

Using Avaya J169 and J179 SIP IP Phones in Avaya Cloud Office[™]

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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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- 1. This device may not cause interference, and
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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

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Japan Statements

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- 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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- 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:

- Es posible que este equipo o dispositivo no cause interferencia perjudicial y
- 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.

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
- 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.

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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.

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Contents

Cł	napter 1: Introduction	10
	Purpose	. 10
Cł	napter 2: Avaya J169/J179 phone overview	. 11
	Phone overview	
	Physical layout of a J169/179 IP Phone	. 13
	Optional components	. 15
Cł	napter 3: Navigation	. 16
	Main menu	
	General phone icons	16
	Bluetooth icons	18
	Wi-Fi icons	. 18
Cł	napter 4: Handling incoming calls	. 19
	Answering a call	
	Ignoring a call	
	Declining a call	
Cł	napter 5: Handling outgoing calls	21
	Making a call	
	Redialing a number	
	Making a call from the local Contacts list	
	Making a call from the company directory	
Cł	napter 6: Call related features	
	Muting and unmuting a call	
	Placing a call on hold and resuming the call	
Cŀ	napter 7: Contacts	
٠.	Contacts overview	
	Company Directory	
	Setting Company Directory as the contact search source	
	Searching Company Directory contacts	
	Adding a new contact to Personal Contacts	
	Adding a contact from the Recents list or Company directory	
	Editing a contact	
	Doing a quick search for a contact	
	Viewing local contact details	
	Personal contacts details	
	Combining contacts	31
	Deleting a contact	
	Assigning a ringtone to a contact	
	Centralized personal contacts	
Cł	napter 8: Recents	34

	Recents	34
	Making a call from Recents	34
	Deleting a call record from Recents	34
	Clearing the Recents list	35
Ch	apter 9: Conference calls	36
	Adding a person to an active call	36
	Adding a person on hold to a conference call	36
	Putting a conference call on hold and resuming a call	37
Ch	apter 10: Advanced features	38
	Accessing the Features screen	38
	Activating Server Do Not Disturb	
	DND icons	39
	Activating the screen saver	39
	Presence	39
	Presence icons and visual LED indication	40
	Customizing Presence or BLF incoming call indication	40
	Customizing Presence or BLF parked call indication	41
	Customizing the ring tone	42
	Calling a monitored user	42
	Picking up an incoming call	42
	Barging in on an active call	
	Unparking a call	
	Call forwarding	44
	Call Forward icons	
	Forwarding a call to another extension	44
	Forwarding call when busy	
	Forwarding unanswered calls	
	Call Transfer	
	Making a consultative transfer	
	Making a blind transfer	
	Centralized call logs	
	Dynamic Park and Page	
	Parking and paging an active call	
	Receiving a page call	
	Long-term acoustic exposure protection	
	Configuring Long term acoustic protection	
	Bridged Call appearance	50
	Bridged Call appearance icons and visual LED indication	
	DND presence state in BCA group	
	Default SIP line	
	Selecting a bridge line for a conference call	
	Selecting a bridge line for a call transfer	
	Customizing ringtones for the Bridged Call appearance extension	53

Contents

Customizing incoming call alerts for shared lines	54
Retrieving a call from remote hold	55
Visual voicemail	55
Accessing visual voicemail messages	56
Playing back a Visual voicemail message	
Reading a visual voicemail text transcript	57
Calling back a visual voicemail sender	57
Deleting a visual voicemail message	57
Changing visual voicemail settings	58
Chapter 11: Customization	59
Phone	59
Setting the dialing mode	59
Displaying call timers	59
Setting key repeat delay	60
Setting redial options	60
Setting the Audio button	61
Setting Mute alert	61
Setting Visual alerting	62
Customization modes	62
Customizing phone keys	62
Restoring customized keys to default	63
Applications	64
Turning call history on and off	64
Audio	
Turning automatic gain control on or off	64
Enabling and disabling Bluetooth	
Pairing a Bluetooth enabled headset with your phone	
Turning button clicks on and off	
Turning error tones on and off	
Enabling wireless headset bidirectional signaling	
Setting headset mic level	
Configuring hearing aid compatibility	
Setting a headset profile	
Setting a personalized ringtone	
Display	
Changing the background image	
Changing the screen saver	
Setting the screen saver details	
Adjusting the brightness of a phone screen	
Setting the display language	
Setting the backlight timer	
Setting the time format	
Setting the date format	73

Setting the text size	73
Setting the network mode	74
Connecting to a Wi-Fi network	
Setting the network configuration	76
Chapter 12: Troubleshooting	78
Limited access during failover	
Viewing the product ID	79
Viewing the device type	79
Chapter 13: Resources	80
Documentation	
Support	80

Chapter 1: Introduction

Purpose

Thank you for choosing Avaya J169/J179 IP Phone. This phone delivers industry leading business telephony features including HD quality audio, Call Hold, Transfer, Conference, Park and Page, Multicast Page, Page to a user, Presence, Bridge Call Appearance, Hands free, Headset and Handset operation.

This document describes how to use the phone's features in an Avaya Cloud Office[™] environment.

This document is intended for people who want to learn how to use Avaya J169/J179 IP Phone features and capabilities. Installation of the phone is as simple as unpacking and connecting your phone to the network and powering on the phone. The phone takes a few minutes to boot up and logs in automatically to your user account. You are now ready to go!

Chapter 2: Avaya J169/J179 phone overview

Phone overview

Avaya J169/J179 IP Phone is a phone for business communications. It provides standard telephony features and advanced features that make your environment more efficient.

