK**

Related links

Navigation cluster on page 27

Navigation cluster

The effect of pressing a navigation key depends on the current application and context.

Key name	Description
Left Arrow and **Right Arrow**	Use to do the following: • Move the cursor position in the text input fields. • Toggle field values and select options in lists and menus in the selection fields. • Move selection left or right on half-width displays. • Scroll between pages and navigate the phone screen. The system administrator must enable Page Scroll mode. The directional keys are context-sensitive.
Up Arrow and **Down Arrow**	Use to scroll vertically in lists, menus, and pop-up windows.
OK, center button of the navigation cluster.	Use for the first or left-most soft key action, unless otherwise specified. With two or more pages of soft keys, the **OK** key is active only when the phone screen displays the first page of soft keys.

Related links

Cursor navigation on page 27

Text input

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

Input field

Depending on the current menu and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that you can modify. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

Hint text

Depending on the current menu and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

Text truncation

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.
- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.
- Displays the new character on the left side of the current character.
- Deletes the character on the right side of the cursor when you press **Backspace**.

Line keys

The line keys are context-sensitive. When you press a line key:

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.

- In Page Scroll mode and then scroll on to the next or previous page, the selected item remains highlighted.

Input line

When you press the line key against the input lines, the user interface:

- Selects the corresponding line for the line which accepts user input.
- Displays the cursor after the last character of the existing content if the line is an input line. If you type an entry, the phone performs no action even if the cursor is in the middle of the line.
- Performs the action of the first soft key for the line which does not accept user input even if the input line is active.

  For example, when you press a line key in Contacts, the interface initiates a call to the contact because the first soft key represents the **Call** key.

Main menu

The following table lists the Main menu icons used in Avaya J169/J179 IP Phones:

Note:

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver. • To sign off the phone, to protect your settings, or to let another user log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
	Network information	To check network settings.
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

The following table lists the icons used in Avaya J169/J179 IP Phones:

Note:

The icons of Avaya J169/J179 IP Phones look similar but the Avaya J169 IP Phone has grayscaled icons and the Avaya J179 IP Phone has colored icons.

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see the Missed Call icon in the Recents application.
	Incoming call indicates you answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.
	Use the **Right** or **Left** navigation arrow to see more pages, screens, or options.
	Scroll left for more options.
	Scroll right for more options.
	Team icon indicating the team member is available.
	Team icon indicating the team member is busy on a call and unavailable.

Table continues…

Icon	Description
	Team icon indicating the team member is not on a call, but is forwarding incoming calls.
	Team icon indicating the team member is busy on a call and is forwarding incoming calls.
	Indicates that the phone is not connected to the call server and operates in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone encountered a failure and preserved the media session until the user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available.
	The EC500 feature is on.
	The Do not disturb feature is on.
	The Send All Calls feature is on.
	The Call forward feature is on.
	Indicates that the call uses a wideband codec for excellent voice quality.
	Indicates a low network performance or local network issues that might result in lower call quality.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent took control of the phone.
	Indicates that the call is recorded for SLA Mon™.
	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates the Bluetooth feature is on.
	Indicates that you missed a call. The number in the icon indicates the number of missed calls. In the example icon, the agent missed 9 calls.
	Indicates that you missed a call. The plus sign (+) in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature.

Table continues…

Icon	Description
	Toll call.
	Toll-free call.

Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

Icon	Status	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.
	Busy	Contact is busy.
	Away	Contact is away from the phone.
	Do Not Disturb	Contact is not available for the call.
	Out of Office / Offline	Contact is out of office, offline or wants to appear invisible.
	Unknown	The presence status of the contact is unknown or the phone is not registered.
	Automatic	The presence status is automatically set based on your current activity on the phone.

Related links

Changing your Presence status on page 59

Multiple Level Precedence and Preemption icons

The following table lists the icons used in Avaya J169/J179 IP Phone. Note that the icons of Avaya J169 IP Phoneand Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.
	Routine	Routine icon for a regular call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with the highest precedence.

Bluetooth icons

The following table lists the Bluetooth icons used in the Avaya J179 IP Phone:

Note:

Avaya J169 IP Phone does not support the Bluetooth feature.

Icon	Description
	Indicates the Bluetooth feature is on.
	Bluetooth headset is connected.
	Default Bluetooth headset.
	Unpaired Bluetooth headset.
	Bluetooth headset is disconnected, but headset is paired.

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J179 IP Phone:

Note:

Avaya J169 IP Phone does not support the Wi-Fi feature.

Icon	Description
	Non-secure Wi-Fi network is detected.
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Chapter 5: Incoming calls

Answering a call

About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio-visual alerts.
- Displays the caller's name or number.

Note:

When the Incoming call pop-up window is displayed, the only visual alert is the flashing beacon LED. If you press **Ignore**, both the beacon LED and line key LED start flashing.

Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK** button.
- Press the **Answer** soft key.
- Press **Headset**.

You cannot answer Call Park calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

Answering a call when on another call

About this task

You can receive a call on a secondary call appearance only if the call appearance is free.

Procedure

Press one of the following:

- The **Answer** soft key

- **OK Button**

The phone puts the first call on hold and moves to the second call.

Call Pickup

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. The administrator must add you to a Call Pickup group extension so that you can redirect an incoming call of your group member to your phone. When Call Pickup feature is active on your phone displays the incoming call of your group member on a call appearance line.

Avaya J100 Series IP Phones support the following three ways of Call Pickup in Avaya Aura® Communication Manager.

Ensure that your administrator configures the call pickup feature for your extension.

When Call Pickup feature is active Avaya Aura® Communication Manager automatically searches for the incoming calls in the associated groups to make the call connection.

Related links

Answering a call for a Call Pickup group member on page 36
Answering a call in the same Call Pickup group on page 37
Answering a call using the extension number on page 37

Answering a call for a Call Pickup group member

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a another call pickup group member. Use this procedure to answer a call for a group member.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call Pickup** and press **Select**.
4. To answer a call, do one of the following:
   - Lift the handset.
   - Press **Answer**.
   - Press **OK**.
   - Press **Speaker**.

Related links

Call Pickup on page 36

Answering a call in the same Call Pickup group

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. Use this procedure to answer a call in the same call pickup group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup extended** and press **Select**.
4. To answer a call in the same pickup group, enter the extension number of the ringing phone.
5. Press **Enter**.

Related links

Call Pickup on page 36

Answering a call using the extension number

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. Use this procedure to answer a call of another pickup group by using the extension number.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup directed** and press **Select**.
4. To answer a call of another pickup group, dial the extension number of the ringing phone.
5. Press **Enter**.

Related links

Call Pickup on page 36

Viewing a missed call

About this task

If you missed answering a call, the phone illuminates the Recents button, and the phone screen displays the missed call icon. You can view the following details of a missed call on the Recents screen:

- Missed call icon
- Name for an existing contact
- Extension number
- Missed call date and time

Note:

The Recents button does not light up if the Voicemail feature is active. The phone redirects the unanswered call to your Voicemail number.

Procedure

1. Press **Recents**.
2. Scroll to the required missed call.
3. Press **Details**.

   You can view the details of the missed call.

Ignoring a call

About this task

When you do not want to answer a call or you are on another call, you can ignore the new incoming call. When you ignore a call, only the ring alert on your phone stops, you can still answer this call within its ring time by using the Navigation cluster to select the call and answer it.

Procedure

On the Incoming call screen, press one of the following:

- **Ignore** soft key
- **+** volume button
- **-** volume button

The phone turns off the audio alert.

Note:

If you ignore a call using the Bluetooth headset, to answer the ignored call, press **Answer** or **Headset** button on the phone.

Declining a call

About this task

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

Before you begin

Ensure that your administrator enables the feature.

Procedure

On the incoming call screen, press **Decline** soft key.

Result

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

Chapter 6: Outgoing calls

Making a call by using the manual dial mode

About this task

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

Procedure

1. Do one of the following:
   - Lift the handset.
   - Press **Speaker**.
   - Press **Headset**.
2. Dial the number, and press the **Call** soft key or **OK** button.

   If your system administrator enables the digit mapping feature, the phone automatically corrects the wrongly dialed numbers or prevent you from dialing certain numbers.

Related links

Setting the dialing mode on page 113

Basic call handling (video)

Making a call by using the auto-dial mode

About this task

In an auto-dial mode, when you initiate a call by off-hook, you hear a dial tone until you press any digit from the dial pad. You can edit a partially entered dialed input after initiating a call. You hear a DTMF feedback tone for the digits pressed on the dial pad. The phone automatically places the call when it detects that the dialing string is complete or when there is a time out.

To initiate a call quickly, you can press the # key to indicate the end of the dial, and the phone places the call.

Procedure

1. Do one of the following:
   - Lift the handset.
   - Press **Speaker**.
   - Press **Headset**.
2. Dial the number.

Redialing a number

About this task

You can redial the most recently dialed number.

Before you begin

Ensure that the call history has at least one outgoing call.

Procedure

1. Press **Redial** soft key.

   The phone dials the most recently dialed number.
2. **(Optional)** To see the list of dialed numbers:
   a. Scroll to the number you want to redial.
   b. Press **Call**.

Related links

Setting redial options on page 114

Making a call by using speed dial

Before you begin

Ensure you have speed dial numbers assigned to your contacts.

Procedure

Press and hold the dial pad key assigned to the number you want to call.

Related links

Assigning speed dial entries on page 115

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.
2. Scroll to the contact you want to call.
3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

   For example, press `76484` to search for someone whose name is Smith.
4. Press **Call**.

Making a call from the corporate database Contacts list

About this task

Depending on the configuration by your administrator you may be able to search and call contacts from other remote contacts lists or directories.

Procedure

1. Press **Contacts**.
2. Press **Search**.
3. Enter the digits on the dial pad that correspond to the name of the person you want to call.

   For example, press 76484 to search for someone whose name is Smith.
4. Press **Search** again.

   The phone displays the contact saved in the corporate database.
5. Press **Call**.

Making an international call

Procedure

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

Making a priority call

About this task

Use the Priority Calling feature to provide users with a special internal call alert. The called party hears a distinctive ringing when the calling party uses Priority Calling.

The call rings even at an extension with Do not disturb enabled.

Before you begin

Ensure that the administrator enabled the feature invocation target selection.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll down to **Priority Call**, press **OK**, or press the corresponding line button.

   You can see the **Select a destination** dialogue box.
4. Do one of the following to enter the number you want to set as a priority:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The **Priority** feature is activated.
5. Press **Enter** or **OK** to activate the feature in case of manual dialling.
6. **(Optional)** To cancel the priority call, press the **Cancel** soft key.

Related links

Selecting a destination number using feature target on page 90

Precedence call

You can override other calls by making a priority call with precedence. You can manually dial the extension number or select the extension from **Contacts** or **Recents**. The precedence level is valid for only one call session. The call precedence levels are:

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.

- PR: Priority.
- Routine: Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

You can start a precedence call from Bridged Appearance, but not from the Team button.

Related links

Making a precedence call by using the Main menu on page 44
Making a precedence call by using dial plan configuration on page 44

Making a precedence call by using the Main menu

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Select **Call Priority**.
4. On the Precedence Selection screen, select the precedence level.
5. Dial the extension from one of the following:
   - **Contacts**
   - **Recents**
   - The dial pad

Related links

Precedence call on page 43

Making a precedence call by using dial plan configuration

About this task

Use this procedure to make a precedence call manually by dialing the extension number.

Before you begin

Ensure that the Dial plan is configured on the Local Session Controller or Enterprise Session Controller with the Feature Access Code (FAC).

Procedure

1. Lift the handset or press one of the following:
   - **Speaker**
   - **Headset**
   - Corresponding line button
2. Dial the FAC followed by the extension number.

Related links

Precedence call on page 43

Autodialing a pre-assigned number

About this task

The autodialing feature enables you to quickly call the pre-assigned numbers. While your phone is off-hook, on-hook, and from line key. Your system administrator might set up few frequently called numbers, such as the IT Help Desk for autodialing. These numbers are displayed on the phone screen.

Before you begin

Ensure that your system administrator has set up few frequently called numbers to use this feature.

