AVAYA

Avaya J169/J179 IP Phone SIP Quick Reference

Overview

Main Menu

✳ Note:

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

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, and activate screen saver. • To sign off the phone, to protect your settings, or to let another user to log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	Network Information	To check phone settings or network settings.

Table continues…

Icons	Name	Description
	Administration	To access administration settings.
	About	To display the phone software version.

Icons

General phone icons

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

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

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Bridged call; indicates you are on a bridged call.
	Call is active on a bridged line.
	Incoming call is alerting.

Table continues…

Icon	Description
	Call is active.
	Call is on hold.
	Call redirection
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and unavailable.
	Team icon indicating this team member is not on a call, but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Indicates that the phone is not connected to the Session Manager and is operating in "failover" mode. Some features might not be available or work correctly. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.

Table continues…

Icon	Description
	The EC500 feature is on.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the Limit Number of Concurrent Calls (LNCC) feature. User can enable **LimitInCalls** on the Features screen to control the number of concurrent incoming calls, and to change Multiple Call Appearance phone to a Single Call Appearance phone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.
	Indicates that the ringtone is off.
	Indicates Guest login.

Wi-Fi icons

Note:

> J169 phone does not supports Wi-Fi feature.

Icon	Wi-Fi Status	Description
	Wi-Fi connected	Indicates that the phone is connected to an unsecured wireless network.

Table continues…

Icon	Wi-Fi Status	Description
	Wi-Fi connected	Indicates that the phone is connected to a secured wireless network.
	No Wi-Fi signal	Indicates that there is no wireless network available

Entering the file server address

Use this procedure to enter the file server address if the phone prompts. For example, when you connect the phone to the network for the first time.

Get the file server address from the system administrator.

1. To open the Auto Provisioning screen, press one of the following:
   - **Yes**: Connects to the DES server.
   - **No**: Connects to the DHCP server.

   In case of a time out, the phone selects **Yes**.
2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for the file server address.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays Enter the file server address screen.
4. Press one of the following:
   - **Config**: To enter the file server address.
   - **Never**: To never prompt for the file server address.
   - **Cancel**: To cancel the prompt and display the Log Out screen.
5. In the **Address** field, enter the file server address.

   The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

   Tip:

   > To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.
6. Press **Save**.

   The phone restarts.

Call operations

Making a call using speed dial

Assign speed dial numbers to your contacts.

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

Making an emergency call

Ensure that the feature is activated by the administrator.

> Do one of the following:
> - On the Phone screen, press the **Emerg** softkey, and again press **Emerg** when the phone prompts you for confirmation.
> - Dial the emergency number by using the dial pad.

Answering a call when on another call

> Press one of the following:
> - The **Answer** softkey
> - **OK**
>
> The phone puts the first call on hold and moves to the second call.

Adding a person to an active call

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

Start a call.

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

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

Viewing call history details

You can view following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)

- Name
- Extension number
- Time
- Date
- Duration

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

   The phone displays the details of the selected call.

Contacts

Adding a contact from the Recents list

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

1. Press **Recents**.
2. Scroll to the required number, and press **+Contacts**.
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 the last name and add information in the **Last name**.
4. Press one of the following:
   - **Save**
   - **OK**

Combining contacts

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

Ensure the Contacts list is not empty.

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

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

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

Creating a local Contacts group

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

Advanced call features

Making a blind transfer

Use this procedure to transfer an active call to an attended or unattended call-transfer recipient.

Ensure that the blind transfer feature is activated by your administrator.

1. While on a call, press **Transfer**.

   The phone displays the Enter transfer destination screen.
2. Do one of the following:
   - Dial the number to which you want to transfer the call.
   - If the recipient's call is on hold, press **Held call**.
   - Call the person from the Contacts or Recents.
3. To immediately transfer a call, press **Now**.

   The call-transfer recipient's phone starts ringing, and the phone transfers the first call to the recipient.
4. To transfer a call to an attended recipient, do the following:
   a. Press **Talk**.

      The first call is put on hold, and the call-transfer recipient's phone starts ringing.
   b. After the recipient answers your call, press **Complete**.

Making a precedence call by using Main menu

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Select **Call Priority**.
4. In the Precedence Selection screen, select the priority level.

5. Enter the extension from one of the following:
   - **Contacts**
   - **Recents**
   - Dial extension from dialpad

Joining a call on a bridged line

1. On the phone screen, select an active bridge line number.
2. Press **Bridge**.

Reviewing your Calendar event

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

Ensure Microsoft® Exchange is configured on your phone.

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

   The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press **Up Arrow** key or **Down Arrow** key.
5. Select the calendar event, and press one of the following:
   - **Call**: To call the extension number available in the appointment.
   - **Details**: To view the details of the calendar event.
   - **Month**: To view the Calendar Event Month screen.
   - **Exit**: To exit from the event screen.
6. In Calendar Event Month screen, press one of the following:
   - **Today**: To view calendar event of the current date.
   - **Day**: To view calendar event of the selected day.

Using guest login

Use this procedure to log in as a guest on another phone to access your applications for a limited period of time.

Ensure that the feature is activated by the administrator.

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Guest login**, and press **Select**.
4. Type the following:
   a. **User name**
   b. **Password**

5. Press one of the following to set the duration in hours:
   - **Right** arrow key: To increase the value.
   - **Left** arrow key: To decrease the value.
6. Press one of the following:
   - **Enter**
   - **OK**

Features

Call forwarding to your cell phone using EC500

Use this procedure to receive an incoming call of your Avaya phone on your personal phone, when you are away from your desk.

- Ensure that the feature is activated by your administrator.
- Ensure that you administrator sets your personal phone number as your destination number.

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
   - **Select**
   - **OK**
3. Scroll to **EC500**, and press one of the following:
   - **Select**
   - **OK**
   - Corresponding line button

Making a priority call

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

1. Before dialing, gain access to the Features screen.
2. If necessary, scroll down to **Priority Call** and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

Retrieving a voice mail

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

- Ensure that the system administrator configures the voice mail for your extension.

- Get the User ID and password of your voice mail from your system administrator.
1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

Settings

Customizing phone keys

Use this procedure to add, move, or delete applications from the phone screen.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Press **Customize key**.
6. Use **Navigation** keys to select the line key.
7. (Optional) If the selected line is empty, press **Add**, and select the application.
8. To move the selected 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 label a key, do the following:
   a. Press **Relabel**.
   b. Type the name of the label, and press **OK**.
10. To delete a key, press **Delete**.

Enabling the Away timer

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Presence Integration**, and press **Select**.
5. Scroll to **Away timer**, and press **Change** to turn on the timer.
6. Press **Change** to turn on the timer.
7. Use the **Down Arrow** key to go to the **Away timer value**.
8. Enter the time in seconds.
   You can enter any value from 0 to 999.

9. Press **Save**.

Changing the background image

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Background**, and press **Select**.
5. Scroll down to the new image.
6. (Optional) To preview the image, press **Preview** and then press **Dismiss**.
7. Press one of the following:
   - **Select**
   - **OK**
8. Press one of the following:
   - **Save**
   - **OK**

Setting a personalized ring tone

Use this procedure to set a ring tone for different uses.

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

Setting the network mode

Use this procedure to set the network mode to **Ethernet** or **Wi-Fi**.

😊 Note:

J169 phone does not supports Wi-Fi feature.

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 shows following two options:

- **Ethernet**: To connect to a Ethernet network.
- **Wi-Fi**: To connect phone to Wi-Fi network.

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

Enabling Wi-Fi

⊛ **Note:**

J169 phone does not supports Wi-Fi feature.

- Ensure that the Wi-Fi module is installed in your phone.
- Ensure that the feature is activated by your administrator.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network mode**, and press one of the following.
   - **Change**
   - **Right arrow** key
5. Press one of the following:
   - **Save**
   - **OK**

   The phone displays the list of Wi-Fi networks available in your organization.

6. **(Optional)** To view Wi-Fi network information, press **Info**.

   SSID: Specifies the network name for the WLAN you are using.

7. Use the navigation keys to select a Wi-Fi network, and press **Connect**.

   The phone prompts to restart.

8. Press **OK**.
9. Enter the following details:
   a. **Identity**
   b. **Password**: Wi-Fi password
   c. **Anonymous Identity**
10. Press **Connect**.

   The phone authenticates user details to connect the Wi-Fi.

11. **(Optional)** To change the Wi-Fi network, do the following :
    a. Scroll to **Wi-Fi networks**, and press **Select**.
    b. Repeat Step 4 to Step 8.

For more information

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