The phone provides 8 physical fearure buttons with an ability to scroll through additional 86 buttons using the Navigation Cluster. You or your system administrator can assign features to these buttons. Optionally, the phone supports up to three button modules, and each button module allows additional 24 physical feature buttons.

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

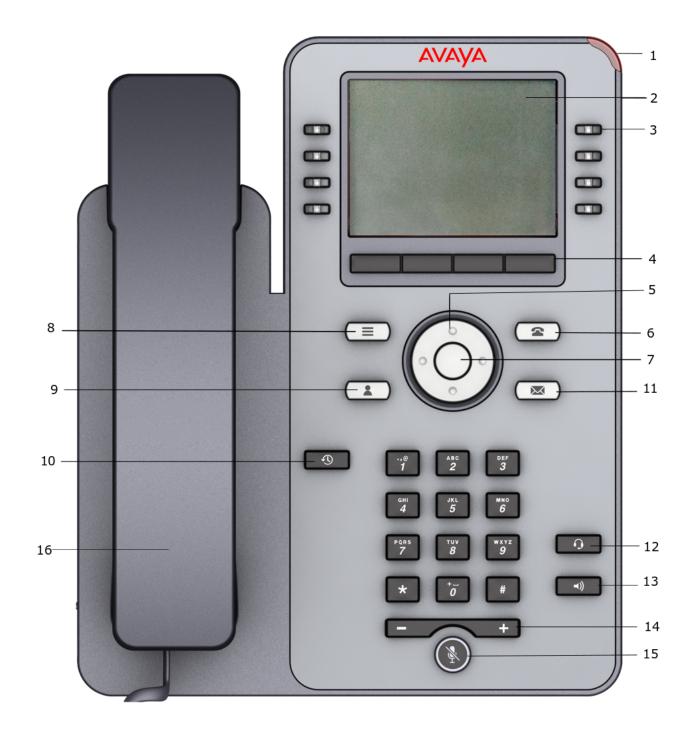
In Avaya Cloud Office[™] environment, your phone is plug and play, so you do not need to perform phone provisioning.

Physical specifications

- Eight feature buttons with dual red and green 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
- Four Soft keys
- Additional physical keys to support:
 - Voicemail
 - Contacts
 - Recents
 - Navigation cluster
 - Headset
 - Speaker
 - Volume

- Mute
- Main menu
- Phone key

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	Feature 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.

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.

Chapter 3: Navigation

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, and activate screen saver.
•	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, etc.
H	Network information	To check network settings.
>	Administration	To access administration settings.
①	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
1	Microphone is muted.

Table continues...

Icon	Description
E	Missed call on your phone. You can see this icon in the Recents application.
~	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.
C	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
<u>C</u>	Bridged call; indicates this line is being used for a call on another phone.
	Incoming call is alerting.
4	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.
3	Call is on hold during a conference or transfer call setup.
222	Conference is active.
*	Conference is on hold.
$\triangleleft \triangleright$	Use the Right or Left navigation arrow to see more pages / screens / options.
$\triangleleft \circ$	Scroll left for other options.
⋄▷	Scroll right for other options.
A	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.
	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.
	This icon can also indicate that the phone is connected to the call server but the features are not available.
HD	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates that the audio alert for incoming calls is off.
9	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.

Table continues...

Icon	Description
①	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.
(iii)	Autodialing feature

Bluetooth icons

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



Avaya J169 IP Phone does not support the Bluetooth feature.

Icon	Description
*	Indicates the Bluetooth feature is on.
*	Bluetooth headset is connected.
G	Default Bluetooth headset.
2	Unpaired Bluetooth headset.
<u>e</u>	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.
8	Wi-Fi network is out of range or offline.

Chapter 4: Handling 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 an audio ringtone
- Flashes the beacon LED and the call appearance LED
- Displays a pop-up dialogue box with the caller's name and number, if available

Procedure

Do one of the following:

- · Lift the handset.
- Press Speaker button.
- · Press Headset.
- Press **OK**, center button of the navigation cluster.
- Press the Answer soft key.

Ignoring a call

About this task

Pressing **Ignore** during an incoming call silences the ringtone. You can still answer the call until the caller ends it or you can redirect the call.

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. If your Administrator has configured the Voicemail feature for your phone, when you decline a call, it goes to Voicemail.

Procedure

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

You have declined the call. The caller receives one of the following alerts:

- An audio message alert
- · A busy tone alert

Chapter 5: Handling outgoing calls

Making a call

About this task

You can make a call by one of the following ways:

Procedure

- 1. Lift the **handset** or press the **Headset** or the **Speaker** button.
- Dial the number.

Alternatively, you can dial the number and press the **Call** soft key or **OK** button.



Note:

To make international calls, long press 0 to enter the plus sign (+) and dial the number.

If your system administrator sets the Dial mode to automatic, the phone dials the number immediately after you enter the correct number of digits or after a timer has elapsed. If the administrator sets the Dial mode as manual, you can enter the required phone number to make a call but the phone initiates the call only after you lift the handset, or press the Headset or the Speaker button.

Redialing a number

About this task

You can redial the most recently dialed number or a number from the list of recent dials. You can set the required redial option from your phone.

Before you begin

Ensure that the call history is not empty.

Procedure

1. Press **Redial** soft key.

The phone dials the most recently dialed number.

The phone displays the list of recently dialed numbers.

- 2. (Optional) For the list of dialed numbers:
 - a. Scroll to the number you want to redial.
 - b. Press Call.

Related links

Setting redial options on page 60

Making a call from the local Contacts list

About this task

Use this procedure to call any contact in your local Contacts list.