Procedure

Do one of the following to autodial a number:

- If your phone is on-hook, choose the number which appears on your phone screen, and press the **Call** soft key or the **OK** button.
- If your phone is off-hook, the autodialing screen appears, press the required line key.
- You can choose a number from the Expansion Module and press the required line key.

Using URI dialing to make a call

About this task

Use this procedure to dial an extension with the format username@host.The host name includes one of the following:

- IPv4 address
- Fully qualified domain name

Before you begin

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

Procedure

1. To enter the URI extension, use the relevant input method for uppercase and lowercase letters and numbers.
2. Press the **Call** soft key to make the call.

Related links

Setting the dialing mode on page 113

Calling in your intercom group using Dial intercom

About this task

Use this procedure to call any extension in an intercom group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Dial Icom**, and press **Select**.

   The intercom group number shows next to the Dial Intercom feature.
4. Press the number that corresponds to the destination extension.
5. Press **Enter**.

Calling in your intercom group using Auto icom

About this task

Use this procedure to call a specific extension in an intercom group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Auto Icom** and press one of the following:
   - **Select**
   - Feature line key

   The phone places the auto intercom call to the predefined extension.

Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Phone screen
- Lock screen
- Restart screen

In the IP Office environment, you can make an emergency call only when you are logged in to your phone.

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** soft key.

Using the **Emerg** soft key, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** soft key is unavailable.
- The **Emerg** soft key is available, but you want to dial an emergency number that is not set by the system administrator.

In the IP Office environment, the **Emerg** soft key is unavailable. You must dial the emergency number by using the dial pad.

For more information on IP Office, see IP Office documents in https://support.avaya.com/.

Making an emergency call

Before you begin

Ensure that the **Emerg** soft key is assigned by your administrator.

Procedure

Do one of the following:

- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

Chapter 7: Call related features

Muting and unmuting a call

About this task

In an active call, use the Mute button to cut off all the audio transmission from your phone. When you enable this feature, the phone illuminates the Mute button, and you can hear the caller, but the caller cannot hear you. When the mute feature is active for a while and, if you talk, the phone plays an audio mute-alert notification, with a flickering mute icon on the top bar of the phone screen. Initially, the phone notifies with an audio and visual alert, followed by only the visual alert if you continue talking on an active mute until you unmute the call.

Procedure

1. To mute an active call, press the **Mute** button.

   The phone illuminates the **Mute** button immediately.

2. To unmute the call, press the **Mute** button again.

   Note:

   If you mute a call using the Mute button on the phone, use the same Mute button to unmute it. If you mute a call using the Bluetooth headset, use the headset button to unmute the call.

Related links

Basic call handling (video)

Placing a call on hold and resuming the call

About this task

During a call, you can place the call on hold. When you put a call on hold, both you and the caller cannot hear each other on the call. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call by using the up and down arrow keys to scroll to the required call.

Procedure

1. To put an active call on hold, press the **Hold** soft key, or press the line key of the active call.
2. To resume the held call, press the **Resume** soft key, or press the line key of the held call.

Off-hook alert

When enabled by your system administrator, this feature allows your phone to send alerts to a monitoring phone when it is off the hook for a set period of time with no action on user side. The phone sends alerts in the following cases:

- If you take the handset off the hook and do not dial any digits for a set period of time and then do not end the failed session.
- If you take the handset off the hook, dial an incomplete or invalid phone or extension number, and do not end the failed session after a set period of time.

When the phone dials the off-hook alert destination extension, the call can be picked up and you will have a two-way talk path with the monitoring party.

Chapter 8: Contacts

Adding a new contact

About this task

Use this procedure to add a contact to the phone. You can save up to 250 contacts.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Do one of the following:
   - If your Contacts list is empty, press **New**.
   - If your Contacts list is not empty, press **More** > **Contacts**.
4. Use the dial pad to enter the contact's first and last name in the corresponding fields.
   - Press the number key that corresponds to the letter or number that you want to enter.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter the remaining letters or numbers.
   - To enter a symbol, press **More** > **Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
   - To delete the last character, press the **Backspace** soft key.
5. Enter the extension.

   The contact extension can include uppercase and lowercase letters, numbers 0 - 9, and special symbols, such as comma (,), plus (+), and dot (.).
6. Press **Save**.

Related links

Adding a contact to the local group on page 57
Using Contacts (video)

Adding a contact from the Recents list

About this task

Use this procedure to add a number to your Contacts list from your call history.

Procedure

1. Press **Recents**.
2. Scroll to the required number and press **+Contact**.
3. In the **First name** and **Last name** fields, type the relevant information.

   The phone assigns the extension number to **Last name**. You can remove the extension number from this field and add other information.
4. Press **Save**.

Searching for a contact

About this task

Use this procedure to search contacts from the following:

- My contacts: J100 local contact entries
- My Exchange: exchange integration, My contacts
- Global Exchange: exchange integration, global contacts
- System contacts: Avaya Aura contacts
- LDAP: LDAP directory

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press **Search** > **More** > **Sources**.
4. In **Contact sources**, press **Toggle** for the required directory.
5. Press **Save**.
6. Use the dial pad to enter the name, and press **Search**.
7. **(Optional)** To add the contact to the local Contacts list, press **+Contact**.

Related links

Using Contacts (video)

Doing a quick search for a contact

About this task

Using the Quick Search feature of the phone, you can quickly search for a saved contact from the Contacts list without entering the entire name of the contact.

Before you begin

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

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press the key corresponding to the first letter of the first or last name of the contact on the dial pad.

Result

The phone displays all the contacts whose first or last name begins with the letter associated with the pressed key.

LDAP Directory

With the LDAP Directory feature, you can search contacts in available Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory option appears at the top of the **Contacts** application list.

You can also select an LDAP directory as your contact search source. This selection disables other search sources. When LDAP directory is an active search source, if you select another search source, this selection disables LDAP directory search.

You can enter multiple search keywords and view up to 49 attributes for each match, such as personal names, addresses, job titles and telephone numbers.

You can add frequently used LDAP contacts to your local **Contacts** with the help of the **+Contact** soft key.

You can combine any found LDAP contact with an existing local contact with the help of the **Combine** soft key.

Setting LDAP Directory as the contact search source

About this task

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. To select LDAP Directory as a source for contact search, press **Search** > **More** > **Sources**.
4. Scroll to **LDAP contacts** and press **Toggle**.

   LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: `LDAP selected — other search sources disabled`.
5. Press **Save**.

Searching LDAP contacts

About this task

You can search the LDAP directory using the Contacts application on your phone, and specify the LDAP directory as a search source. Alternatively, the user can open the LDAP directory application and refine the search of the LDAP directory directly.

Before you begin

Set LDAP directory as the contacts search source.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu** list, do one of the following:
   - Scroll to **Applications** and press **Select**.
   - Scroll to **Contacts** and press **Select**.
3. If you are searching from a LDAP Directory, scroll to **LDAP Directory**, and press **Select**.

   The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

`No contacts in the group.`

4. Press **Search**.
5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.

   When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.
6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

   The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: `No match found`.

   If more than 20 matches are found in the LDAP directory, the phone displays the following message: `We found too many matches. Select from the list or press Back to refine your search`.
7. **(Optional)** To view contact information for a selected match, press **Details**.
8. **(Optional)** To add an LDAP contact to the list of your local contacts, from the **Details** view, press **+Contact**.
9. **(Optional)** To select an existing local contact and merge it with the selected LDAP contact, from the **Details** view, press **Combine**.

Viewing the contact details

About this task

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

Before you begin

You must have at least one contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Select the contact that you want to view.
4. Press **Details**.
   - To call the contact, press **Call**.

- To edit the contact, press **Edit**.
- To delete the contact, press **Delete**.
- To view more options, press **More** .

Editing a contact

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Select the contact.
4. Press **Details** > **Edit**.
5. Scroll to the field to edit.
6. Use the dial pad and soft keys to change the contact information.
7. Press **Save**.

Combining contacts

About this task

Use this procedure to merge the phone number of the current contact with the existing local contact.

Before you begin

Ensure the Contacts list is not empty.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Scroll to the contact that you want to combine, and press **Details** > **More** > **Combine**.

   The select mode displays the Contacts list without the current content.
4. To combine the current contact, scroll to the existing contact, and press **Select**.

The current contact will be deleted from the Contacts list and merged with the local contact.

Deleting a contact

About this task

You can delete your local contacts.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Select the contact to delete.
4. Press **Details** > **More** > **Delete**.
5. Press one of the following:
   - **Delete**: To delete the contact.
   - **Cancel**: To cancel the action.

Creating a local Contacts group

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press **Groups**.
4. Press **NewGroup**.
5. In the **Enter group name** field, type your group name.
6. Press **Save**.

Adding a contact to the local group

Before you begin

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press **Groups**.
4. Select the group, and press **+Members**.
5. Scroll to the contact you want to add, and press **Add**.
6. **(Optional)** To add more contacts, repeat Steps 4 and 5.

Related links

Adding a new contact on page 50

Removing a contact from the local group

Before you begin

Ensure that you have at least one user added to your Contacts list group.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press **Groups**.
4. Scroll to the group and press **Members**.

   The phone displays the list of contacts in the group.
5. Select a contact and press **Remove**.

   The contact will be removed from your Contacts list.

Assigning a ringtone to a contact

About this task

Use this procedure to assign a ringtone to a contact. You can assign a ringtone only to a contact that is saved in the Contacts list.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Select the contact, and press **Details**.
4. Scroll to the active ringtone, and press **Edit**.

   The Phone screen displays the Select ringtone window.
5. Scroll down to the ringtone that you want to assign, and press **Select**.
6. **(Optional)** To play the ringtone, press **Play**.
7. Press **Save**.

Chapter 9: Presence

Presence

With the Presence feature, you can monitor the status of your contacts in real-time and also change the phone status manually according to your availability for communication.

The administrator must activate this feature to display presence information on your phone screen. The phone displays your presence status on the top line of the phone screen.

Viewing the Presence status of your contacts

About this task

You can view or monitor the real-time Presence status of your contacts to know the appropriate time for communication with a contact.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure you have a contact in your Contacts list.
- Set the **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

   The phone displays the corresponding Presence status icon of the contact.

Related links

Adding a new contact on page 50

Changing your Presence status

About this task

You can change your phone presence status manually. The phone displays your Presence status on the top line of the phone screen.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **My Presence** and press **Select**.
4. **(Optional)** Scroll to **Automatic**.
5. Scroll and press **Select** to choose one of the following:
   - **Available**: To show you are available for communication.
   - **Busy**: To show you are busy.
   - **Away**: To show you are away from the phone.
   - **Do not Disturb**: To show you are not available for communication.
   - **Out of Office**: To show you are out of office.
   - **Offline**: To appear offline to other users. However, your phone continues an active presence subscription with the Presence Server. The phone receives notifications for the contacts for whom you have subscribed to watch.
6. Press **Save**.

Related links

Presence icons on page 32

Redirecting calls when Do Not Disturb is active

About this task

When your Presence status is set to **Do not disturb**, the incoming calls are redirected to the voice mail. Use this procedure to define the link between the **Send All Calls** feature and the presence status **Do not disturb**. Depending on the settings made by your administrator, the phone screen displays the feature menu options.

Before you begin

Ensure that your administrator enables this feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Presence integration** and press **Select**.
5. Scroll to **System DND link**.
6. Select one of the following depending on your requirement:
   - **Default (No link)**

- **No link**: Do not activate the Send all call feature when you enable Do Not Disturb.
- **One-way link**: Activate the Send all call feature when you enable Do Not Disturb.
- **Two-way link**: Activate the Send all call feature when you enable Do Not Disturb and vice versa.

7. Press **Save**.

Related links

Activating and deactivating Do not disturb on page 62

Chapter 10: Do not Disturb and Call Forwarding

Do not disturb

You can use the Do not disturb feature to avoid audio notifications for all direct incoming calls. The phone redirects these incoming calls to a predefined coverage number that your system administrator sets. The feature is also referred to as Send all calls. If required, contact your administrator to name this feature on your phone as Send all calls.

When the Do not disturb feature is active, you can still receive the incoming calls from the following active features:

- Automatic Callback
- Priority Call
- Call forward

Related links

Activating and deactivating Do not disturb on page 62
Voicemail on page 108

Activating and deactivating Do not disturb

About this task

You can activate the Do not disturb feature to prevent the phone from ringing when you get a call. The phone redirects the direct incoming calls to a predefined coverage number that your system administrator sets.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Before you begin

Your system administrator must activate the feature for your extension.

Procedure

1. Press **Main menu** > **Features**.
2. Use the **Down Arrow** key to go to the Do not disturb screen.
3. Select **Do not disturb** to activate or deactivate the feature.

Related links

Do not disturb on page 62
Redirecting calls when Do Not Disturb is active on page 60

Call forwarding

Use the Call forwarding feature to divert incoming calls to another number when you cannot answer the calls. For example, if the call forwarding feature is active on your phone, when you receive a call, the phone redirects this call to the forwarding number. Depending on your requirements, your system administrator enables the feature and configures the call forwarding options.

The following are the available Call forwarding options:

- Call forward: Diverts all incoming calls to another number.
- Call forward Busy: Diverts incoming calls to another number if you are on a call.
- Call forward No Answer: Diverts incoming calls to another number if you do not answer the calls within the set time interval.

The phone does not support all the call forwarding options active simultaneously. You can enable the call forwarding option to forward all calls or, the options call forward busy and no answer.

Enhanced Call forward

Use the enhanced call forwarding feature to divert incoming calls to different numbers depending on the source. Set the rules as per your requirements to forward the internal and external incoming calls. Enter the internal and external phone numbers in the corresponding Call forwarding option.

Forwarding a call to another extension

About this task

Use this procedure to forward incoming calls to the required extension.

In the IP Office environment, use the short code dialing for the call forwarding feature. Contact your system administrator for the list of short codes.

Before you begin

Ensure that your administrator enables the feature and the required call forwarding options. Ensure that feature target selection is also enabled.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.

3. To enable the Call Forward feature, scroll to one of the following options:
   - **Call Forward**: to forward all incoming calls to another number.
   - **Call Forward-Busy**: to forward incoming calls to another number if you are on a call
   - **Call Forward-No Answer**: to forward incoming calls to another number if you do not answer the call within the set time interval.

   Call Forward-Busy and Call Forward-No Answer options are available when your administrator configures it.
4. Press **Select**.

   You can see the **Select a destination** dialogue box.
5. Do one of the following to enter the number where you want to forward the incoming calls:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   Call Forward feature is activated.
6. Press **Enter** to activate the call forward feature in case you manually dial the extension number.

   The phone generates a confirmation tone and returns to the Features screen.
7. **(Optional)** To cancel the feature, press the **Cancel** soft key.
8. To disable any Call Forward option, go to the active Call Forward option and press **Select**.

Related links

Selecting a destination number using feature target on page 90

Setting enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your phone to various destination numbers based on the call type and call state.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Enhanced Call Forward**, and press **Select**.

4. Select the required rules from the following list, and enter the corresponding numbers.
   - Forward all calls:
     - Internal [Enter Number]
     - External [Enter Number]
   - Forward when busy:
     - Internal [Enter Number]
     - External [Enter Number]
   - Forward when no answer:
     - Internal [Enter Number]
     - External [Enter Number]

   If you have configured a number for any of the rules, the phone displays that number instead of the text `Enter Number`.
5. Press **Save**.

Editing a rule for enhanced call forwarding

About this task

With the enhanced call forwarding feature, you can set the rules as per your requirements to forward the incoming calls on your phone to various destinations. You can use the following procedure to edit the already set rules.

Before you begin

Ensure that your administrator activates the Enhanced Call Forward feature.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Enhanced Call Forward** and press **Select**.
4. Select the rule to edit and press **Edit**.
5. Enter the destination number.
6. Press **Save**.

Turning off rules for enhanced call forwarding

About this task

With the enhanced call forwarding feature, you can set the rules as per your requirements to forward the incoming calls on your phone to various destinations. You can use the following procedure to turn off the already set rules.

Before you begin

Ensure that your administrator activates the Enhanced Call Forward feature.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Enhanced Call Forward** and press **Select**.
4. Do one of the following:
   - To turn off a rule, select the rule, and press **Turn off**.
   - To turn off all rules, press **All off**.
5. Press **Save**.

Call forwarding to your cell phone using EC500

About this task

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure that the system administrator sets your personal phone number as your destination number.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500** and press **Select**.

Extending a call to your cell phone

About this task

Use this procedure to forward an ongoing call to your cell phone by using the EC500 feature. When you answer the extended call on your cell phone, the call remains active on your office phone. Later you can switch back to your office phone to continue the call.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure that EC500 is configured on your mobile phone.
- Ensure that your administrator sets your personal phone number as your destination number.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Extend Call** and press **Select**.
4. Press **OK**.

   You will receive a call on your cell phone to answer the extended call.

Chapter 11: Call history

Call log

Depending on the call type, the call log provides the following information about the last 100 calls on your phone:

- Caller name
- Caller number
- Call time-stamp
- Call duration

Avaya J100 Series IP Phones software version 4.0.3 and later always encrypts the content of the call log file.

When the offline call log feature is disabled in System Manager, if you downgrade the software of your phone to a version earlier than 4.0.3, you will lose the call log details. Contact your administrator for information on retaining the call log details.

Related links

Using call log (video)

Making a call from Recents

Procedure

1. Press **Recents**.
2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.
3. Press **Call**.

Viewing the Recents details

About this task

On the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Bridge call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

Note:

Duration is not available for a missed call.

Procedure

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Recents**, and press **Select**.
3. Select the call that you want to view.
4. Press **Details**.

   The phone displays the details of the selected call.

Deleting a call record from Recents

About this task

Use this procedure to delete a specific call record in the Recents list.

Before you begin

Ensure that your Recents list has at least one call record.

Procedure

1. Press **Recents**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Recents**, and press **Select**.
3. Select a number that you want to delete.
4. Press **Details**.
5. Press **Delete**.
6. Select one of the following when the phone prompts for confirmation:
   - **Delete**: To delete the entry.

     The phone deletes the number from the call history list.
   - **Cancel**: To cancel and return to the previous menu.

Clearing the Recents list

About this task

Use this procedure to delete all the call entries in the Recents list.

Before you begin

Ensure that your Recents list has at least one call record.

Procedure

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Recents**, and press **Select**.
3. Press **Delete**.
4. Select one of the following when the phone prompts for confirmation:
   - **Delete**: To delete all entries.
   - **Cancel**: To cancel and return to the previous menu.

Chapter 12: Conference calls

Adding a person to an active call

About this task

You can 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** > **Conference**.

   The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
   - Dial the phone extension 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** soft key.
4. To add another person, press **Add** and repeat Steps 2 and 3.

Related links

Making Conference Calls (video)

Adding a person on hold to a conference call

About this task

You can add a held call to a conference call.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conference** or **Add** button if you are already in a conference.
3. To see a list of held calls, press the **Held Call** soft key.
4. Select the call on hold that you want to add to the conference.

5. Press one of the following:
   - **Join**
   - **OK**

   The held call is added to the conference call.

Putting a conference call on hold and resuming a call

About this task

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

Procedure

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

Viewing the details of a conference

About this task

Use this procedure to view the details of the participants on a conference call.

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conference** soft key.
3. Do one of the following:
   - Dial the telephone number.
   - Call the person from the Contacts list.
   - Call the person from the Recents list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat the steps to add another person to the conference.
6. Press the **Details** button to access the details of the participants.

Dropping or Disconnecting the last participant from a conference call

About this task

Depending on the configuration made by your administrator, you can disconnect the last participant who joined the conference call. After you disconnect the last participant, you cannot disconnect other participants. You can disconnect a participant again after you add another participant to the conference call.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. From the phone screen, select your active conference call.

   You will see the **More** soft key.

2. Press **More** > **Drop** when the conference is active.

Result

The participant who was added last gets disconnected from the conference.

Related links

Adding a participant to no hold conference on page 74

Making Conference Calls (video)

No Hold Conference

With the No Hold Conference feature, you can add participants to your call while continuing your active conversation. The No Hold Conference feature lets you create a conference call without putting any call participant on hold.

For example, if you press the administered **No Hold Conference** button and then dial an extension the participant that answers the call joins the no hold conference.

Using the **No Hold Conference** button you can add more participants to the no hold conference.

The administrator can pre-configure only one number on System Manager. When you press the **No Hold Conference** button, the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

If the participants do not answer the call within the configured time-out duration Avaya J100 Series IP Phones will display the appropriate message on the phone screen.

Related links

Adding a participant to no hold conference on page 74

Adding a participant to no hold conference

About this task

You can add participants to your call while continuing your conversation without interruption. You can add up to six participants in the no hold conference call.

Before you begin

Ensure that your administrator activates the no hold conference feature and feature target selection.

Ensure that you are on a call.

Procedure

1. During an active call, on the phone screen, press **Main menu** > **Features.**
2. Press **No Hold Conference.**

   Select a destination dialogue box is displayed.
3. You can add users to a no hold conference by using one of the following methods:
   - If an extension number is pre-configured by your administrator, you can press **Select**.
   - If the extension number is not pre-configured, press the **Dial** soft key to use the dialpad and manually enter the extension number, press **OK**.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The no hold conference feature is activated.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

   Note:

   You can press the **Cancel** soft key to terminate the no hold conference.
5. Press **Enter** or **OK** to activate the feature in case of manual dialling.

Related links

No Hold Conference on page 73
Dropping or Disconnecting the last participant from a conference call on page 73
Selecting a destination number using feature target on page 90
Handling calls and conferences using Multiple Device Access on page 105
Multiple Device Access on page 105

Chapter 13: Team Button

When the administrator configures the Team Button feature for your phone, you can do the following:

- Monitor another phone to know whether calls are redirected to another phone.
- Monitor another phone to know whether that phone has an active call.
- Answer calls that ring on the monitored phone.

Use the Team Button soft key to:

- Make a speed dial call to the monitored phone. You can do this when the monitored phone is not in use.
- Transfer an active call to the monitored phone.

The call redirection feature, Send All Calls, Call Forward, or ECF might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on Avaya Aura® Session Manager:

- The monitored phone setting that enables the monitoring phone to override call redirection directly or through a choice provided to the user.
- The monitoring phone setting that enables the phone to override the call redirection feature that is active on a monitored phone.

For more information to set the overriding permission on Avaya Aura® Session Manager, see *Administering Avaya Aura® System Manager*.

The following table shows icons of the Team Button feature icons for Avaya J169/J179 IP Phone and Avaya J100 Expansion Module:

Icon	Description
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

The following table shows icons of the Team Button feature for JBM24 Button Module:

Icon	Description
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Related links

Answering an active call on a monitored extension on page 76
Viewing the status of monitored stations on page 76
Speed dialing to a monitored extension on page 77
Transferring a call to a monitored phone on page 77
Monitoring other extensions at a glance on page 78

Answering an active call on a monitored extension

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call.
4. Press **Select**.

Related links

Team Button on page 75

Viewing the status of monitored stations

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to view the status of the required monitored extension.

   The Team button screen remains active until you close the screen.

Related links

Team Button on page 75

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored phone. If the monitored phone has an active call redirection feature and you can override the feature, the monitored phone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Before you begin

Ensure that the monitored phone to which you make the call is in an idle state.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone that you want to call.
4. Press **Select** twice.

   The phone makes a call to the monitored extension.

Related links

Team Button on page 75

Transferring a call to a monitored phone

About this task

Use this procedure to transfer an active call to a monitored phone.

Before you begin

You must be on an active call.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone to which you want to transfer the active call and press **Select**.

   The system puts the active call on hold and rings the monitored phone.

4. To complete the transfer, perform one of the following actions:
   - Press the **Complete** soft key.
   - On-hook the handset.
   - Press the **Speaker** button.
   - Press the **Now** soft key.
   - Press the **Talk** soft key.

Related links

Team Button on page 75

Monitoring other extensions at a glance

About this task

Use this procedure to monitor phones for others. You can see whether an extension is idle or busy at a glance.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to the System Numbers.
4. If necessary, scroll to the line button for the extension you want to check.
5. If that extension is in use, the phone displays **Busy** next to the extension number.

Related links

Team Button on page 75

Chapter 14: Calendar and Avaya Spaces

Calendar

With the Calendar feature, you can access the Microsoft® Exchange Server calendar on your phone. You can also view and set a reminder for meetings or appointments.

