Main menu

The following table lists the Main menu icons used in Avaya J169/J179 IP Phones:

<table>
<thead>
<tr>
<th>Icons</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but the Avaya J169 IP Phone has grayscale icons and the Avaya J179 IP Phone has color icons.

**General phone icons**

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table continues...
## Wi-Fi icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Wi-Fi icon" /></td>
<td>Indicates that the SLA Mon™ agent took control of the phone.</td>
</tr>
<tr>
<td><img src="image2" alt="Wi-Fi icon" /></td>
<td>Indicates that the call is recorded for SLA Mon™.</td>
</tr>
<tr>
<td><img src="image3" alt="Wi-Fi icon" /></td>
<td>Indicates that the audio of this call is secure.</td>
</tr>
<tr>
<td><img src="image4" alt="Wi-Fi icon" /></td>
<td>Indicates that the audio alert for incoming calls is off.</td>
</tr>
<tr>
<td><img src="image5" alt="Wi-Fi icon" /></td>
<td>Indicates the Bluetooth feature is on.</td>
</tr>
<tr>
<td><img src="image6" alt="Wi-Fi icon" /></td>
<td>Indicates that you missed a call. The number in the icon indicates the number of missed calls. In the example icon, the agent missed 9 calls.</td>
</tr>
<tr>
<td><img src="image7" alt="Wi-Fi icon" /></td>
<td>Indicates that you missed a call. The plus sign (+) in the icon indicates that the number of missed calls is more than 9.</td>
</tr>
<tr>
<td><img src="image8" alt="Wi-Fi icon" /></td>
<td>Autodialing feature.</td>
</tr>
<tr>
<td><img src="image9" alt="Wi-Fi icon" /></td>
<td>Toll call.</td>
</tr>
<tr>
<td><img src="image10" alt="Wi-Fi icon" /></td>
<td>Toll-free call.</td>
</tr>
</tbody>
</table>

### Operations

#### Entering the provisioning details

You can enter the provisioning server address on the phones when the phone displays the Enter provisioning details screen.

Obtain the provisioning server address from the system administrator.

1. When you boot the phone for the first time, the Auto Provisioning screen displays. Do you want to activate Auto Provisioning now?, press one of the following:
   - **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.
   - **No**: To obtain the provisioning server address from the DHCP server.

   In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects Yes.

   If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

   If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

   If you do not have a numeric enrollment code, press Cancel. The phone continues to boot using the DHCP.

   The phone displays the Starting message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.

2. On Enter provisioning details screen, press one of the following:
   - **Config**: To enter the provisioning server address.
   - **Never**: To never prompt for the provisioning server address.

   • After you press **Config**, enter the provisioning server address in the **Address** field.

   The address is an alphanumeric URL. For example, http://myfileserver.com/j100/.

   **Tip:**
   To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.
   To enter the forward-slash symbol (/) in the field, press the / soft key.

3. (Optional) Enter the **Group** number.

   Obtain the Group number from your system administrator. The value ranges from 0 to 999. If you do not enter a value, the phone uses the default value of 0.

4. Press **Save**.

   The phone continues the boot process and connects to the provisioning server.

### Related links

- Setting Up the Avaya J179 IP Phone (video)

### Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

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

### Making an emergency call

Ensure that the **Emerg** soft key is assigned by your administrator.

Do one of the following:

- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

### Declining a call

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

Ensure that the administrator enabled the feature.

On the incoming call screen, press **Decline** soft key.
Adding a person to an active call

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

1. During a call, on the Phone screen, press More > Conference.
2. To make a call to a participant, do one of the following:
   a. Dial the phone extension by using the dial pad.
   b. Call the person from the Contacts list or the Recents list.
3. When the third participant answers the call, press the Join soft key.
4. To add another person, press Add and repeat Steps 2 and 3.

Related links
Making Conference Calls (video)

Viewing the Recents details

On the Recents screen, depending upon the call type, you can view the following details of each call:
- Incoming call icon
- Outgoing call icon
- Bridge call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

**Note:**
Duration is not available for a missed call.

1. Press Recents.
2. (Optional) To navigate through Main menu, scroll to the following:
   b. Recents, and press Select.
3. Select the call that you want to view.
4. Press Details.
   The phone displays the details of the selected call.

Contacts

Adding a contact from the Recents list

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

1. Press Recents.
2. Scroll to the required number and press +Contact.
3. In the First name and Last name fields, type the relevant information.
   The phone assigns the extension number to Last name. You can remove the extension number from this field and add other information.
4. Press Save.

