# Main menu

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

<table>
<thead>
<tr>
<th>Icons</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Features</td>
<td>To access administrator activated features.</td>
</tr>
</tbody>
</table>
| 📞 | Applications | • To access phone applications such as Contacts, Recents, 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. |

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.

# 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 grayscale icons and the Avaya J179 IP Phone has colored icons.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎤</td>
<td>Microphone is muted.</td>
</tr>
<tr>
<td>📞</td>
<td>Missed call on your phone. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call; indicates you have answered this call. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing call; indicates you have made this call. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td>📞</td>
<td>Bridged call; indicates this line is being used for a call on another phone.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call is alerting.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Call is on hold during a conference or transfer call setup.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Conference is active.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Conference is on hold.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Use the Right or Left navigation arrow to see more pages / screens / options.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Scroll left for other options.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Scroll right for other options.</td>
</tr>
<tr>
<td>🔘</td>
<td>Team icon indicating this team member is available.</td>
</tr>
<tr>
<td>🔘</td>
<td>Team icon indicating this team member is busy on a call and unavailable.</td>
</tr>
<tr>
<td>🔘</td>
<td>Team icon indicating this team member is not on a call, but is forwarding incoming calls.</td>
</tr>
<tr>
<td>📚</td>
<td>Indicates that the phone is not connected to the SIP proxy server and is operating in Failover mode. Some features might not be available or work incorrectly.</td>
</tr>
<tr>
<td>📚</td>
<td>If the appearance line displays this icon, it indicates that the phone has encountered a failure and has preserved the media session until the user hangs up.</td>
</tr>
<tr>
<td>📚</td>
<td>This icon can also indicate that the phone is connected to the call server but the features are not available.</td>
</tr>
<tr>
<td>📚</td>
<td>The EC500 feature is on.</td>
</tr>
<tr>
<td>📚</td>
<td>The Do not disturb feature is on.</td>
</tr>
</tbody>
</table>
### Wi-Fi icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>The Call forward feature is on.</td>
</tr>
<tr>
<td>📞 HD</td>
<td>Indicates that the call is using a wideband codec for excellent voice quality.</td>
</tr>
<tr>
<td>📞 📞</td>
<td>Indicates a low network performance or presence of local network issues that might result in lower call quality.</td>
</tr>
<tr>
<td>📞 📞</td>
<td>The Limit Number of Concurrent Calls (LNCC) feature is on.</td>
</tr>
<tr>
<td>📞 📞 📞</td>
<td>Indicates that the SLA Mon™ agent has taken control of the phone.</td>
</tr>
<tr>
<td>📞 📞 📞 📞</td>
<td>Indicates that the call is being recorded for SLA Mon™.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞</td>
<td>Indicates that the audio of this call is secure.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞 📞</td>
<td>Indicates that the audio alert for incoming calls is off.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞 📞 📞</td>
<td>Indicates the Bluetooth feature is on.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞 📞 📞 📞</td>
<td>Indicates that you have missed a call. The number in the icon indicates the number of missed calls.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞 📞 📞 📞 📞</td>
<td>Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.</td>
</tr>
<tr>
<td>📞 📞 📞 📞 📞 📞 📞 📞 📞 📞</td>
<td>Autodialing feature</td>
</tr>
</tbody>
</table>

### Operations

**Entering the provisioning details**

Enter the provisioning server address if the phone prompts, for example, when you connect to the network for the first time.

Obtain the provisioning server address from the system administrator.

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 an Enrollment code. Contact your administrator for an Enrollment code. When you enter the valid Enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

   If you do not have an 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 have pressed Config, enter the provisioning server address in the Address field.

   The address is an alphanumeric URL like 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. 0 is the default value. If you do not enter any value in this field, the phone uses the default value.

5. Press Save.

   The phone continues to boot and connect to the provisioning server address for provisioning configuration.

**Related links**

[Setting Up the Avaya J179 IP Phone (Video)]

### Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

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

### Making an emergency call

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

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.

### Declining a call

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
Adding a person to an active call

1. During a call, on the Phone screen, press More > Conf. The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
   a. Dial the phone extension by using the dial pad.
   b. 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.

