## 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><img src="image" alt="Features Icon" /></td>
<td>Features</td>
<td>To access administrator activated features.</td>
</tr>
</tbody>
</table>
| ![Applications Icon](image) | 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 Icon](image) | Settings | To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc. |
| ![Network Information Icon](image) | 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:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Microphone Muted Icon" /></td>
<td>Microphone is muted.</td>
</tr>
<tr>
<td><img src="image" alt="Missed Call Icon" /></td>
<td>Missed call on your phone. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td><img src="image" alt="Incoming Call Icon" /></td>
<td>Incoming call; indicates you have answered this call. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td><img src="image" alt="Outgoing Call Icon" /></td>
<td>Outgoing call; indicates you have made this call. You can see this icon in the Recents application.</td>
</tr>
<tr>
<td><img src="image" alt="Bridged Call Icon" /></td>
<td>Bridged call; indicates this line is being used for a call on another phone.</td>
</tr>
<tr>
<td><img src="image" alt="Incoming Call Alerting Icon" /></td>
<td>Incoming call is alerting.</td>
</tr>
<tr>
<td><img src="image" alt="Outgoing Call Alerting Icon" /></td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
<tr>
<td><img src="image" alt="Call Active Icon" /></td>
<td>Call is active.</td>
</tr>
</tbody>
</table>

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

### Wi-Fi icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The Do not disturb feature is on.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The Call forward feature is on.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that the call is using a wideband codec for excellent voice quality.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates a low network performance or presence of local network issues that might result in lower call quality.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The Limit Number of Concurrent Calls (LNCC) feature is on.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that the SLA Mon™ agent has taken control of the phone.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that the call is being recorded for SLA Mon™.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that the audio of this call is secure.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that the audio alert for incoming calls is off.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates the Bluetooth feature is on.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that you have missed a call. The number in the icon indicates the number of missed calls.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates that you have missed a call. The + in the icon indicates that the number of missed calls is more than 9.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Autodialing feature</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Non-secure Wi-Fi network is detected.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Secure Wi-Fi network is detected.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Wi-Fi network is out of range or offline.</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**.

2. 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.

3. 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.

4. 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.

5. 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.

#### 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.

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**Note:**

Avaya J169 IP Phone does not support the Wi-Fi feature.
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 your administrator to enable this feature for your extension and also to know about the Call decline policy.

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

On the incoming call screen, press Decline soft key.
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

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

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.

Adding a person to an active call
You can add participants to an active call to set up a conference call.

Start a call.

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

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 administrator activates the feature.
- 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. Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press the 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 priority call
Use the Priority Calling feature to provide a special type of internal call alerting for the users. 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.

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.
4. Enter the extension you want to call.
5. Press Enter or OK to initiate a priority call.

Retrieving a voice message
Use this procedure to listen to your voicemail messages. Few voicemail configuration has the web interface to access it, please contact your administrator for more information.

   - Ensure that the system administrator configures the voicemail for your extension.
   - Obtain the user ID and password of your voicemail from your system administrator.
1. To log in to your voicemail, press the Message button.
2. Follow the voice prompts to playback your voice messages.

Related links
Using Voice Mail
Configuring your Voice Mail Password from the Web Interface
Accessing Voice Mail through the Voice Mail Web Interface

Making a precedence call by using the Main menu
1. Press the 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 administrator activates the feature.
Contact your administrator for details.
1. Press the 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
Handling multiple lines
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.
   The phone displays the Enter transfer destination screen.
   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.
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
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 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.

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.
   • Ensure the wireless module is installed in your phone.
1. Press the Main menu.
2. Scroll to Settings 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 Disconnect.
7. To unpair a paired headset, under Paired devices, press Forget.
Related links
Pairing a Bluetooth Headset to the J179 Phone

Customizing phone keys
Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.
1. Press the 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.
   c. If your native language uses extended Latin or non-Latin symbols, press More > Symbol the 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 then confirm the deletion.

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 the 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
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. Press the **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. 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 the **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**.

Turning button clicks on and off

1. Press the **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 the **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 the **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 time format

Ensure that your administrator has enabled the time format feature.

1. Press the **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**.

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.