When Exchange Calendar is active, appointments are displayed in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, change calendar settings, or access the Calendar.

Accessing calendar

About this task

Use this procedure to open calendar on your phone.

Before you begin

Ensure that your administrator has activated **Exchange credentials** on your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll down to **Calendar** and press **Select**.

   If you are accessing calendar for the first time, the phone displays Exchange credentials screen to access your Microsoft® Exchange Server.

Configuring the Microsoft® Exchange Server calendar

Before you begin

- Ensure that your administrator enables the feature.
- Get the following details from your administrator:
  - User name
  - Password
  - Domain name

Procedure

1. Press **Main Menu**.

2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials** and press **Select**.
5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Type the following details:
   - **Exchange username**: Enter your email ID.
   - **Exchange password**: Enter your password.
   - **Exchange domain**: Enter the domain name, for example, `avaya.com`.
7. **(Optional)** To enable or disable **Name/Password Prompt**, do one of the following:
   - **Toggle**: To enable or disable the prompt.
   - The **Right Arrow** key: To enable the prompt.
   - The **Left Arrow** key: To disable the prompt.
8. Press **Save**.

Reviewing your Calendar event

About this task

Use this procedure to view your calendar appointments. You can set the **Enable Exchange Calendar** and **Enable Reminder** option to **Yes** to get a pop-up reminder of your upcoming calendar appointments.

Before you begin

Ensure Microsoft® Exchange is configured on your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

   The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press one of the following:
   - The **Up Arrow** key.
   - The **Down Arrow** key.
5. Select the calendar event, and press one of the following:
   - **Call**: To call the extension number available in the appointment.

     If the appointment location has an Avaya Spaces URL, with an active Avaya Spaces feature on your phone you can join a call hosted on Avaya Spaces.

Pressing **Call** dials into the meeting and enters the required Space ID and optional Space password automatically without any further user input.

- **Details**: To view the details of the calendar event.

  You can see the Avaya Space id if the phone successfully identifies the calendar event as Avaya Spaces meeting.

- **Month**: To view the Calendar Event Month screen.
- **Exit**: To exit from the event screen.

6. In the Calendar Event Month screen, press one of the following:
   - **Today**: To view calendar event of the current date.
   - **Day**: To view calendar event of the selected day.

Related links

Enabling and disabling Exchange calendar on page 124
Enabling and Disabling Calendar reminder on page 124

Avaya Spaces Calendar integration

Avaya Spaces is a cloud-based team collaboration and meeting application. You can use it for instant messaging, voice and video communication, track communications, and manage tasks. For more information about Avaya Spaces, see *Using Avaya Spaces* guide.

With the Avaya Spaces Calendar integration feature, you can press the Call soft key on the calendar appointment of your phone and join a meeting hosted on Avaya Spaces. The phone dials into the meeting phone number and enters the Space ID and Space password automatically without any further user input.

The Avaya Spaces Calendar integration feature is optimized to work when meeting organizers use the Avaya Spaces Outlook plugin. For more information about the Outlook plugin, see the Microsoft Outlook Add-on section of the Avaya Spaces user guide.

Related links

Joining an Avaya Spaces meeting through a direct dial-in phone number on page 81
Preventing duplicate audio streams on Avaya Spaces application on page 82

Joining an Avaya Spaces meeting through a direct dial-in phone number

About this task

You can use a direct dial-in phone number to connect to the Avaya Spaces audio-only meeting. If you choose to join the meeting through the direct number, enable the Prompt direct number feature. The phone displays the direct numbers from the meeting invitation. Choose the direct number of your country. If your country is not listed, you can select the direct phone number of the

country that is most appropriate to your location. The phone dials in the number and enters the Space ID and optional password to join the meeting.

Before you begin

Ensure that your administrator enables the Avaya Spaces feature and the option to select a direct number.

Enable the Prompt direct number option.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

   The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press one of the following:
   - The **Up Arrow** key.
   - The **Down Arrow** key.
5. Select an Avaya Spaces calendar event and press **Call**.
6. In the Country > Select direct number screen, press one of the following:
   - **Select**: To call the direct number available for the selected country.

     The phone dials in the number and enters the Space ID and optional password to join the meeting.
   - **Country**: To select the direct number of a different country. The Direct numbers > Select Country screen displays a list of countries for selection.
   - **Details**: To view the details of the selected direct number. The Direct number > Details screen displays the information.

Related links

Avaya Spaces Calendar integration on page 81
Enabling or disabling Prompt direct number on page 119

Preventing duplicate audio streams on Avaya Spaces application

About this task

For a smooth audio experience, prevent duplicate audio streams. You can establish an audio session to Avaya Spaces using Avaya J100 Series IP Phones and use the Avaya Spaces application on your computer to view the presentation. To prevent duplicate audio session on your Avaya Spaces application, use this procedure.

Procedure

1. Log on to Avaya Spaces application on your computer.
2. On application screen, click on the display name.

3. Select **User Preferences** option.
4. On the left panel, select **Meeting defaults**.
5. Toggle to enable **Show preview when joining**.
6. Join a meeting on spaces from your computer.
7. On the Preview screen, click **Other join options** > **Join By Phone**.
8. On the Join Presentation Mode, follow the screen instructions.

   You join the Avaya Spaces meeting as a view-only participant on your computer without using an audio and video session.

   The audio session is established on your phone.

Related links

Avaya Spaces Calendar integration on page 81

Chapter 15: Advanced features

You can access advanced features available on your phone from the Features screen and from the Applications screen.

The LED next to the feature name indicates whether the feature is currently on or off.

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.

Active call shortcut keys

With Active call shortcut keys, you can use Autodial and Contacts keys as shortcuts during an active call to perform the required action.

The following actions can be performed by pressing these keys:

- Transferring an active call to the selected user immediately or after talking to this user first
- Adding the selected user to an active call to set up a conference call

To configure any of these shortcut actions, contact your system administrator.

Making a call transfer with a shortcut key

About this task

If the caller needs the information that you cannot provide, you can transfer the ongoing call to another user using an Autodial key or a contact as shortcuts.

Note:

The actual key used for a shortcut action depends on the current configuration.

Depending on the configuration set by the system administrator, the phone might make a blind transfer or an attended transfer immediately after the **Transfer** soft key is pressed. Contact your system administrator for more details.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call transfer.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
   - Press the Autodial or Contact line key.
   - Scroll to the required Autodial line or contact and press **Transfer**.

   The phone displays the `Transfer now or talk with [BLF user extension]?` confirmation window.
2. Press one of the following:
   - **Now**: To immediately transfer the call to the selected user.

     The phone displays the Incoming Call screen with the extension the call was transferred to until the user answers the call.
   - **Talk**: To place the call on hold, and to talk with the user first.
3. **(Optional)** If the user does not answer the BLF shortcut transferred call, press one of the following in the Incoming Call screen:
   - **Pickup**: to answer the call on your phone.
   - **Ignore**: to end the call.

Making a conference call with a shortcut key

About this task

If you need to include the other agent in your conversation with the caller, you can add an Autodial user or a contact to an active call to set up a conference call.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as conference call. Contact your system administrator for more details.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
   - Press the Autodial or Contact line key.
   - Scroll to the required Autodial line or contact and press **Conf**.

   The phone puts the existing call on hold.
2. When the user answers the call, press **Join**.

Automatic Callback

With the Automatic Callback feature, you receive a notification call to connect with the available extension number that was previously busy, unanswered, on another call, or out of coverage.

Setting up Automatic Callback

About this task

Use this procedure to get a notification call when the previously unanswered extension becomes available. You must use this feature only when a call is unanswered.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Automatic Callback** and press **Select**.

   When you end the callback call, the phone deactivates the feature automatically.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Before you begin

Ensure that administrator enables the feature target selection.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Block**.

   You can see the **Select a destination** dialogue box.
3. Enter the number using one of the following methods:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The feature is activated.
4. **(Optional)** To cancel the feature, press the **Cancel** soft key.
5. Press **Enter** or **OK** to start calling party number blocking in case of manual dialling.

Related links

Selecting a destination number using feature target on page 90

Displaying your extension on outgoing calls

About this task

Use this feature to unblock the number that you have blocked using the CPN Block feature. With CPN Unblock the parties you call can see your extension.

Before you begin

Ensure that administrator enables the feature target selection.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.

You can see the **Select a destination** dialogue box.

3. Enter the number using one of the following methods to unblock:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the Browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The feature is activated.
4. **(Optional)** To cancel the feature, press the **Cancel** soft key.
5. Press **Enter** or **OK** to stop calling party number blocking in case of manual dialling.

Related links

Selecting a destination number using feature target on page 90

Bridged Call Appearance

Bridged Call Appearance is a unique extension number that is shared among multiple users to communicate through a single call appearance. You can make, receive, and join a call on behalf of the owner by using the bridged appearance. The bridged appearance might display the bridge owner's identity on the receiver's display screen.

Making a call on a bridged line

About this task

Use this procedure to make a call on another user's bridged line.

Before you begin

Ensure that the required bridged line is idle.

Procedure

1. Press the line key of the bridged number that you want to use.
2. Enter the number by using the dial pad.

   The phone initiates the call when the inter digit timer times out.

Answering a bridged line call

About this task

When you receive a call from a bridged line, the Phone screen displays the bridge owner's identity. If you receive more than one bridged call, the Phone screen highlights the recent bridged call.

Procedure

1. Do one of the following:
   - Lift the handset.
   - Press **Speaker**.
   - Press the **Answer** soft key.
2. **(Optional)** For multiple bridged call appearances, do the following:
   a. Press the line key of the bridged number that you want to answer.
   b. Continue with Step 1.

Joining a call on a bridged line

Procedure

On the phone, do one of the following:

- Press the line button with the active call.
- Select an active bridge line number and press **Bridge**.

Note:

Do not use **Headset**, **Handset** or **Speaker** softkeys to join the call on a bridged line. Pressing **Headset**, **Handset** or **Speaker** opens the Dial screen. To cancel dialing and to press the required line button for joining a call, press the **Headset**, **Handset** or **Speaker** softkey again.

Preventing others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Exclusion**, and press one of the following:
   - **Select**
   - Corresponding line button

   When you activate Exclusion during a call, all parties except you, the calling and the called party are dropped from the call.

Selecting a destination number using feature target

About this task

When using features such as Call Forward, Call Forward-Busy, Call Forward-No Answer, Priority, CPN Block, and CPN Unblock, you get an option to enter the destination number. Instead of manually entering the number, use this procedure to select the destination number using contacts, recents or phone button.

Before you begin

Ensure feature target selection is enabled by your administrator.

Procedure

1. Press **Main Menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.
4. Activate the feature from the **Feature** screen.

   For features that require to enter the destination number, you can see the **Select a destination** dialogue box.
5. Select the destination number using one of the following target selections:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   You can make the destination selection using the feature screen, phone main and secondary display.
6. To cancel the destination dialogue box, press the **Cancel** softkey.

Related links

Making a priority call on page 43
Forwarding a call to another extension on page 63
Adding a participant to no hold conference on page 74
Interrupting a call with a whisper page on page 99
Blocking your extension from displaying during calls on page 87
Displaying your extension on outgoing calls on page 87

Busy Indicator

With the Busy Indicator (BI) feature, you can do the following:

- View the status of other users in the network
- Make quick calls to the monitored users
- Transfer calls by pressing the Busy Indicator line key
- Make conference calls with BI users

The icon next to the Busy Indicator line key displays the current status of the monitored user (idle or busy).

The user status is also reflected by the indication of LEDs integrated into the corresponding line keys.

You can relabel and move a Busy Indicator line key from the Phone keys customization menu. However, you cannot add or delete Busy Indicator keys configured on your phone. Contact your system administrator if you want to add more BI line keys or delete the existing ones.

Related links

Customizing phone keys on page 117
Busy Indicator icons and LED indication on page 91

Busy Indicator icons and LED indication

Busy Indicator icons look the same as Presence “Available” and “On a call” icons but they might differ depending on the phone or the button module model.

Busy Indicator icons look the same as Presence “Available” and “On a call” icons.

The following table displays the Busy Indicator icons and LED indication for Avaya J169/J179 IP Phone, Avaya J100 Expansion Module, and JBM24 Button Module.

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscaled icons and Avaya J179 IP Phone has color icons.

State	Phone icons	JBM24 Button Module icons	Avaya J100 Expansion Module icons	Red LED for the line key	Green LED for the line key
Idle				Off	Off
Busy				Off	On

Related links

Customizing phone keys on page 117
Busy Indicator on page 91

Busy Indicator call operations

Making a call to a monitored user

About this task

You can make a quick call to monitored users, for example, when you want to provide direct instructions to them.

Procedure

Do one of the following:

- On the Phone screen, scroll to the required Busy Indicator line and press **Call**.
- Press the required Busy Indicator line key.

Making a conference call with a monitored user

About this task

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

Procedure

1. During an ongoing call, press **More** > **Conf**.

   The phone puts the call on hold, and displays the `Select a participant` notification.
2. Press the **Phone** key.
3. Do one of the following:
   - Scroll to the required Busy Indicator line and press **Call**.
   - Press the required Busy Indicator line key.
4. When the monitored user answers the call, press **Join**.

Call Transfer to a monitored user

Ongoing calls can be transferred to a user on the Busy Indicator line. This transfer is managed similarly to Call Transfer to a phone extension.

You can transfer a call immediately (blind transfer) or after making a consultative call to the monitored user (attended transfer).

Related links

Call Transfer on page 95

Making a blind transfer to a monitored user

About this task

Use this procedure to transfer immediately an active call to a monitored user.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
   - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
   - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

   The phone displays the `Transfer now or talk with [BI extension number]?` window.
3. Press **Now**.

   Your call is transferred to the monitored line.

Making an attended transfer to a monitored user

About this task

Use this procedure to transfer an active call to a monitored user by talking to this user first.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
   - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
   - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

   The phone displays the `Transfer now or talk with [BI extension number]?` window.
3. Press **Talk**.

   The current call is placed on hold, and a call to the monitored user is established.
4. To end your consultative call and to transfer the held call, press **Complete**.

Call Parking

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to park a call in your extension. You can dial your extension number from any other phone to retrieve the call.

Related links

Call Parking (video)

Parking a call

About this task

Use this procedure to park an active call on your phone extension.

Before you begin

Ensure that you are on a call.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Park Call** and press **Select**.

Unparking a call

About this task

Use this procedure to unpark the call from another phone.

Before you begin

Ensure that you have parked a call on your extension.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Unpark Call** and press **Select**.
4. Enter your phone extension number.
5. Press **Select**.

Call recording

With the Audix One-Step Recording feature, you can record your current call. The Audix One-Step Recording feature stores the recorded call as a message in the voice mailbox.

For more information, see Avaya Aura® Communication Manager documentation at https://support.avaya.com/.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the Audix One-Step Recording feature, you must understand and comply with these laws.

Recording a call

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Audix Rec** and press **Select**.
4. To stop recording, disconnect the call.

Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Related links

Handling multiple lines (video)

Making a consultative transfer

About this task

Transfer a call by connecting a call with the transfer recipient.

Procedure

1. While on an active call, press **Transfer** soft key.

   The phone displays the Select a destination dialogue box.

   The first call is placed on hold.
2. Do one of the following and then press the **Call** soft key :
   - Dial the number to transfer the call.
   - Search for the number in **Contacts** or **Recents**.
   - Press the **Team** line key to transfer the call to the configured team button.

   You must configure the team button to use as your target selection.
3. To initiate a consultative transfer, press **Talk**.

   The call transfer recipient's phone starts ringing.

4. Do one of the following:
   - Press **Complete** after the recipient answers the call.

     The call transfer is complete. This is also called attended transfer.
   - Press **Complete** after the recipient's number starts ringing.

     The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

About this task

Use this procedure to transfer an active call without connecting a call with the transfer recipient.

Procedure

1. While on an active call, press **Transfer**.

   The phone displays the Enter Transfer Destination screen.
2. Do one of the following and then press the **Call** soft key:
   - Dial the number to which you want to transfer the call.
   - Search for the number in the Contacts or Recents list.
3. To initiate a blind transfer, press **Now**.

   The call transfer is complete.

Crisis alert station

Table 1: Participants in a crisis alert

Participant	Description
Emergency caller	A person in your organization who calls the emergency number.
Crisis alert watcher	A person in your organization who gets an alert notification immediately after an outgoing emergency call.

Crisis alert station

In a crisis alert station, when an emergency caller calls an emergency number, all the crisis alert watchers receive a notification about this, so that they can attend to the caller immediately. The system administrator assigns the crisis alert watchers.

During a crisis alert, the crisis alert watchers receive the following types of notifications:

- Crisis alert view: A pop-up screen displays the emergency caller name and the call origination extension. The screen is visible until the watcher acknowledges it.

- Audio alert: An alert tone plays continuously until the watcher acknowledges it.
- Visual alert: The green feature LED flashes.

The system administrator configures the crisis alert feature. Depending upon the feature configuration, the crisis alert watchers receive the crisis alert notification in one of the following mode:

- Single user mode: When any one of the crisis alert watcher acknowledges the crisis, the alert stops on the IP Phones of the other crisis alert watchers.
- Every user mode: Each crisis alert watcher acknowledges the crisis for the alert to stop at their respective IP Phone.

Acknowledging the crisis alert

About this task

As a crisis alert watcher, you can acknowledge a crisis alert when you receive the following notifications on your phone:

- Alert tone
- LED flashes
- The screen displays the emergency caller information.

If the feature is configured in single-user mode, when you acknowledge the alert, the alerting at the other watcher's IP Phone stops.

You can use the same procedure to acknowledge the crisis alert even when the phone is locked.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. The phone screen displays the emergency caller name and extension.
2. Press **OK**.
3. The phone screen displays the details of an emergency caller.

   If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Emergency caller information

The Phone screen displays the following details of an emergency caller:

Field	Description
Extension	The emergency caller extension.
The following fields will display details only if Avaya Aura® Communication Manager has this information.	
User name	The emergency caller name.

Table continues…

Field	Description
Date	The crisis occurrence date.
Time	The crisis occurrence time.
Zone	The crisis occurrence zone.
Crisis user room	The emergency call origination room.
Crisis user floor	The emergency call origination floor.
Crisis user building	The emergency call origination building.

Stopping the crisis alert

About this task

During a crisis alert, the phone plays the alert tone, the LED flashes, and the screen displays the emergency caller information. As a crisis alert watcher, in every user mode, you have to stop the alerts on your phone. In single-user mode, the alerts will stop on your phone if any one of the other crisis alert watchers stops the alerts before you do.

Before you begin

Ensure that your system administrator assigns you as one of the crisis alert watchers.

- Crisis alert view: press the **OK** soft key to stop the view.
- Audio alert: Press the **OK** soft key if you are in the crisis alert view, else press the Crisis Alert feature line key to stop the audio alert.
- Visual alert: Press the Crisis Alert feature line key to stop the LED flashing.

Acknowledging the crisis alert after an error in the first acknowledgment

About this task

Due to some technical issues, if there is an error in the acknowledgment process, the phone will display an error message while the alert tone continues to play. You can acknowledge this alert again.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Crisis Alert** and press **Select**.
4. The Phone screen displays the details of an emergency caller.

If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a group of users who handle the similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen to manage the calls from a particular hunt group.

Procedure

1. To stop receiving calls from a particular hunt group, press the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, press the corresponding **Hunt Group Busy** button.

Interrupting a call with a whisper page

About this task

Use this procedure to announce a person person who is active on a call on another extension. The person who is paged can only hear the announcement.

Before you begin

Ensure that the administrator enabled the whisper feature and feature target selection on your phone.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Whisper page** and press **Select**.

   You can see the **Select a destination** dialogue box.

4. Enter the number using one of the following methods:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press the **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The whisper feature is activated.
5. **(Optional)** To cancel the feature, press the **Cancel** soft key.
6. Press **Enter** to activate the feature in case of manual dialling.
7. Deliver the message when your call is received.

Example

You are on a call with users A, B, and C. You have an urgent message for user A. When you use the Whisper page feature to deliver a message to user A's extension, all three users hear the tone that signals the page, but only user A hears the message.

Related links

Selecting a destination number using feature target on page 90

Intercom

With the Intercom feature, you can press the intercom feature button to call another user in an intercom group. Your system administrator configures the intercom groups and the extension codes. You can use one or both of the following features to make the intercom calls:

Dial intercom

Use the Dial intercom feature to call anyone in the same intercom group. Select the Dial Intercom feature, and dial a one-digit or a two-digit code for the extension.

Auto intercom

Use the Auto intercom feature to call one predefined number in the same intercom group. Your administrator configures the required extension number.

When both the calling and the called phone extensions have matching auto intercom buttons to call each other, the phone provides the following visual indications:

- For an incoming intercom call, on the called phone, the beacon LED on the phone and the green LED button on the feature line flashes until you answer the call. After you answer the call, the beacon LED is off and the green LED is ON until the call ends.
- For an outgoing intercom call, on the calling phone, the green LED button on the feature line is ON until the call ends.

You can receive multiple auto intercom calls simultaneously. When you receive an auto intercom call while you are on an active auto intercom call, if you answer the new call, the phone puts the

existing auto intercom call on hold. Press the call appearance line of the first auto intercom call to resume the held call.

Auto-answer an auto intercom call

With the active auto-answer intercom calls feature, the phone automatically answers the incoming auto intercom call. To restrict the outgoing audio to the auto-answered call, your administrator can enable the auto-mute feature to automatically mute your phone when an auto intercom call is auto-answered. You can manually unmute the call for the two-way audio.

Your administrator configures the Auto-answer and the Auto-mute feature. Contact your administrator to enable these features.

The feature line LED is green on the calling and the called phones until the call ends.

Auto intercom feature with Multiple Device Access

If you use the Auto intercom feature with an active Multiple Device Access (MDA) feature, the phone provides visual notifications of an auto intercom call. For the calling extensions, the phone visually notifies all the MDA devices. For the called extension, the visual indication on the phone appears if it has a matching auto intercom button with the calling extension. The following are the visual notifications for the auto intercom call when the calling and called phones have matching auto intercom buttons to call each other:

- For an incoming intercom call, on all the MDA devices, the green LED button on the feature line flashes until you answer the call. After you answer the call, the green LED is ON for all the MDA devices until the call ends.
- For an outgoing intercom call, on all the MDA devices, the green LED button on the feature line is ON until the call ends.

You can end the auto intercom call from the MDA device that receives the call.

Auto-answer an auto intercom call with Multiple Device Access

This section provides information about the Auto intercom feature behavior and visual notifications when the following features are active on your phone:

- Auto-answer and Auto-mute intercom calls
- Multiple Device Access (MDA)

The following are the visual notifications and the feature behavior for an auto intercom call when the calling and called phones have the matching auto intercom buttons to call each other:

- For an incoming intercom call, the last registered MDA device receives the auto intercom call and auto-answers it. If the auto-mute feature is active, you must manually unmute the call for the two-way audio. The green LED on the feature line is ON for all the MDA devices until the call ends.
- For an outgoing intercom call, if the auto-mute feature is active for the called extension, you cannot hear them until they unmute the call. The green LED on the feature line is ON for all the MDA devices until the call ends.

You can end the auto intercom call from the MDA device that receives the call.

Service Observe

With the Service Observe feature, as a supervisor, you can monitor a phone call to observe the call quality. You can also provide on the job training by coaching the agent during the service observe.

You can activate the feature from the phone.

The Service Observe feature has the following modes:

- Basic: You can activate the feature in Listen-only mode. You can switch from Listen-Only mode to Talk mode if your administrator configures it.
- No-Talk: You can activate the feature in Listen-only mode and cannot switch to Talk mode.
- Next Call: You can activate the feature in Listen-only mode for the next call. You can switch from Listen-Only mode to Talk mode if your administrator configures it.
- By-Location: You can activate the feature in Listen-only mode for a Vector Directory Number (VDN). You must provide a VDN and a location ID. You can observe the call only when the agent at the required location connects to a call. You can switch from Listen-only mode to Talk mode if your administrator configures it.

Depending on your requirement you can use the following options:

- Listen-only: In the Listen-only mode, you can silently monitor the call.
- Talk: In the Talk mode, you can talk to the agent and the caller.

