## Icons

### General icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎤</td>
<td>Microphone is muted.</td>
</tr>
<tr>
<td>📞</td>
<td>Missed call on your phone.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call; indicates you have answered this call.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
<tr>
<td>📞</td>
<td>The phone has activated the EC500 feature.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call alert.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Use the Right or Left navigation arrow to see more pages/screens/options.</td>
</tr>
<tr>
<td>📞</td>
<td>Pressing - on the Volume button continuously causes the volume to turn off. To reinstate volume, press + on the Volume button.</td>
</tr>
<tr>
<td>📞</td>
<td>Team icon indicating this team member is available.</td>
</tr>
<tr>
<td>📞</td>
<td>Team icon indicating this team member is busy on a call and unavailable.</td>
</tr>
<tr>
<td>📞</td>
<td>Team icon indicating this team member is not on a call, but is forwarding incoming calls.</td>
</tr>
</tbody>
</table>

### Team icons

- Team icon indicating this team member is busy on a call and is forwarding incoming calls.
- Team icon indicating this team member is busy on a call and is forwarding incoming calls.
- Team icon indicating this team member is available.
- Team icon indicating this team member is busy on a call and is forwarding incoming calls.
- Indicating 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. See the topic Limited access during failover for information.
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**MLPP icons**
The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

**Presence icons**
The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

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### Call history icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

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### Locking and unlocking your phone

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error is displayed with a beep.

**Note:**

The phone cannot be locked while on an active call.

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**Basic operations**

**Locking and unlocking your phone**

When you lock your phone, your presence status changes to Away.

1. From the main screen, press Phone Lock.
2. Press Lock on the phone screen.
3. To unlock your phone, press Unlock and enter the password you use for phone login.

### Calling a person from the contacts list

1. Press Contacts.
2. Select the person or number that you want to call.
3. Find the contact that you want to call by typing the name of the person as listed. For example, if you added John Smith to your contacts List as “Smith, John”, start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
4. Press Call or OK.

### Calling a person from the call history

1. Press the Recents button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.

### Making an emergency call

If your administrator configured emergency calling for your phone, the Phone screen displays an Emerg softkey to immediately connect you with a preset emergency services number.

**Note:**

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, Emerg softkey is not available. You must manually dial the emergency number.

**Important:**

During phone failover, when the phone switches between system servers due to a system failure, the Emerg softkey might not be available until your phone
connects to an alternate server. This process might take a few seconds.
1. On the Phone screen, press Emerg.
2. Press Yes when the phone displays a prompt.
3. To end the emergency call, press End Call.

Adding a person to an active call
Use this procedure to add participants to an active call to set up a conference call.
You must be on a call to initiate a conference call.

1. During a call, on the Phone screen, press Conf.
   The phone puts the existing call on hold.
2. Dial the second phone number, or call the person from the contacts list or from the history list.
3. To make a call to a third participant, do one of the following:
   • Dial the phone number by using the dial pad.
   • Call the person from the Contacts list or from the Recents list.
   • Redial the last dialed number by using the Redial softkey.
   The third participant answers the call.
4. Press the Join softkey.
5. To add another person, press Add and repeat steps 3 and 4.

Searching for a contact
Use this task to search for a contact that already exist in your contacts list.
You can jump to a certain group of letters in your contacts that you might have in the contacts list that start
starting with D, E, or F depending on the names of
key press, the phone displays the matching entries.

You can jump to a certain group of letters in your contacts list that start starting with D, E, or F depending on the names of
key press, the phone displays the matching entries.

Accessing Exchange contacts
1. Press Contacts.
2. Press the More softkey twice and then press the Exchange or softkey.
3. To copy a contact from the Exchange server to the contacts list, press +Local.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Press Save.

Adding an entry from the call history to your contacts list
1. Press Recents.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. If necessary, edit the name and telephone number.
5. Press Save.

Advanced tasks
Handling a call by using MDA
The phone supports Multiple Device Access (MDA) in which you can register up to 10 SIP devices with your
extension. If you register to multiple devices with the same extension, you can switch between devices during an
active call. The configuration is done on Avaya Aura® Session Manager.

This feature is only available in an Avaya Aura® environment.
Ensure that the system administrator activates the option for your extension.
1. Answer or initiate a call from the first phone.
2. Press Bridge on the first phone to switch to the second phone.
   The bridged call appears on the second MDA phone. However, limited service icon might appear briefly if your MDA phone joining the call has a different signalling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signalling mode address family.
   • To edit the contact information, press More > Edit.