You can use quick search for your local Contacts as well as add contacts from the Company Directory or create a custom contact.

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 company directory

About this task

Use this procedure to search and call any contact from your Company Directory.

Procedure

- 1. Press the **Contacts** hard key.
- 2. Press Company Directory

Phone screen displays list of directory entries.

- 3. Press Search.
- 4. Enter the beginning of the first or last name of the person you want to call using the dial pad to select individual letters.

For example press the 7 key four times for the letter S or 76484 to search for someone named Smith.

5. Press Search again.

The phone displays a contact or a list of contacts saved in the corporate database.

- 6. Scroll to the needed contact if the phone displays several entries for your search query.
- 7. Press Call.
- 8. Press **+Contact** to add the number to Personal Contacts.

Chapter 6: 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

Setting Mute alert on page 61 Basic call handling (video)

Placing a call on hold and resuming the call

About this task

You can place a current call on hold. When you place a call on hold, you and the caller cannot hear each other. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call 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.

2. To resume the held call, press the **Resume** soft key.

Chapter 7: Contacts

Contacts overview

In Avaya Cloud Office[™] environment, the phone supports local Contacts and the Company Directory contacts. Local, or Personal Contacts are the contacts that you add and save on your phone. Company Directory contacts are the contacts available in Lightweight Directory Access Protocol (Company) directories.

Pressing the **Contacts** key results in showing Company Directory as the first entry followed by one or more local Contacts listed alphabetically. You can search your local contacts and Company Directory contacts, save contacts from the Company Directory locally and combine contacts from the Company Directory with existing personal contacts.

Company Directory

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

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

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

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

In Open SIP environment, this feature is not available for CCMS mode.

Related links

<u>Setting Company Directory as the contact search source</u> on page 27 <u>Searching Company Directory contacts</u> on page 27

Setting Company Directory as the contact search source

About this task

You can select an Company 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.
- To select Company Directory as a source for contact search, press Search > More > Sources.
- 4. Scroll to **Company contacts**, and press **Toggle**.

Company Directory is now your contact search source. Other sources are disabled.

Press Save.

Related links

Company Directory on page 26

Searching Company Directory contacts

About this task

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

Before you begin

Set Company directory as the contacts search source.

- 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 Company Directory, scroll to **Company Directory**, and press **Select**.

The phone displays the list of up to 1000 Company contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a Company 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 Company directory, the phone displays the following message: No match found.

If more than 20 matches are found in the Company 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)** Press **Details** to view contact information for a selected match.
- 8. **(Optional)** Press **+Contact** from the **Details** view to add an Company contact to the list of your local contacts.
- 9. **(Optional)** Press **Combine** from the **Details** view to select an existing local contact and merge it with the selected Company contact.

Related links

Company Directory on page 26

Adding a new contact to Personal Contacts

About this task

Add a contact to your local contacts list. You can save up to 250 contacts.

- 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 New

- 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 Backspac softkey.
- 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.

Adding a contact from the Recents list or Company directory

About this task

Use this procedure to add a number to your Contacts list from your Recents list or Company directory.

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.

Editing a contact

- 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.

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.

Viewing local contact details

- 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 required **Directory**, and press **Members**.

4. Press Details.

Personal contacts details

In the Avaya Cloud Office[™] environment, the following personal contacts details are available:

- First name
- Last name
- Nickname
- Ringtone
- Home phone
- Home phone 2
- · Business phone
- Business phone 2
- · Mobile phone
- · Other phone
- · Email address
- Country

Combining contacts

About this task

Use this procedure to merge the phone number of the current contact or a contact in the Company Directory 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

Procedure

- 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.

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.

Centralized personal contacts

With the Centralized Personal Contact feature, you can migrate the personal contacts from your phone to the RingCentral server. The server then can propagate the Contacts data on to other devices and soft clients you use.

Your system administrator needs to enable the Centralized Personal Contact feature for you. The server supports up to 250 centralized personal contacts.

Centralized personal contacts update when:

- you first log in to the phone after this feature is enabled.
- your system administrator sets a timer for automatic update after this feature is enabled.
- you select the Contact option from the Main menu.

Your phone automatically synchronizes all operations you perform with existing contacts with the server. Then, you can view your Contacts on the ACO Service Web. When you create a new personal contact, you can synchronize it with the server immediately when prompted with a pop-up window or later through the **Main menu**.

Chapter 8: Recents

Recents

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

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

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.

Deleting a call record from Recents

- 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

- 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 9: 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. Your phone allows up to 3 parties in a conference call

Before you begin

Start a call.

Procedure

1. During a call, on the Phone screen, press **More** > **Conf**.

The phone puts the existing call on hold.

- 2. To make a call to a participant, do one of the following:
 - Dial the phone 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.

Adding a person on hold to a conference call

About this task

You can add a held call to a conference call.

- 1. On the Phone screen, select your active call.
- 2. Press **Conference** or **Add** button if you are already in a conference.
- 3. Press **Held Call** soft key to see a list of held calls.
- 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.

- 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.

Chapter 10: 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.

Activating Server Do Not Disturb

About this task

When you enable the Server Do Not Disturb (DND) feature, the phone ignores all incoming calls and propagates the DND status to the Avaya Cloud Office[™] server. The phone does not present incoming calls and does not receive alerting ringtone or incoming call pop-ups. You can change the DND settings on the phone, or your system administrator can change them on the ACO server. The latest settings override the previous, regardless of where you change them.