Use the Computer Telephony Integration (CTI) client to remotely activate or deactivate the Service Observe feature. For information on using the CTI client, see Avaya Aura® Application Enablement Services documentation.

Activating Service Observe

About this task

You can activate the Service Observe feature to observe a call to an IP Phone, agent, or a Vector Directory Number (VDN). The phone displays the observing modes depending on the configuration made by your administrator.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll down to **Service Observe**.
4. Press **Select**.

5. Select one the following options:
   - **Basic**
   - **No-Talk**
   - **Next Call**
   - **By-Location**
6. Enter the extension of the phone or agent or the VDN that you want to observe and press **Enter**.

Deactivating Service Observe

About this task

You can deactivate the Service Observe feature by using any one of the items in the procedure.

Before you begin

Ensure that the Service Observe feature is active.

Procedure

To deactivate Service Observe, perform one of the following:

- While on the Call Observation line, press the **EndCall** softkey.
- Answer an incoming call.
- Select an idle Call Appearance line.
- Change to an on-hold call.
- Go on-hook.
- Log out.

Assisting an agent on an observed call

About this task

You can assist an agent whose call you are observing by choosing Talk mode. If you choose Talk, you can talk to the caller and the agent.

Before you begin

Ensure that your administrator configures the Talk feature and you are already observing a call.

Procedure

While on the Call Observation line, press the **Talk** softkey to talk to your agent and the caller.

Limit Incoming Calls

With the Limit Incoming calls feature, you can limit the number of concurrent calls and change the call appearance. When you activate the feature, the multiple call appearance changes to a single call appearance, and the following is observed:

- When you are on a call, if you receive another call, the second caller gets a busy tone. If the Busy Station Call Log feature is enabled, this call is logged as a missed call in the call log.
- In Autodial mode, when you dial a number, if your phone receives a call, the phone logs this incoming call as a missed call in the call log.

Activating Limit Incoming Calls

About this task

You can activate the Limit Incoming Calls feature to limit the number of incoming calls and change multiple call appearance to a single call appearance.

Before you begin

Ensure that your administrator has configured the Limit Incoming Calls feature for your extension.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Limit incoming calls** and press **Select**.

Result

The Limit Incoming Calls feature will be activated.

Deactivating Limit Incoming Calls

About this task

You can deactivate the Limit Incoming Calls feature to remove the limit on number of incoming calls and change a single call appearance to multiple call appearance.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Limit incoming calls** and press **Select**.

Result

The Limit Incoming Calls feature will be deactivated.

Multiple Device Access

With the Multiple Device Access (MDA) feature, you can register up to 10 SIP devices with the same extension to transfer active calls between devices.

This feature is available only in an Avaya Aura® environment. Multiple Device Access is configured on Avaya Aura® Session Manager.

MDA limitations

The limitations for Multiple Device Access are the following:

- There is no audio or visual alerting for the third incoming call if two call appearances are already in use.
- When you receive an MDA indication, press the **Phone** button to view the details and join the bridged call.

Related links

Handling calls and conferences using Multiple Device Access on page 105
Adding a participant to no hold conference on page 74

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone.

   If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Related links

Adding a participant to no hold conference on page 74
Multiple Device Access on page 105

Multicast Paging

With the Multicast Paging feature, you can receive a page that will be automatically played on the phone. If configured by the system administrator, you can send a multicast page to a group of phones in the network.

An incoming multicast page is played on the phone speaker. When the page is played, the Phone screen displays the `Page from <group name>` notification during the whole time of transmission.

All configured multicast groups that you can send a page to are available in the Features menu. You can add, move or delete the multicast page keys from the Phone screen by the common customization procedure.

Active calls with a lower priority than the multicast page are put on hold, all lower-priority incoming calls are ignored.

A multicast page is ignored if the agent is on an active call and has the Do Not Disturb status, or making an emergency call.

Related links

Customizing phone keys on page 117

Sending a multicast page

About this task

You can send a multicast page to a group of users by activating the Multicast Paging group on the Phone screen. If the required group is not added on this screen, you can access all multicast page groups configured for your phone in the Features menu.

Procedure

1. Do one of the following:
   - Lift the handset.
   - Press **Speaker**.
   - Press **Headset**.
2. **(Optional)** If you use the handset, press **End Call** to cancel dialing.
3. On the Phone screen, scroll to the required multicast page group, and press **Select**.

   The phone displays the `Paging <group name>` box.
4. To end the multicast page, do one of the following:
   - Press **End Call**.
   - If you use the handset as an audio device, hang up.

Night mode

With the Night mode feature, you can dim the phone screen brightness to the minimum. When your system administrator configures the Night mode feature, the phone idle screen, the Login screen, and the Brightness settings screen display the Night mode feature menu. From the Login screen or the phone idle screen, use the Night mode soft key to activate or deactivate the feature. Additionally, you can use the Brightness settings screen to activate or deactivate the feature.

Avaya J179 IP Phone supports the Night mode feature. If you connect Avaya J100 Expansion Module to the phone, the night mode feature does not affect the expansion module screen brightness.

When you activate the night mode, the phone switches off the Beacon LED, the Missed call LED, and the Red LED on the line keys. The phone continues to display the green LED on the line keys for the other active features. The active Night mode feature does not affect the illumination of the Speaker, the Mute, and the Headset buttons on the phone.

Note:

The brightness of the Night mode phone screen is dimmer than the standard brightness of the phone.

Activating and deactivating Night mode through the Display settings

About this task

Use this procedure to activate and deactivate the Night mode feature when you are logged in to the phone and your phone screen is not idle.

Before you begin

Ensure that the system administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Brightness** and press **Select**.
5. Scroll to **Night mode** and press **Toggle** to activate or deactivate the feature.

Activating and deactivating Night mode using the Night soft key

About this task

The phone screen displays the Night soft key on the Login screen and when the phone is idle. You can activate and deactivate the Night mode feature using the Night soft key.

Before you begin

Ensure that the system administrator enables the feature.

Ensure the phone screen is idle or you are in the Login screen.

Procedure

Press the **Night** soft key to activate and deactivate the Night mode feature.

Activating the screen saver

Procedure

1. Press **Main Menu**.
2. Press **Applications**.
3. Scroll down to **Activate screen saver**, and press **Select**.

Pre-configuration of keys

With the Pre-configuration of keys feature, the Phone screen displays a pre-determined set of phone keys for accessing features, applications, and line appearances. Using this feature, you can add and access the phone extensions for auto-dialing.

Your system administrator does the phone configuration, and you cannot change the mapping or labels of pre-configured keys.

Contact your system administrator if you need to replace, move, or relabel the pre-configured keys.

Voicemail

You can use the Voicemail feature on your phone with a voice messaging service such as Avaya Messaging. Your system administrator enables the Voicemail feature and configures your voicemail number and password. The beacon LED on your phone lights when you receive a voicemail. Listen to and follow the audio prompts to perform the required action on the voicemail.

If your voice messaging service provides the web interface feature, you can access voicemail on your computer. Contact your system administrator for voicemail web interface feature details.

Related links

Do not disturb on page 62
Using Voicemail (video)

Configuring your Voicemail Password from the Web Interface (video)
Accessing Voicemail through the Voicemail Web Interface (video)

Listening to your voicemail

About this task

Use this procedure to listen to your voicemail on your phone.

When you receive a voice message, the phone illuminates the beacon LED on the top right corner of the phone.

Before you begin

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

Procedure

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

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones supports Avaya Diagnostic Server with SLA Mon™ agent.

SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint diagnostics
  - To remotely control IP phones to assist end users with IP phone configuration and troubleshooting.
  - To remotely generate single and bulk test calls between IP phones.
  - To remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network monitoring
  - To monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
  - To monitor hop-by-hop QoS markings for voice and video traffic.

Shared control

With the Shared Control feature, you can operate phones from the Avaya Workplace Client and use high-quality audio of the phone. All the Avaya J100 Series IP Phones models support the Shared control feature.

Ensure that your phone is registered with Avaya Aura® to establish a shared control connection. When you log in to your phone and Avaya Workplace Client in the shared control mode, you can control the phone through Avaya Workplace Client. You might not establish a shared control session if multiple devices are registered to the same user, depending on the client implementation.

Your system administrator activates the Shared Control feature and configures it on Avaya Workplace Client.

Note:

This feature is available only in the Avaya Aura® environment.

You can perform the following tasks on the Avaya J100 Series IP Phones:

- make a call
- answer a call
- place and resume a call on hold
- mute and unmute a call
- call transfer
- conference

Notifications

You see the following messages on your e-Phone screen after the phone is configured or disconnected from Avaya Workplace Client:

- Shared Control is active
- Shared Control is inactive

For information on installing and configuring Avaya Workplace Client, see *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows* and *Using Avaya Workplace Client for Android, iOS, Mac, and Windows* at https://support.avaya.com/.

Tracing a malicious call

About this task

Use this feature to trace a malicious call. Activating Malicious Call Trace (MCT Act) alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, access the Features menu.
2. To start a trace, scroll to **Malicious call trace**, and press one of the following:
   - **Select**
   - Corresponding line button

   An alerting tone or flashing LED signifies the trace is active. Hanging up deactivates MCT Act.

   Important:

   Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Using a Guest Login

About this task

Use this procedure to log in as a guest on another phone to access your applications and call history for a limited time.

Note:

You need to re-login if the phone reboots.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Guest login** and press **Select**.
4. Enter your extension and password.
5. Press one of the following to set the duration in hours:
   - **Right** arrow key: To increase the value.
   - **Left** arrow key: To decrease the value.
6. Press **Enter**.

Related links

Logging out of your phone on page 22

WML browser

Wireless Markup Language (WML) is an XML-based markup language used by Avaya J100 Series IP Phones.

The WML browser feature allows you to view WML web pages.

With the WML browser feature, you can access the Home page, Click to Dial and Add to Contacts applications.

All WML browser elements are designed by the system administrator. Contact your system administrator if you want to change the pre-configured layout.

If your system administrator has enabled this option, you can pick up incoming calls with WML browser open, using off-hook or headset button from the WML browser view.

Accessing the WML browser

About this task

You can access pre-configured WML browser applications which are added to your phone in addition to applications in the Settings menu.

Before you begin

Ensure the system administrator has configured the Browser application.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Browser**, and press **Select**.
4. Use the following controls to access the Browser application elements:
   a. **Up** and **Down** navigation arrows to scroll the Home page up or down
   b. **Left** and **Right** navigation arrows to navigate the history
   c. **OK** button to go to a page link or select an option
   d. **Home** to go to the Home page
   e. **Refresh** to reload the current card
   f. **Exit** to return to the Applications menu

Chapter 16: Customization

Phone

Setting the dialing mode

About this task

Use this procedure to set the dialing method used to initiate dialing.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Dialing mode**.
5. Press **Toggle** to select one of the following options:
   - **Manual**: Press the **Call** soft key to start a call.
   - **Auto**: Ensure that the dialed digits match the dial plan to start a call.
   - **Default**: Press the **Call** soft key to start a call.
6. Press **Save**.

Related links

Using URI dialing to make a call on page 45
Making a call by using the manual dial mode on page 40

Displaying call timers

About this task

Use this procedure to display the duration of calls.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.

4. Use the **Down Arrow** key to go to the **Display call timers**.
5. Press **Toggle** to activate or deactivate the call timers.
6. Press **Save**.

Setting key repeat delay

Before you begin

Ensure that the key repeat delay settings are activated by your administrator.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Key repeat delay**.
5. Press **Toggle** to select one of the following:
   - **Default**
   - **Long**
   - **Longest**
   - **Off**
   - **Short**
6. Press **Save**.

Setting redial options

About this task

Use this procedure to see the last dialed numbers.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to the **Redial** option.
5. Press **Toggle** to one of the following:
   - **One number**: To call to the last dialed number immediately
   - **List**: To see a list of the last eight numbers.
   - **Default**: To call to the last dialed number immediately
6. Press **Save**.

Related links

Redialing a number on page 41

Assigning speed dial entries

About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

When you create a new contact and immediately assign a speed dial to it, the phone does not save it. You need to wait several minutes after adding a new contact before assigning it to a speed dial.

This feature is only available in the Avaya Aura® environment.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Assign speed dial entries**.
5. Use the **Up** and **Down Arrow** keys to select a speed dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected speed dial number.

   You can assign only one contact.

Related links

Making a call by using speed dial on page 41

Replacing and clearing a Speed Dial contact

About this task

Use this procedure to replace or remove a Speed Dial contact.

Before you begin

Assign a contact to a Speed Dial number.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Select **Assign speed dial entries**.
5. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.

6. Press one of the following:
   - **Replace**: To replace the contact with another contact.
   - **Clear**: To remove the contact from the Speed Dial.
7. Press **Replace** or **Clear** when the phone prompts for confirmation.

Setting Mute alert

About this task

Use this procedure to receive a notification alert when your phone is on mute, and you try to talk on a call.

Before you begin

Ensure that your administrator enables the feature. Contact your administrator for details.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to the **Mute alerting** option.
5. Press **Toggle** to select one of the following:
   - **Audible**: The phone plays an error beep.
   - **Visual**: The phone displays a mute icon on the top bar of the screen.
   - **Both**: The phone beeps and displays a mute icon.
   - **None**: The phone disables the mute alert.
6. Press **Save**.

Visual alerting

The beacon LED works in the following manner to indicate incoming calls and messages:

- If there is an incoming call, the beacon LED blinks.
- If there are new voice mail messages, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voice mail messages, the beacon LED turns off every 15 seconds.
- If the call is on hold, the beacon LED stops flashing.

Related links

Setting Visual alerting on page 117

Setting Visual alerting

About this task

The phone illuminates the beacon LED when there are incoming calls and messages. Use this procedure to enable the visual alerting.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Beacon LED**.
6. Press **Toggle** to enable or disable visual alerting.
7. Press **Save**.

Related links

Visual alerting on page 116

Customization modes

The administrator can block or limit your ability to customize phone keys. If administrator selects the Blocked mode, you cannot perform any phone key customization. In the Limited mode, you can use the Phone keys customization menu to customize labels. You also have full control over the Contact and Application favorites. In the Full mode, administrator might only pre-configure certain phone keys to limit customization.

Related links

Customizing phone keys on page 117
Restoring customized keys to default on page 118

Customizing phone keys

About this task

Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.

Before you begin

Ensure that the administrator has set Full or Limited customization mode. You cannot customize phone keys in the Blocked mode and can only customize labels and Contact and Application favorites in the Limited mode.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.

3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization** and press **Select**.

   The customization menu is not available in the Blocked mode.
5. Press the **Customize** key.
6. Use the **Navigation** keys to select the line key.
7. **(Optional)** On the phone screen, if the selected line is empty, press **Add**, and do the following:
   - To add a contact, press **Contact**.
   - To add a feature, press **Feature**.

     The option is not available in the Limited mode.
   - To add an application, press **App**.

   You can use the Navigation keys to scroll to the required functionality and press **Select**.
8. To move the selected line key, do the following:
   a. Press **Move**.
   b. Use the Navigation keys to move the selected line key.
   c. **(Optional)** If the new location is empty, press **Select**.
   d. **(Optional)** If the new location is already assigned a key, press **Swap**.
9. To set a new label, do the following:
   a. Press **Relabel**.
   b. Type the name of the label.
   c. If your native language uses extended Latin or non-Latin symbols, press the **More** > **Symbol** soft key to open the Symbols menu and select the necessary symbols there. Press **Insert** > **More** > **Save**.
10. To delete a key, press **Delete** and confirm the deletion.

Related links

Customization modes on page 117
Restoring customized keys to default on page 118

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings. The phone clears all your favorites, including Contact, Feature, and App favorites, and applies administrator settings. The procedure does not affect your customized labels.

Before you begin

Ensure that the administrator set customization mode as Full.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization** and press **Select**.
5. Scroll to **Restore** and press **Select**.
6. In the confirmation window, press **Restore**.

Related links

Customization modes on page 117
Customizing phone keys on page 117

Applications

Enabling or disabling Prompt direct number

About this task

Enable the Prompt direct number feature if you want the phone to always prompt you to select an Avaya Spaces direct number when you place a call to join a meeting on Avaya Spaces.

Before you begin

Ensure that your administrator enables the Avaya Spaces feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Avaya Spaces** and press **Select**.
5. Scroll to **Prompt direct number**.
6. Press **Toggle** to enable or disable the prompt.
7. Press **Save**.

Enabling the Away timer

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.

3. Scroll to **Applications** and press **Select**.
4. Scroll down to **Presence integration** and press **Select**.
5. Scroll down to **Away timer**.
6. To turn on the timer, press **Toggle** to turn on the timer.
7. Use the **Down Arrow** key to go to **Away timer value**.
8. Enter the time in seconds.

   You can enter any value from 0 to 999.
9. Press **Save**.

Enabling phone auto-lock

About this task

You can set your phone to auto-lock when not in use. The idle phone automatically locks itself after the set time period elapses.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll down to **Lock**.
5. Enter the time in minutes.

   You can enter any value from 0 to 999.

   If you do not enter any value, the phone uses the administrator set value.
6. Press **Save**.

Turning call history on and off

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Recents** and press **Select**.
5. Scroll to **Log calls** and press one of the following:
   - **Toggle**: To toggle call history on or off.
   - **Right Arrow** key: To turn on call history.
   - **Left Arrow** key: To turn off call history.

6. Press **Save**.

Microsoft® Exchange account integration

You can integrate your phone with the Microsoft® Exchange account by using the Microsoft® authentication method. Your system administrator can integrate your phone with the Exchange account from the back-end or provide you the access to enter your Microsoft® Exchange credentials on your phone. After successful authentication, your Exchange calendar and Contacts are integrated with your phone.

Entering Microsoft® Exchange credentials for basic authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the Basic authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on your phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials** and press **Select**.
5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Do the following for the **Basic** authentication method:
   - Enter Exchange username.
   - Enter Exchange password.
   - Enter Exchange domain.
   - Press **Toggle** to select the **Name/Password Prompt**.

     If you select **Name/Password Prompt**, the phone prompts for username and password every time you access the Calendar application.
7. Press **Save**.

Result

Basic authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Entering Microsoft® Exchange credentials for OAuth authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the OAuth authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on the phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials** and press **Select**
5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Enter the following for the **OAuth** authentication method:
   - Email address
   - Sever address
7. Press **Save**.

   Save

   The soft key appears only after you enter the valid details.
8. The phone screen displays the device verification URL https://microsoft.com/devicelogin and the dynamically generated User code for verification.

   The phone screen displays these details for a maximum of 15 minutes.
9. Enter the URL in your computer browser and enter the `User code` when the Microsoft® application prompts.
10. Follow the user prompts of the Microsoft® application.

Result

OAuth authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Enabling and disabling Microsoft® Exchange contact integration

Procedure

1. Press **Main Menu**.

2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Contacts** and press **Select**.
5. Scroll to **Enable exchange contacts** and press one of the following:
   - **Toggle**: To enable or disable Exchange contacts.
   - **Right Arrow** key: To enable Exchange contacts.
   - **Left Arrow** key: To disable Exchange contacts.
6. Press **Save**.

Calendar settings

Integrating Calendar application for the new phone

About this task

On the new out-of-the-box phone, when you access the Calendar application, the application prompts to enable the exchange calendar if the Calendar integration with the Microsoft® Exchange is not active. Integrate the Calendar application using the Oauth authentication.

If you want to use Basic authentication, please contact your administrator.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

   The phone screen displays the following message:

   `Calendar integration is not active. Press Configure to activate it now.`
4. Press **Config**.
5. Scroll to **Enable Exchange Calendar** and press **Toggle**.
6. Press **Save**.

   The phone screen displays the following message:

   `Exchange username and password are missing. Press Configure to enter credentials now.`
7. Press **Config**.

Result

The phone screen displays the Exchange credentials screen. Use the procedure of the Oauth authentication method to integrate your calendar application.

Enabling and disabling Exchange calendar

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll to **Enable Exchange Calendar** and press one of the following:
   - **Toggle**: To enable or disable Exchange calendar.
   - **Right Arrow** key: To enable Exchange calendar.
   - **Left Arrow** key: To disable Exchange calendar.
6. Press **Save**.

Related links

Enabling and Disabling Calendar reminder on page 124
Reviewing your Calendar event on page 80

Enabling and Disabling Calendar reminder

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll to **Enable Reminder** and press one of the following:
   - **Toggle**: To enable or disable calendar reminder.
   - **Right Arrow** key: To enable calendar reminder.
   - **Left Arrow** key: To disable calendar reminder.
6. Press **Save**.

Related links

Enabling and disabling Exchange calendar on page 124
Reviewing your Calendar event on page 80

Enabling and Disabling Calendar reminder tone

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll to **Reminder Tone** and press one of the following:
   - **Toggle**: To enable or disable the reminder tone.
   - **Right Arrow** key: To enable the reminder tone.
   - **Left Arrow** key: To disable the reminder tone.
6. Press **Save**.

Setting a reminder and snooze time

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll to **Reminder Time** and enter the number of minutes.

   The range is 0 to 99.
6. Scroll to **Snooze Time** and enter the number of minutes.

   The range is 0 to 99.
7. Press **Save**.

Setting a day of the week for calendar reminder

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll to **First Day of Week**.
6. Press one of the following:
   - **Toggle**: To change the day.
   - **Right Arrow** key: To change the day in ascending order.

- **Left Arrow** key: To change the day in descending order.

7. Press **Save**.

Setting Calendar list

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar** and press **Select**.
5. Scroll down to **List Style** and press one of the following:
   - **Expanded**
   - **Compact**
6. Press one of the following:
   - **Toggle**
   - **Right Arrow** key
   - **Left Arrow** key
7. Press **Save**.

Audio

Turning automatic gain control on or off

About this task

Use this procedure to adjust the audio output level for better quality audio.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Automatic gain control** and press **Select**.
5. Select the handset, headset, or speaker for which you want to turn automatic gain control on or off.
6. To turn automatic gain control on or off, press **Toggle**.
7. Press **Save**.

Enabling and disabling Bluetooth

About this task

You can use Bluetooth enabled devices with your phone.

Note:

Avaya J169 IP Phone does not support the Bluetooth feature.

Before you begin

Ensure the wireless module is installed in your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth** and press **Select**.
4. Scroll to **Bluetooth headset** and press one of the following:
   - **Toggle**: To enable or disable Bluetooth.
   - **Right Arrow** key: To enable Bluetooth.
   - **Left Arrow** key: To disable Bluetooth.

   Note:

   For some Bluetooth headsets, volume can be adjusted during the first call after rebooting the phone. Toggle the slider of the pop-up panel to the right to increase the volume, and to the left to decrease it.

Pairing a Bluetooth enabled headset with your phone

About this task

You can pair a maximum of ten Bluetooth enabled headsets with the phone, but you can use only one headset at a time. The phone displays the list of available devices and paired devices.

Before you begin

- Ensure the wireless module is installed in your phone.
- Ensure that your administrator enables the feature.
- Ensure your Bluetooth headset is in pairing mode.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth** and press **Select**.
4. Scroll to **Devices** and press **Select**.

   The phone scans and displays the list of Bluetooth enabled devices.

5. To pair a device, scroll to the headset and press **Pair**.
6. To disconnect a paired headset, under Paired devices, press **Disconct**.
7. To unpair a paired headset, under Paired devices, press **Forget**.

Related links

Pairing a Bluetooth Headset to the J179 Phone (video)

Turning button clicks on and off

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Button clicks screen.
5. Press **Toggle** to turn the audio on or off.
6. Press **Save**.

Turning error tones on and off

About this task

Use this procedure to activate the error tone alarm when you perform an incorrect action while using the phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Error tones screen.
5. To turn error tones on or off, press **Toggle**.
6. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Note:

Headset Signaling setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset signaling**.
5. Press **Toggle** to select one of the following options:
   - **Disabled**: Disables signaling from the phone to the headset.
   - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you hear the alert tone in the headset.
   - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you do not hear the alert tone in the headset.
6. Press **Save**.

Setting headset mic level

About this task

Use this procedure to adjust the best headset performance.

Before you begin

- Ensure that you are on a call and the caller's audio level is at 50%.
- Adjust the microphone position as recommended by your headset vendor.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset mic level** and press **Select**.
5. Press one of the following:
   - **Right** arrow key: To increase the gain level.
   - **Left** arrow key: To decrease the gain level.
6. **(Optional)** To set the default gain level, press **Default**.

Configuring hearing aid compatibility

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Handset profile** and press **Select**.
5. Press one of the following:
   - **Default**
   - **Normal**
   - **Amplified**: Magnifies the normal audio level. The option must be used with caution because long term extended use of the highest volume settings can cause ear damage.

     Note:

     The amplified audio level will return to normal when the call is ended.
   - **Hearing Aid**: Optimizes the sound quality of hearing aids.
6. Press **Save**.

Setting a headset profile

About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

Note:

Headset profiles 6, 7, and 8 are designed to work only with wireless headsets.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset profile** and press **Select**.
5. Scroll to the profile that matches your headset.
6. Press **Select**.
7. Press **Save**.

Related links

List of headset profiles on page 130

List of headset profiles

Headset Profile	Description
Profile 1	L100 Series Headsets
Profile 2	• Plantronics: SupraPlus® Wideband HW251N/HW261N (HIS) • Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)

Table continues…

Headset Profile	Description
Profile 3	• Plantronics: EncorePro® HW291N/HW301N (HIS) • Sennheiser: Circle™ SC 230/260 (CAVA-31)
Profile 4	• Jabra: BIZ™ 2400 (GN1216) • Sennheiser: Century™ SC 630/660 (CAVA-31) • VXI: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)
Profile 5	Jabra: GN2000 (GN1216)
Profile 6	Jabra: PRO™ 9470 (14201-33)
Profile 7	Plantronics: • CS500™ Series: CS510, CS520, CS530, CS540 (APV-63) • Savi® 700 Series: W710, W720, W730, W740, W745 (APV-63)
Profile 8	Sennheiser: • DW Pro1/DW Pro2 SD Pro1/SD Pro2 (CEHS-AV03/AV04) • DW Office, SD Office (CEHS-AV03/AV04)

Related links

Setting a headset profile on page 130

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Related links

Configuring Long term acoustic protection on page 131

Configuring Long term acoustic protection

About this task

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Long term acoustic protection** and press **Select**.
5. Choose one of the following and press **Select**:
   - **Default** : Sets the acoustic protection values to one of the following options that your administrator sets:
     - Dynamic
     - 8 hours
     - 4 hours
     - Off

     Administrator configured value will be chosen as the default value.
   - **Off**: Sets the acoustic protection off.
   - **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
   - **4 hours**: Sets the acoustic protection for 4 hours.
   - **8 hours**: Sets the acoustic protection to 8 hours.
6. Press **Save**.

Related links

Long-term acoustic exposure protection on page 131
Setting a headset profile on page 130

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.

5. Scroll to one of the following options:
   - **Primary**
   - **Team Key**
   - **Bridged CA**
   - **Call Pickup**
6. Press **Select**.
7. Scroll to the ringtone, and press **Select**.
8. **(Optional)** To play the ringtone, press **Play**.
9. Press **Save**.

Sidetone of your handset or headset

Sidetone is the ambient noise you can hear as feedback when you speak using the handset or headset of your phone. To adjust the level of this feedback noise, contact your system administrator.

Display

Changing the background image

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Background** and press **Select**.
5. Scroll to **Primary display** and press **Select**.
6. Scroll down to the new image.
7. **(Optional)** To preview the image, press **Preview** and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Setting a background image of the JEM24 module display

About this task

Use this procedure to set a pre-defined background image for the Avaya J100 Expansion Module (JEM24) display of the phone. You can set a background image, if your administrator enables

the access to change the background image. To set a custom image, contact your system administrator.

Before you begin

Ensure that your administrator enables access to change the background image.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Background** and press **Select**.
5. Scroll to **Module Display** and press **Select**.
6. Scroll to the required image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Activating the screen saver

Procedure

1. Press **Main Menu**.
2. Press **Applications**.
3. Scroll down to **Activate screen saver**, and press **Select**.

Changing the screen saver

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Scroll to **Primary display**, and press **Select**.
6. Scroll down to the new image.
7. To preview the image, press **Preview** and then **Back**.
8. Press **Select**.
9. Press **Save**.

Setting the screen saver image of the JEM24 module display

About this task

Use this procedure to set a pre-defined screen saver image for the Avaya J100 Expansion Module (JEM24) display of the phone. You can set a screen saver image, if your administrator enables the feature. To set a custom image, contact your system administrator.

Before you begin

Ensure that your administrator enables access to change the screen saver image.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Select **Module display** and press **Select**.
6. Scroll to the required image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Setting the screen saver details

About this task

Use this procedure to change the time that elapses before the phone displays a screen saver and to enable clock display on the screen saver.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver details** and press **Select**.
5. To change the screen saver time, scroll down to **Timer (min)** and enter time in minutes.

   You can enter any value from 0 to 999.
6. To enable clock on the screen saver, scroll to **Clock** and press **Toggle**.
7. Press **Save**.

Adjusting the brightness of a phone screen

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Brightness** and press **Select**.
5. Scroll to one of the phone display and press **Select**:
   - **Primary display**
   - Name of the button module attached to the phone.
6. On **Phone**, press one of the following:
   - **Right Arrow** key: To increase the brightness.
   - **Left Arrow** key: To decrease the brightness.

Setting the display language

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Language** and press **Select**.
5. Scroll to the language and press **Select**.
6. Press one of the following when the phone prompts for confirmation:
   - **Confirm**
   - **Cancel**

   The phone returns to the Display screen and the language changes to the selected language.

Setting the backlight timer

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Backlight timer** and enter the number of minutes.

   The range is 0 to 999.

5. Press **Save**.

Setting the time format

Before you begin

Ensure that your administrator has enabled the time format feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Use the **Down Arrow** key to go to the Time format screen.
5. Press **Toggle** to select one of the following options:
   - **Time format 24 Hour**
   - **Time format 12 Hour**
6. Press **Save**.

Setting the date format

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. To go to the Date format screen, use the **Down Arrow** key.

   The phone displays one of the following:
   - **Default**
   - **mm/dd**
   - **dd/mm**
   - **mm.dd**
   - **dd.mm**
   - **mm-dd**
   - **dd-mm**
   - **mmm dd**
5. To select one of the options, press **Toggle**.
6. Press **Save**.

Setting the time zone

About this task

Use this procedure to set the current time of the phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Time zone** and press **Select**.

   The phone displays the following:

   - **My time**
   - **Time zone**
5. To set the required time, do one of the following:
   - Use the **Left Arrow** and **Right Arrow** key.
   - Press **-** or **+** soft key.
6. Press **Save**.

Setting the text size

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll down to **Text size** and press **Select**.
5. Scroll down to **Primary display** and press **Select**.
6. Press one of the following:
   - **Right** arrow key: To increase the font size.
   - **Left** arrow key: To decrease the font size.
7. **(Optional)** To restore the default font size, press **Default**.
8. Press **Save**.

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. Scroll to **Phone screen width**, and press **Select**.
5. Press **Toggle** 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.
   - **Default**: Each call appearance or feature occupies the entire width of a line.
6. Press **Save**.

Chapter 17: Phone update

Updating your phone

Before you begin

When the phone is ready for an update, depending on your administrator settings, the phone screen prompts you to confirm the restart of your phone immediately. You can choose to update your phone or cancel the update. When you cancel, the phone prompts you again in the next update cycle as set by your administrator.

Before you begin

Ensure that your administrator provides you access to confirm the phone restart.

Procedure

1. The pop-up screen on the phone displays `New firmware available, restart the phone to apply changes?`
2. Press **Restart**.

Checking your phone periodic automatic update

About this task

Your system administrator sets to update your phone automatically. To know when your phone is due for an update or frequency of the update, use this procedure.

Before you begin

Ensure that your administrator enables the periodic automatic update feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **Automatic update** and press **Select**.

   The Automatic update screen shows the following:

   - **Automatic update policy**: Displays the frequency of the phone update set by your administrator.

- **Last update**: Displays the date and time of the last update of the phone.
- **Next update**: Displays the date and time of the next update of the phone.

Chapter 18: Maintenance

Restarting your phone

About this task

Use this procedure to restart your phone from the Login screen.

Before you begin

Ensure that your administrator configures the option to restart your phone.

Procedure

1. On the Login screen, press the **Restart** soft key.

   The phone displays the pop-up screen with the prompt `Restart the phone?`.

2. Press the **Restart** soft key.

   The phone restarts.

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. 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 soft keys at the bottom of the display to determine the actions you can take during failover.

You can also press the Phone button to display possible action.

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, the call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys 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 might not reach you and can go to voice mail.
- Emergency calls might or might 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 might still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

Recording audio parameters

About this task

Use this procedure to record audio parameters information in your phone.

Note:

The saved audio parameters information is used for audio debugging.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **Audio parameters** and press **Select**.
4. Press the **Record** soft key.
5. To stop the recording, press the **Stop** soft key.

Viewing the product ID

About this task

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view and verify the product ID on the phone screen.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Product ID**.

Viewing the device type

About this task

View your device type when your system administrator asks you to provide your device type information. The device type can be either Avaya SIP or Open SIP.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Device type**.

Viewing the server type

About this task

View your server type when your system administrator asks you to provide your server type information. The server type can be either Avaya Aura® or Open SIP.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Server type**.

Checking the status of the Avaya Spaces application

About this task

To check the connectivity status between your phone and the Avaya Spaces application.

Procedure

1. Press the **Main menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **Avaya Spaces** and press **Select**.

   The phone screen displays the following:

   - Status
   - User authentication mode

Chapter 19: Resources

Documentation

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

Title	Use this document to:	Audience
Overview		
Avaya Aura® Session Manager Overview and Specification	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Session Manager.	People who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
Avaya Aura® Communication Manager Feature Description and Implementation	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Communication Manager.	People who want to gain a high-level understanding of the Avaya Aura® Communication Manager features, functions, capacities, and limitations.
Avaya IP Office™ Platform Feature Description	See information about the feature descriptions.	People who perform system administration tasks.
Avaya IP Office™ Platform Solution Description	See information about how the products and services interoperate with this solution.	People who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
Deploying Avaya Aura® Session Manager	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	People who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.

Table continues…

Title	Use this document to:	Audience
Upgrading Avaya Aura® Session Manager	See upgrading checklists and procedures.	People who perform upgrades of Avaya Aura® Session Manager.
Deploying Avaya Aura® System Manager on System Platform	See the installation procedures and initial administration information for Avaya Aura® System Manager.	People who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
IP Office SIP Telephone Installation Notes	See the installation procedures and initial administration information for IP Office SIP telephone devices.	People who install, configure and verify SIP telephone devices on IP Office.
Administering		
Administering Avaya Aura® Session Manager	See information about performing Avaya Aura® Session Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® Session Manager system administration tasks.
Administering Avaya Aura® System Manager	See information about performing Avaya Aura® System Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® System Manager administration tasks.
Administering Avaya IP Office™ Platform with Manager	See information about short code configurations for the feature list	People who need to access IP Office features using short codes.
Administering Avaya IP Office™ Platform with Web Manager	See information about IP Office Web Manager administration tasks, including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	People who perform IP Office Web Manager administration tasks.
Maintaining		
Maintaining Avaya Aura® Session Manager	See information about the maintenance tasks for Avaya Aura® Session Manager.	People who maintain Avaya Aura® Session Manager.
Troubleshooting Avaya Aura® Session Manager	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, alarm codes, and event ID descriptions.	People who troubleshoot Avaya Aura® Session Manager.

Table continues…

Title	Use this document to:	Audience
Using IP Office System Status	See information about the maintenance tasks for System Status Application.	People who maintain System Status Application.
Using IP Office System Monitor	See information about the maintenance tasks for SysMonitor.	People who maintain SysMonitor.

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product** > **Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

Important:

For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for keywords.

  To filter by product, click **Filters** and select a product.
- Search for documents.

  From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.
- Sort documents on the search results page.
- Click **Languages** (🌐) to change the display language and view localized documents.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** (☆).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.
  - Add topics from various documents to a collection.
  - Save a PDF of the selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ( ).

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable **Include in email notification** to receive email alerts.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.
- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the website. The available functionality depends on your role.

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.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at https://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.

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