Making an unattended transfer
An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.
1. On an active call, press or tap the Transfer softkey.
   The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the Destination line or select from one of the following options:
   • Held Call: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
   • Recents: Displays the recent call history as an option and switches to the Select Transfer Method screen.
   • Contacts: Displays the contacts list as an option and switches to the Select Transfer Method screen.
   • Cancel: Terminates the call transfer.
   • More: Displays more options related to call transfer.
   • Priority: Displays Precedence selection screen.
   You can also use Favorites to transfer the call.
3. Select Transfer softkey.
   Use Bksp softkey to clear the input, Cancel softkey to terminate the call transfer, and More for more options.
   Symbol, Clear, 123, and Cancel are displayed when you select More option.
   The phone displays the Select Transfer Method screen.
4. Select Talk softkey.
5. To complete the transfer, press the Complete softkey.
   The phone transfers the call to the selected number.
   Note:
   • Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message Return next to the call.
   • In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an attended transfer
An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.
1. On an active call, press or tap the Transfer softkey.
Ensure that the Blind Transfer feature is enabled by establishing a call with the call-transfer recipient.

1. On an active call, press or tap the Transfer softkey. The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the Destination line or select from one of the following options:
   • Held Call: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
   • Recents: Displays the recent call history as an option and switches to the Select Transfer Method screen.
   • Contacts: Displays the contacts list as an option and switches to the Select Transfer Method screen.
   • Cancel: Terminates the call transfer.
   • More: Displays more options related to call transfer.
   • Priority: Displays Precedence selection screen. You can also use Favorites to transfer the call.

3. Select Transfer softkey.
   Use Bksp softkey to clear the input, Cancel softkey to terminate the call transfer, and More for more options. Symbol, Clear, 123, and Cancel are displayed when you select More option.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

4. To complete the transfer, press the Complete softkey. The phone transfers the call to the selected number.

**Note:**
- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message Return next to the call.
- In the Avaya Aura environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

**Making a blind transfer**

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

Ensure that the Blind Transfer feature is enabled by your administrator.

1. On an active call, press or tap the Transfer softkey. The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the Destination line or select from one of the following options:
   • Held Call: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
   • Recents: Displays the recent call history as an option and switches to the Select Transfer Method screen.
   • Contacts: Displays the contacts list as an option and switches to the Select Transfer Method screen.
   • Cancel: Terminates the call transfer.
   • More: Displays more options related to call transfer.
   • Priority: Displays Precedence selection screen. You can also use Favorites to transfer the call.

3. Select Transfer softkey.
   Use Bksp softkey to clear the input, Cancel softkey to terminate the call transfer, and More for more options. Symbol, Clear, 123, and Cancel are displayed when you select More option.

The phone displays the Select Transfer Method screen.

4. To complete the transfer, press the Now softkey. The phone transfers the call to the selected number.

**Note:**
- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message Return next to the call.
- In the Avaya Aura environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer. This feature is available only when Blind Transfer is disabled.

5. 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.

**Parking a call**

1. During an active call, gain access to the Features screen.
2. Scroll down to Call Park, and press one of the following:
   • OK

**Unparking a call**

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

1. From the Phone screen, gain access to the Features screen.
2. Press Select or OK or the corresponding line button to choose Call Unpark.
3. Enter the original extension from which the call was parked.
4. Press Enter or OK to unpark the call.

**Setting up automatic call back**

1. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to Auto Callback.
3. Press OK or press the corresponding line button.

**Making a precedence call by using Main menu**

1. Press Main menu button.
2. Select Priority Call.
3. Select the precedence level from the Precedence Selection screen.
4. Enter the extension from one of the following:
   • Contacts
   • Recents
   • Dial extension from dialpad

**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**

**Enabling wireless headset bidirectional signaling**

Check if the headset supports EHS signaling.

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
3. Press **Change** to select one of the following options:
   - **Disabled**: Disables signaling from the phone to the headset.
   - **Switchhook and Alert**: Activates the wireless link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
   - **Switchhook only**: Activates the wireless 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.

**Setting up favorites**

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Favorites Entries**.
3. Press **Contacts** or **Features** to select and set the favorites.

**Setting headset profile**

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset.
4. Press **Save**.

**For more information**

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