Combining contacts

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

Ensure the Contacts list is not empty.

1. Press Contacts.
2. (Optional) To navigate through Main menu, do the following:
   a. Scroll to Applications and press Select.
   b. Scroll to Contacts and press Select.
5. In the Enter group name field, type your group name.
6. Press Save.

Advanced features

Avaya Spaces Calendar integration

Avaya Spaces is a cloud-based team collaboration and meeting application. You can use it for instant messaging, voice and video communication, track communications, and manage tasks. For more information about Avaya Spaces, see Using Avaya Spaces guide.

With the Avaya Spaces Calendar integration feature, you can press the Call soft key on the calendar appointment of your phone and join a meeting hosted on Avaya Spaces. The phone dials into the meeting phone number and enters the Space ID and Space password automatically without any further user input.

The combination feature is optimized to work when meeting organizers use the Avaya Spaces Outlook plugin. For more information about the Outlook plugin, see the Microsoft Outlook Add-on section of the Avaya Spaces user guide.

Joining an Avaya Spaces meeting through a direct dial-in phone number

You can use a direct dial-in phone number to connect to the Avaya Spaces audio-only meeting. If you choose to join the meeting through the direct number, enable the Prompt direct number feature. The phone displays the direct numbers from the meeting invitation. Choose the direct number of your country. If your country is not listed, you can select the direct phone number of the country that is most appropriate to your location. The phone dials in the number and enters the Space ID and optional password to join the meeting.

Ensure that your administrator enables the Avaya Spaces feature and the option to select a direct number.

Enable the Prompt direct number option.

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 one of the following:
   • The Up Arrow key.
   • The Down Arrow key.
5. Select an Avaya Spaces calendar event and press Call.
6. In the Country > Select direct number screen, press one of the following:
   • Select: To call the direct number available for the selected country.
     The phone dials in the number and enters the Space ID and optional password to join the meeting.
   • Country: To select the direct number of a different country. The Direct numbers > Select Country screen displays a list of countries for selection.
   • Details: To view the details of the selected direct number. The Direct number > Details screen displays the information.

Using Avaya Spaces application
For a smooth audio experience, prevent duplicate audio streams. You can establish an audio session to Avaya Spaces using Avaya J100 Series IP Phones and use the Avaya Spaces application on your computer to view the presentation. To prevent duplicate audio session on your Avaya Spaces application, use this procedure.
1. Log on to Avaya Spaces application on your computer.
2. On application screen, click on the display name.
3. Select User Preferences option.
4. On the left panel, select Meeting defaults.
5. Toggle to enable Show preview when joining.
6. Join a meeting on spaces from your computer.
7. On the Preview screen, click Other join options > Join By Phone.
8. On the Join Presentation Mode, follow the screen instructions.
   You join the Avaya Spaces meeting as a view-only participant on your computer without using an audio and video session.
   The audio session is established on your phone.

Use this procedure to forward calls from your Avaya deskphone to your personal phone.
1. Press Main menu and scroll to Features.
2. Press Select.
3. Scroll to EC500 and press Select.

Long-term acoustic exposure protection
Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:
Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to Profile1.

Configuring Long-term acoustic protection
Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.
1. Press Main Menu.
2. Scroll to Settings and press Select.
3. Scroll to Audio settings and press Select.
5. Choose one of the following and press Select:
   • Default: Sets the acoustic protection values to one of the following options that your administrator sets:
     • Dynamic
     • 8 hours
     • 4 hours
     • Off

Making a priority call
Use the Priority Calling feature to provide a special type of internal call alerting for the users. The called party hears a distinctive ringing when the calling party uses Priority Calling.

The call rings even at an extension with Do not disturb enabled.
1. Press the Main menu.
2. Scroll to Features and press Select.
3. Scroll down to Priority Call, press OK, or press the corresponding line button.
4. Enter the extension you want to call.
5. To initiate a priority call, press Enter or OK.

Listening to your voicemail
Use this procedure to listen to your voicemail on your phone.
1. To log in to your voicemail, press the Message button.
2. Follow the voice prompts to playback your voice messages.

Making a precedence call by using the Main menu
1. Press Main Menu.
2. Scroll to Applications and press Select.
3. Select Call Priority.
4. On the Precedence Selection screen, select the precedence level.
5. Dial the extension from one of the following:
   • Contacts
Call Transfer

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

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Related links
Handling multiple lines (video)

Using a Guest Login

Use this procedure to log in as a guest on another phone to access your applications and call history for a limited time.