Viewing the Recents details

In the Recents screen, depending upon the call type, you can view the following details of each call:
- Incoming call icon
- Outgoing call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

```Note:
Duration is not available for a missed call.
``` 1. Press Recents.
2. (Optional) To navigate through Main menu, scroll to the following:
   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.

Contacts

Adding a contact from the Recents list

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

Combining contacts

Use this procedure to merge the phone number of the current contact with the existing local contact.
Ensure the Contacts list is not empty.
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.

Creating a local Contacts group

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.
5. In the Enter group name field, type your group name.
6. Press Save.

Advanced features

Call forwarding to your cell phone using EC500

Use this procedure to forward calls from your Avaya deskphone to your personal phone.
- Ensure that the feature is activated by the administrator. Contact your administrator for details.
- Ensure that the system administrator sets your personal phone number as your destination number.
1. Press Main menu, and scroll to Features.
2. Press Select.

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.

Configuring Long term acoustic protection

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.
Use the Priority Calling feature to provide a special type of calling. 

Distinctive ringing when the calling party uses Priority.

Retrieving a voice message

Making a priority call

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

1. Press Main menu.
2. Scroll to Settings, and press Select.
3. Scroll to Audio settings, 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.

Making a precedence call by using the Main menu

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

Joining a call on a bridged line

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: On Avaya J179 IP Phone, 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.

Using a Guest Login

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.

Ensure that the feature is activated by the administrator. Contact your administrator for details.

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.

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
Making a consultative transfer on page 4
Making a blind transfer on page 4
Handling multiple lines (Video)

Making a consultative transfer

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

1. While on an active call, press Transfer soft key.
2. Do one of the following:
   - Dial the number to transfer the call.
   - Search for the number in Contacts or Recents.
   - Press Complete after the recipient answers the call.
   - Press Complete after the recipient’s number starts ringing.
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

Transfer a call without connecting a call with the transfer recipient.

1. While on an active call, press Transfer soft key.
2. Do one of the following:
   - Press Complete after the recipient’s number starts ringing.
   - The call transfer is complete. This is also called unattended transfer.
Use this procedure to transfer an active call without connecting a call with the transfer recipient.

1. While on an active call, press Transfer.
   The phone displays the Enter Transfer Destination screen.
2. Do one of the following:
   • 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.

**Customization**

**Enabling and disabling Bluetooth**

You can use Bluetooth enabled devices with your phone.

**Note:**

Avaya J169 IP Phone does not support the Bluetooth feature.

1. Press Main menu.
2. Scroll to Settings, 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**

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.

1. Ensure that the feature is activated by the administrator. Contact your administrator for details.
2. Ensure your Bluetooth headset is in pairing mode.
3. Press Main menu.
4. Scroll to Settings, and press Select.
5. Scroll down to Bluetooth, and press Select.
7. The phone scans and displays the list of Bluetooth enabled devices.
8. To pair a device, scroll to the headset, and press Pair.
10. To unpair a paired headset, under Paired devices, press Forget.

**Related links**

- Pairing wireless BT headset (Video)

**Customizing phone keys**

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

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. Press Customize key.
6. Use 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.
   • 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.
   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.

**Setting the network mode**

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

1. Press Main menu.
2. Scroll to Settings, 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 in the user guide of your phone model.
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.
Connecting to a Wi-Fi network

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.

1. Ensure that the system administrator gave you access to perform this task.
2. Select Wi-Fi as your network mode.
3. 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.
4. Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

1. Press Main menu.
2. Scroll to Settings, 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. Press OK to restart the phone.
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.

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

Changing the background image

1. Press Main menu.
2. Scroll to Settings, 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.

Turning button clicks on and off

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.

Setting a personalized ringtone

Use this procedure to set a ringtone for different uses.

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.

Setting the display language

1. Press Main menu.
2. Scroll to Settings, and press Select.
3. Scroll to Display, 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 time format

Ensure that your administrator has enabled the time format feature.

1. Press Main menu.
2. Scroll to Settings, and press Select.
3. Scroll to Display, and press Select.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.