Procedure

1. Press Main menu.

- 2. Scroll to **Features** and press one of the following:
 - Select
 - OK
- 3. Scroll to **Do Not Disturb** and press one of the following:
 - Enable
 - OK

DND icons

The following table displays the DND icons for the Avaya J100 Series IP Phones.

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 colored icons.

State	Phone icons
DND	

Activating the screen saver

Procedure

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

Presence

With the Presence feature, you can monitor the call status of other users connected to the same network. Few customers refer to the feature as Busy Lamp Field (BLF).

Depending on the configurations made by your administrator, you can use Presence lines to perform the following tasks:

- Monitor the status of other user's phone.
- · Answer calls for the monitored users.
- · Speed Dial a monitored user.
- · Barge-in on an active call.

The administrator configures the action of the Presence line key. Depending on this configuration, when you press a Presence line key, the phone does one of the following:

- Performs the action of the left-most soft key of the phone screen.
- Highlights the corresponding line.
- Does not take any action if the corresponding line is already highlighted.

If the line is already highlighted, use the Ok button on the phone to perform the action of the left-most soft key.

Presence icons and visual LED indication

The following table displays the Presence state icons and LED indicators for the Avaya J100 Series IP Phones and Avaya J100 Expansion 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	Red LED for the line key	Green LED for the line key
Idle	②	Off	Off
Incoming call	②	Off	Blink
Outgoing call	0	Blink	Off
Active / hold	<u> </u>	On	Off
Parked call	3	Off	Blink
Unavailable	?	Off	Off

Customizing Presence or BLF incoming call indication

About this task

You can customize the incoming call indicators to all your monitored users.

Before you begin

Ensure the system administrator enables the feature.

- 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 Busy lamp field, and press Select.
- 6. Scroll to **Incoming call indication**, and press one of the following:
 - None: To set the BLF pick up indication to none.
 - Audible: To set the BLF pick up indication as an audible ringtone only.
 - Visual: To set the BLF pick up indication to visual.

When the monitored phone receives an incoming call, you can view the incoming call details on a pop-up screen similar to the primary line incoming call.

• Both: To set the BLF pick up indication to both audible and visual.

When the monitored phone receives an incoming call, you can view the incoming caller ID, and the station the call is ringing on a pop-up screen.

• **Default**: To set the BLF pick up indication, selected by your system administrator.

Regardless of the above settings, the monitoring phone's line key displays the monitored user's state icons and LED visual indicators.

7. Press Save.

Customizing Presence or BLF parked call indication

About this task

Use this procedure to customize the various indicators when a call is parked at the monitored user's extension number. This setting applies to all your monitored users.

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 Busy lamp field, and press Select.
- 6. Scroll to **Parked indication**, and select one of the following:
 - None: To set the BLF parked call indication to none.
 - Audible: To set the BLF parked call indication as an audible ringtone.
 - Visual: To set the BLF parked call indication to visual.

When a call is parked at monitored user's extension number, you can view the parked call details on a pop-up screen similar to the primary line incoming call.

• Both: To set the BLF parked call indication to both audible and visual.

When a call is parked at a monitored user's extension number, you can view the parked call ID, and the station the call is parked on a pop-up screen.

- **Default**: To set the BLF pick up indication, selected by your system administrator.
- 7. Press Save.

Customizing the ring tone

Before you begin

Ensure your administrator enables customizing the ring tone.

Ensure Presence incoming call indication or Presence parked call indication is set to Audible or Both.

Procedure

- 1. Press 🔳 Main menu.
- Scroll to Settings, and press Select.
- 3. Scroll to **Audio**, and press **Select**.
- 4. Scroll to **Personalize ringing**, and press **Select**.
- 5. Scroll to one of the following, and press **Select**:
 - Presence incoming call
 - Presence parked call
- 6. Scroll to a suitable ringtone, and press **Select**.
- 7. Press Save.

Calling a monitored user

About this task

You can call a monitored user when their call state is idle ...



Procedure

Press Call.

Alternatively, you can press the corresponding Presence line key if your system administrator has configured it to perform the action of the left-most soft key on the phone screen.

The phone automatically blocks an available primary line and dials the extension of the monitored user.

Picking up an incoming call

About this task

Use this procedure to pick up an incoming call for the monitored user.

Note:

If your monitored user holds a local conference call, you can receive multiple incoming calls for each held participant.

Before you begin

Ensure that your administrator activates the direct call pick up operation on your phone.

Procedure

Press Pickup.

Alternatively, you can press the corresponding Presence line key if your system administrator has configured it to perform the action of the left-most soft key on the phone screen.

Barging in on an active call

About this task

You can barge in on an active call if the call state of the monitored user is busy 🥴.



Before you begin

Ensure that your system administrator activates the direct call pick up with barge in operation on your phone.

Procedure

Press Barge in.

Alternatively, you can press the corresponding Presence line key if your system administrator configures it to perform the action of the left-most soft key on the phone screen.

Unparking a call

About this task

Use this procedure to unpark a parked call for the monitored user.

When a monitored user parks a call, the call status of the monitored user shows the parked call



icon dang the corresponding line key flashes green LED.

Before you begin

Ensure that your system administrator activates the Call Retrieve feature.

Procedure

Press Unpark.

Alternatively, you can press the corresponding Presence line key if your system administrator configures it to perform the action of the left-most soft key on the phone screen.

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.

Call Forward icons

The following table displays the Call forward icons for the Avaya J100 Series IP Phones.

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 colored icons.

State	Phone and button module icons
Call forward	6

Forwarding a call to another extension

Before you begin

Ensure that the administrator has enabled the call forwarding feature.

- 1. Press Main menu.
- 2. Scroll to Features, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 3. Scroll to the **Call forward** feature, and press **Config**.
- 4. Configure the field:
 - Destination: Enter the call forwarding number.
- 5. Press Save.

6. Press Enable.

Forwarding call when busy

About this task

Forward incoming calls to a specified number if you are busy on another call.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

- 1. Press Main menu:
- 2. Scroll to **Features**: and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 3. Scroll to Call forward-Busy feature, and press one of the following:
 - Enable
 - OK
- 4. In the **Destination** field, enter the call forwarding number.
- 5. Press Enter.

Forwarding unanswered calls

About this task

Forward incoming calls that are not answered at the primary number to a specific call forwarding number.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

- 1. Press Main menu:
- 2. Scroll to **Features**, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 3. Scroll to the **Call forward-NA** feature, and press one of the following:
 - Config

- OK
- 4. Configure the following fields:
 - Destination: Enter the call forwarding number.
 - Number of rings: Enter the number of rings after which the call is forwarded.
- 5. Press Save.
- Press Enable.

Call Transfer

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

Depending on your requirement, your adminstrator configures the call trasfer type. 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.

Before you begin

Ensure that your administrator enables the feature.

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.

Before you begin

Ensure that your administrator enables the feature.

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.

Centralized call logs

With the Centralized Call Log feature, you can migrate the call logs from your phone to the RingCentral server. The server then can propagate this data on to other devices and soft clients you use.

Your system administrator needs to enable the Centralized Call Log feature for you. You can use Avaya Cloud Office[™] Service Web to access user configuration settings. For more information about Avaya Cloud Office[™] Service Web, see Service Description at https://documents/2556540.

The server supports up to 250 entries for centralized call logs. If the server encounters a performance issue, your system administrator can reduce the number of supported entries to 100.

When this feature is enabled, each time you press Recents the phone sends updates about your calls to the server, and you can access your Recents from the Service Web client.

Dynamic Park and Page

With the Dynamic Park and Page feature, you can park active calls and announce the parked calls to other users. Park and page use a set of park slot numbers, that your system administrator configures. For the user who receives a park and page call, the phone answers it automatically.

Parking and paging an active call

About this task

You can park an active call in an administrator-configured slot. You can then page and describe the parked call to the administrator-configured page target group.

You cannot use this feature while on an active conference call.

Before you begin

Ensure that your administrator enables the feature.

Ensure that you are on an active call.

Procedure

- 1. Press the Main menu and scroll to Features.
- Press Select.
- 3. Scroll to Dynamic Park and Page, and press Select.

The phone parks the call in one of the parking slots, and you receive an indication on the phone screen of the dynamically assigned parking slot. For example, Park (*801), where 801 is the dynamically assigned parking slot.

The phone is in the page mode.

4. Select the required page target group, and press Page

The phone pages the parked call details to the page target group.

Receiving a page call

About this task

If you are receiving a page, the phone automatically answers the call and displays the page details on the Application header, which is the second line from top of the phone screen.

You cannot use the following features on a paged call:

- Conference
- Hold
- Transfer
- Private Hold

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

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

Setting a headset profile on page 69

Bridged Call appearance

The Bridged Call appearance (BCA) feature accommodates a Boss/Assistant scenario. It allows users to efficiently distribute incoming calls between a group of several phones which share the same lines.

With the BCA feature, your primary extension can be private or shared on the phone that owns a Bridged Call appearance group. A boss phone user can have up to 8 primary shared call appearances or 10 primary private call appearances. If a boss phone has private primary call appearances, it can also have up to 8 secondary shared call appearances.

Private and shared lines have different phone numbers. Shared line call appearances are listed first, and private line call appearances second. If a boss phone has private and shared call appearances, they have different labels to distinguish one from another.

Assistant phones of a BCA group always have at least one private line and up to 8 bridged call appearances for one boss phone. Assistant phones can be connected to up to 10 different boss phones. Call appearances on assistant phones with multiple bosses are grouped by the boss.

Depending on the configuration of your phone, any of your shared extensions can be used to:

- Dial outgoing calls.
- Answer incoming calls.
- Perform all the usual operations on a local call, including hold, transfer, and conference.
- View the status of calls on other phones with the same shared line.
- Pickup remotely held call on the same shared extension.

Incoming calls to any shared extension alert all phones configured with this extension.

Customization

All additional shared lines configured on the phone appear on your default screen on one or more lines, based on the configured call appearances for each shared extension. The label and location of each of these lines can be individually modified using the customization feature.

Limitation

The features configured on your phone, such as Call park, apply only to your primary extension and cannot be used on additional shared extensions.

Conference and Transfer can only be performed within a single extension. For example, you cannot start a conference with a call on your primary extension and a call on an additional shared extension.

Bridged Call appearance icons and visual LED indication

The following table displays the BCA state icons and LED indicators for the Avaya J100 Series IP Phones and Avaya button module.

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.

State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call	(4)	Off	Flash
Outgoing ringing	(4)	On	On
Media preserved active	C	On	On
Hold	7	Off	Blink
Media preserved hold		On	Blink
Remote held		Off	Blink
Transfer pending		Off	Flutter
Conference pending		Off	Flutter
Active call	©	On	On
Not registered	A	Off	Off
Failed	C	On	Broken flutter

DND presence state in BCA group

In the Avaya Cloud Office[™] environment, a BCA group member can monitor the DND presence states of other members. When a boss changes their DND presence state, they change the presence state for the whole group. The boss DND presence state is visible for all group members on the BCA lines. Group members can distribute incoming calls among the users available for the call

This feature is enabled by default. A boss or an administrator can enable or disable it on the phone.

You can also activate the feature using Avaya Cloud Office™ Service Web. For more information about Service Web, see Service Description at https://download.avaya.com/css/public/documents/2556540. The phone uses the latest settings that you configured.

Default SIP line

You can select any SIP line as a default for outbound calls. For example, in a Bridged Call Appearance group with private and shared lines, a Boss phone uses shared lines for the majority of calls. As a result, you can set the shared call appearance line as the default.

The administrator can setup any call appearance line as default.

If you perform any call-initiating action and the default call appearance line is available, the phone initiates the call using default line.

If the configured line is busy, the phone uses the following to initiate the call:

- The first available call appearance line for the same user as the first configured call appearance line.
- If the line is unavailable, phone uses the first available primary line.
- If the primary line is unavailable, the phone uses the first available primary line from another user.

Selecting a bridge line for a conference call

About this task

During a conference call, you can select the bridge line to specify the target call number. The phone calls the extension on the bridged call appearance for the conference call.

Before you begin

Ensure that the call is active. Ensure that the bridge line is configured on the phone.

Procedure

- 1. During a call, on the phone screen, press **Conference** button.
 - The phone holds the existing call and displays the Select participant dialog box.
- 2. Press the **Phone key** button, the phone displays the main screen.
- 3. On the main screen, press the line key associated with the bridge line appearance.
- 4. **(Optional)** From the secondary display, press the line key associated with the bridge line appearance.
- 5. **(Optional)** On a connected Avaya J100 Expansion Module, press the line key associated with the bridge line appearance.
- 6. Press **Call** soft key.
- 7. When the third participant answers the call, press the **Join** soft key.

Related links

Adding a person to an active call on page 36

Selecting a bridge line for a call transfer

About this task

You can select a bridge line to transfer a call. The phone directly transfers the call to the extension on the bridge call appearance (BCA) in a blind call transfer. For consultative transfer, you can first connect a call with the bridge call appearance extension and then transfer the call.

Before you begin

Ensure that the call is active. Ensure that the bridge line is configured on the phone.

Procedure

- During a call, on the phone screen, press **Transfer** soft key.
 The phone holds the existing call and displays the Select Destination dialog box.
- 2. Press the **Phone key** button, the phone displays the main screen.
- 3. On the main screen, press the line key associated with the bridge line appearance.

The phone transfers the call to the bridge call appearance in a blind transfer. Or

The phone calls the extension of the bridge call appearance for a consultative call transfer.

- 4. **(Optional)** From the secondary display, press the line key associated with the bridge line appearance.
- 5. **(Optional)** On a connected Avaya J100 Expansion Module, press the line key associated with the bridge line appearance.
- 6. To initiate a consultative transfer, press **Talk**.
- 7. Do one of the following:
 - Press **Complete** after the recipient answers the call for an attended transfer.
 - Press Complete after the recipient's number starts ringing for an unattended transfer.

Related links

Call Transfer on page 46

Customizing ringtones for the Bridged Call appearance extension

About this task

Select a unique, custom ringtone for each additional shared extension. By default, incoming calls on shared extensions will use the same ringtone that is configured for your primary extension, whether it is private or shared.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press Main menu:

- 2. Scroll to **Settings**, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 3. Scroll to **Audio**, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 4. Scroll to **Personalize ringing**, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 5. Scroll to **Shared lines**, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 6. Select the required configured shared line, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 7. Press one of the following to choose the required ringtone:
 - Select
 - OK
 - The corresponding line key
- 8. Press Save.

Customizing incoming call alerts for shared lines

About this task

You can set up the way the phone alerts you about the incoming calls to a shared line. You can select a different type of alerting for each shared line on your phone and set it up for immediate or delayed indication.

Before you begin

Make sure your system administrator has enabled this feature on your phone and has assigned at least one extension line to you.

Procedure

- 1. Press Main menu:
- Navigate to Settings > Phone > Alerting on calls.
- 3. Scroll to Shared lines and press Select.
- 4. Scroll to the shared line you want to set up and press **Select**
- 5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:
 - **Audible** the phone only plays a ringtone when there is an incoming call on a shared line. No pop-up is displayed.
 - **Visual** the phone only displays a pop-up message when there is an incoming call on a shared line. No ringtone is played.
 - **Both** the phone uses both indication types.
 - None the phone does not alert you about incoming calls on this shared line.
 - **Default** the phone uses the administrator set value.
- 6. Scroll to Indication delay.
- 7. Enter the number of seconds for incoming call alert delay.
- 8. Press **Save** to save your settings.
- 9. (Optional) Press Cancel to revert to default settings.

Retrieving a call from remote hold

About this task

Retrieve a call that is on hold on another phone on an extension which you are sharing. These calls are identified by the On-hold icon

Before you begin

Ensure that you are assigned a shared extension.

Procedure

- 1. Scroll to the shared line.
- 2. Press Pickup.
- 3. **(Optional)** Press the corresponding line key beside the held call that is on hold on the other phone.

Visual voicemail

The Visual Voicemail feature allows you to receive and manage voicemail messages on your phone. With this feature, you can playback voice messages, view their text transcript, mark them

as read or unread, delete them and call back their sender. You can also configure voicemail settings on your phone and view information and options for each message.

When you have new voice messages in your inbox, a missed call icon with a number of missed calls is displayed in the upper right corner of your phone screen. The beacon LED is lit if there are unread voice messages.

Accessing your visual voicemail inbox can require a passcode to protect user privacy. Contact your system administrator to get the passcode.



Note:

You can also manage the Visual Voicemail feature using Avaya Cloud Office™ Service Web. For more information about Service Web, see Service Description at https:// download.avaya.com/css/public/documents/2556540.

Accessing visual voicemail messages

About this task

Use this procedure to access your visual voicemail messages. The numbers next to the **Inbox** field display the number of unread voicemail messages and the number of unread call recordings. If there are no new call recordings, only the unread voicemail number is displayed.

Before you begin

Make sure this feature is enabled by your system administrator.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail.
- 2. (Optional) If required, enter your passcode.
- 3. Toggle to **Inbox** and press **Select**.

The phone displays the list of voicemail messages. Unread messages are marked with a red dot.

Next steps

Click on a voice message to see its options.

Playing back a Visual voicemail message

About this task

Use this procedure to playback a voicemail message in your Visual voicemail inbox. You can pause and resume a voicemail message during playback. You can also use the Play soft key to playback a voicemail message from the text transcript view.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.

2. Scroll to the voicemail you want to play and press Play.

Reading a visual voicemail text transcript

About this task

You can convert a voicemail message to a text transcript and read it from your phone screen if listening to a voicemail message is inconvenient at the moment. If a voice message does not have a transcription, or the transcription is in progress, the phone displays an error message. Transcripts are available in the English language.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Scroll to the message you want to convert to text and press **Option**.
- 3. Scroll to Voicemail To Text and press Select.

The phone displays the voicemail text in a separate message box.

4. Press **Back** to go back to the voice message list.

Calling back a visual voicemail sender

About this task

Use this procedure to immediately call back the sender of a voicemail you receive from the Visual voicemail menu. If there is an active call, it is placed on hold when you initiate a callback. If there are no free call appearances, the phone displays the following error message: All lines are in use.

Before you begin

Make sure there is at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Do one of the following:
 - Scroll to the voicemail whose sender you want to call back and press the Call back soft key.
 - Scroll to the voicemail whose sender you want to call back and select Option > Call Back.

Deleting a visual voicemail message

About this task

Use this task to permanently delete a voice message from your Visual voicemail inbox. You cannot restore messages that you have deleted.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Scroll to the voicemail message you want to delete and press **Delete**.

Changing visual voicemail settings

About this task

Use this procedure to view and change your Visual voicemail inbox settings directly on your phone.

- 1. Navigate to Main menu > Settings > Applications > Visual Voicemail and press Select.
- 2. Use the **Toggle** softkey to turn the following setting on or off:
 - Use Message key: When it is toggled off, the Message hard key is used to dial to IVR. When it is toggled on, the Message hard key is used to directly access your Visual voicemail inbox.
- 3. Press Save to save your changes.

Chapter 11: 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.

Displaying call timers

About this task

Use this procedure to display the duration of calls.

- 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 see the last dialed number.
 - List: To see a list of the last eight numbers.
- 6. Press Save.

Related links

Redialing a number on page 21

Setting the Audio button

About this task

Use the Audio button to define the behavior of the phone Speaker or the Headset during an incoming call.

Procedure

- 1. Press Main Menu.
- Scroll to Settings and press Select.
- 3. Scroll to Audio button.
- 4. Press **Toggle** to select one of the following options:
 - Answer: To answer an incoming call by pressing Speaker or Headset.
 - New call: To select a new line for a new call when pressing Speaker or Headset during an incoming call.
- 5. Press Save.

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.

- 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.

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.
- 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.

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 keys customization. In the Full mode, administrator might only pre-configure certain phone keys to limit customization.

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 customization mode. You cannot customize phone keys in the Blocked 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**.
 - 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.

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 phone also removes customized labels.

Before you begin

Ensure that the administrator set customization mode as Full.

- 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**.

Applications

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.

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.
- 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.



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

- 1. Press Main Menu.
- 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.

Related links

List of headset profiles on page 67

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 headset mic level on page 67

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



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.
- Press Select.
- 7. Press Save.

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

- 1. Press Main Menu.
- 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
 - Ring reminder
 - Call park
 - Priority alert
 - Alternate number 1
 - Alternate number 2
- 6. Press Select.
- 7. Scroll to the ringtone, and press **Select**.

- 8. (Optional) To play the ringtone, press Play.
- 9. Press Save.

Display

Changing the background image

About this task

Use this procedure to set the background image for the primary display of the phone.

Also, you can have the same background image as the primary display for the Avaya J100 Expansion Module (JEM24) module, if your administrator makes the required settings. The JEM24 display reflects any changes made to the primary display background. If you select a custom background image for the primary display, the JEM24 displays the default Avaya device image.

Procedure

- 1. Press Main Menu.
- 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.

Changing the screen saver

About this task

Use this procedure to set the screen saver image for the primary display of the phone.

Also, you can have the same screen saver image as the primary display for the Avaya J100 Expansion Module (JEM24) module, if your administrator makes the required settings. The JEM24 display reflects any changes made to the primary display screen saver. If you select a custom screen saver image for the primary display, the JEM24 displays the default Avaya device image.

- 1. Press Main Menu.
- 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 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

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

- 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

- Time format Default: The phone uses the administrator set value.
- 6. Press Save.

Setting the date format

Procedure

- 1. Press Main Menu.
- 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 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 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

<u>Connecting to a Wi-Fi network</u> on page 75 <u>Setting the network configuration on page 76</u>

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.
- 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 74

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 preconfigured 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 74 or Connecting to a Wi-Fi network on page 75, irrespective of the pre-configured network that your administrator has set up.



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

Procedure

- 1. Press Main Menu.
- 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 74

Chapter 12: Troubleshooting

Limited access during failover

Avaya Cloud Office[™] 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 the for possible actions.