Note:
You need to re-login if the phone reboots.

Ensure that the administrator enabled the feature.

1. Press Main Menu.
2. Scroll to Applications and press Select.
3. Scroll to Guest login and press Select.
4. Enter your extension and password.
5. Press one of the following to set the duration in hours:
   - Right arrow key: To increase the value.
   - Left arrow key: To decrease the value.
6. Press Enter.

Call Transfer

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

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Making a consultative transfer

Transfer a call by connecting a call with the transfer recipient.

1. While on an active call, press Transfer soft key.
   The phone displays the Enter transfer destination screen.
   The first call is placed on hold.
2. Do one of the following and then press the Call soft key:
   - Dial the number to transfer the call.
   - Search for the number in Contacts or Recents.
3. To initiate a consultative transfer, press Talk.
   The call transfer recipient’s phone starts ringing.
4. Do one of the following:
   - Press Complete after the recipient answers the call.
   - Press Complete after the recipient’s number starts ringing.
   The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

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

1. While on an active call, press Transfer.
   The phone displays the Enter Transfer Destination screen.
2. Do one of the following and then press the Call soft key:
   - Dial the number to which you want to transfer the call.
   - Search for the number in Contacts or Recents list.
3. To initiate a blind transfer, press Now.
   The call transfer is complete.

Customization

Enabling and disabling Bluetooth

You can use Bluetooth enabled devices with your phone.

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

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.

- Ensure the wireless module is installed in your phone.
- Ensure that the administrator enabled the feature.
- Ensure your Bluetooth headset is in pairing mode.

1. Press Main Menu.
2. 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 Disconnect.
7. To unpair a paired headset, under Paired devices, press Forget.

Related links
Pairing a Bluetooth Headset to the J179 Phone (video)

Customizing phone keys
Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.

Ensure that the administrator has set Full or Limited customization mode. You cannot customize phone keys in the Blocked mode and can only customize labels and Contact and Application favorites in the Limited mode.

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**.
   
   Customization menu is not available in the Blocked mode.
5. Press **Customize key**.
6. Use **Navigation** keys to select the line key.
7. **(Optional)** On the phone screen, if the selected line is empty, press **Add**, and do the following:
   - **To add a contact**, press **Contact**.
   - **To add a feature**, press **Feature**.
   
   The option is not available in the Limited mode.
   - **To add an application**, press **App**.
   
   You can use the Navigation keys to scroll to the required functionality and press **Select**.
8. To move the selected line key, do the following:
   a. Press **Move**.
   b. Use the Navigation keys to move the selected line.
   c. **(Optional)** If the new location is empty, press **Select**.
   d. **(Optional)** If the new location is already assigned a key, press **Swap**.
9. To set a new label, do the following:
   a. Press **Relabel**.
   b. Type the name of the label.
   c. If your native language uses extended Latin or non-Latin symbols, press **More > Symbol** the soft key to open the Symbols menu and select the necessary symbols there. Press **Insert > More > Save**.
10. To delete a key, press **Delete**, and then confirm the deletion.

### Setting the network mode

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

Avaya J169 IP Phone does not support the Wi-Fi feature. Ensure that the system administrator gave you access to perform this task.

1. Press **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 in the user guide of your phone model.
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.

### Connecting to a Wi-Fi network

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network.

Avaya J169 IP Phone does not support the Wi-Fi feature.

- 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.

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to the required **Wi-Fi network** and press **Connect** to start the connection process.
5. To restart the phone, press **OK**.
6. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.
7. If the security is 802.1x EAP, enter the following:
   - **Identity**: Either your personal user ID or the shared user ID provided by your system administrator.
   - **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your system administrator.
   - **Password**: Either your personal password or the shared password provided by your system administrator.

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

### Changing the background image

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Background** and press **Select**.
5. Scroll to **Primary display** and press **Select**.
6. Scroll down to the new image.
7. **(Optional)** To preview the image, press **Preview** and then press **Back**.
8. Press **Select**.
9. Press **Save**.

### Turning button clicks on and off

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Button clicks screen.
5. Press **Toggle** to turn the audio on or off.
6. Press **Save**.

### Setting a personalized ringtone

...
Use this procedure to set a ringtone for different uses.

1. Press Main Menu.
2. