



# Avaya J169/J179 IP Phone Quick Reference

Issue 1  
March 2018  
© 2018, Avaya Inc.  
All Rights Reserved.

## Main Menu

Name	Description
<b>Options &amp; Settings</b>	To change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.
<b>My Presence</b>	To change your presence status.
<b>Browser</b>	To access additional web-based applications. If your administrator did not configure the browser option for your phone, your phone does not display the browser option.
<b>Network Information</b>	To check phone settings or network settings.
<b>Log Out</b>	To sign off the phone, to protect your settings, or to let another user to log in.
<b>Administration</b>	To access administration settings.
<b>About Avaya</b>	To display the phone software version.

## 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.

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.
	The phone has activated the EC500 feature.
	Incoming call alert.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Pressing - on the <b>Volume</b> button continuously causes the volume to turn off. To reinstate volume, press + on the <b>Volume</b> button.
	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.

Table continues...





Icon	Description
	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. See the topic <i>Limited access during failover</i> for information.  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.
	You have designated this contact or feature as a "favorite."
	The icon shown applies to the phones with color display. The EC500 feature is on.
	The icon shown applies to the phones with color display. The Send All Calls 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 LNCC feature.  User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the 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.

Table continues...

Icon	Description
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.

## 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.

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.

## 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.













Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out from the office.

Table continues...

Icon	Name	Description
		Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

## 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.

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with highest precedence.

## Basic operations

### 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.

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 list by pressing the associated dial pad button. For example, if you press 3, the phone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the phone displays the matching entries.

1. Press **Contacts**.
2. Use the dialpad to type the name that you want to search.  
If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.
3. When the phone displays the required match, you can perform any of the following actions:
  - To call the contact, press **Call**.

- To edit the contact information, press **More > Edit**.

## 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.

## 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.

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 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. 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**

- Corresponding line button  
A checkbox is selected and is displayed on screen.

## 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.