Important:

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

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

- If you are on a call when failover occurs, 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.

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**.

Chapter 13: Resources

Documentation

Title	Use this document to:	Audience
Installing and Administering		
Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP	See information about preparing Avaya J100 Series IP Phones for installation, deployment, initial administration, and administration tasks including data and security.	For people who want to install, administer, and maintain Avaya J100 Series IP Phones.

Support

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

Index

A	call forward— no answer, <i>(continued)</i>	
	enable	<u>45</u>
access limited during failover		
adding	disable	<u>44</u>
contacts		<u>44</u>
contacts from the Recents list		
new call log entry to the Contacts list		
number to contacts	.29 call forward no answer	<u>44</u>
application keys	13 call transfer	
applications	attended	<u>46</u>
activating the screen saver	. <u>39</u> blind	<u>47</u>
audio button	blind transfer	<u>46</u>
headset	.61 consultative transfer	46
speaker	.61 unattended	46
audio settings	calling	
AGC		22
button clicks		
configuring hearing aid compatibility		
error tones		
headset profile		
setting a primary ringtone		46
setting headset mic level		
Avaya Cloud Office website		
Avaya phones		
Avaya priorics	incoming call	
_	muting a call	
В	resume	
	unmuting a call	
BCA	vicual alarting	
alerting on calls	· <u>···</u>	<u>02</u>
remote hold	. <u>oo</u>	47
retrieving a call		<u>41</u>
setting DND presence state	· <u>or</u>	25
BLF	Company Directory	<u>33</u>
blind transfer		27
Bluetooth	contacts	
pairing		<u>20</u>
unpairing	.65 conference calls	26
Bridged Call appearance	adding a person on hold	
icons		
Busy lamp field	setting up	<u>30</u>
button clicks	configuring	46
turn off		<u>49</u>
turn on	66 connecting	7.5
	Wi-Fi	<u>/5</u>
C	connecting network	
	automatically	
call	manually	<u>76</u>
recents	contacts	
call forward-busy,	adding	
disable	adding a contact from the Recents list	
enable	assign a ringtone to a contact	
call forward— no answer,	— combine your contacts	
disable	Company Directory	<u>27</u>
GIOGDIO	. <u>10</u>	

contacts (continued)		F	
deleting	<u>32</u>	-	
editing	<u>29</u>	failover	<u>78</u>
new contact	<u>28</u>	feature	
quick search	30	call transfer	<u>46</u>
search		features	
searching	<u>22</u>	accessing features	38
Contacts		advanced	
overview		call forward	
customization modes			,
customizing			
ringtone, BCA extension	53	Н	
migraria, 207 cananaran	<u>oo</u>	h and a d	
_		handset	0.4
D		AGC	
D (11 OID); (11	50	hearing aid compatibility	
Default SIP line setting	<u>52</u>	profile	<u>68</u>
deleting		headset	0.4
a call record from the recents list		AGC	
removing a contact	<u>30</u>	mic level	
details		profile setting	
contacts	<u>30</u>	headset profile	<u>67</u>
device type		hold	
Avaya SIP	<u>79</u>	putting a conference call on hold	<u>37</u>
Open SIP	<u>79</u>		
dialing mode		I	
automatic dialing	<u>59</u>	•	
manual dialing	<u>59</u>	icons	
disabling bluetooth	<u>64</u>	Call forward	44
display brightness	<u>71</u>	DND	
display settings		phone icons	
changing the background image	<u>70</u>	ignoring	<u>10</u>
date format		incoming calls	10
enabling screen saver clock	71	incoming call	<u>13</u>
language		audio alert	10
setting backlight timer		decline	
setting screen saver time		setting a ringtone	
setting text size			
time format		visual alertincoming calls	<u>19</u>
Do Not Disturb	<u>, L</u>	S .	20
send all calls	38	Do Not Disturb	
dynamic	<u>00</u>	enabling call forward	<u>44</u> , <u>45</u>
call parking	48		
paging		L	
parking			
parking	<u>40</u>	layout	<u>13</u>
		local contacts	
E		details	<u>30</u>
Per		log	
editing		calls	<u>34</u>
contacts		encryption	<u>34</u>
local contact details			
enable wireless headset		M	
enabling bluetooth	<u>64</u>	М	
error tones		main menu	
turn off	<u>66</u>	language	70
turn on	<u>66</u>		
		Main menu	<u>10</u>
		making a call	

	protection	
21		49
	·	
<u>21</u>	В	
34	ĸ	
	receive	
62		45
	. •	<u>40</u>
		35
76		
<u>/ 4</u>		
	restoring keys to detault	<u>03</u>
	S	
		<u>70</u>
	screen saver details	
<u>50</u>	screen saver clock	<u>71</u>
<u>55</u>	screen saver time	<u>71</u>
	searching	
	company database	<u>22</u>
	security	
31	WEP, WPA/WPA2 PSK, 802.1x EAP	75
		53
11		
61		
		74
		<u></u>
		71
<u>13</u>		
<u>41</u>		
<u>43</u>		
<u>40</u>		
<u>42</u>		<u>66</u>
<u>40</u>	=	
<u>42</u>		
42	support	<u>80</u>
	V	
51	•	
	viewing	
<u></u>	•	70
79	visual voicemail	<u>7 0</u>
		21

Index

visual voicemail (continued)	
accessing	<mark>56</mark>
callback	
delete	
playback	
settings	<u>58</u>
voicemail to text	<u>57</u>
W	
Wi-Fi	
icons	<u>18</u>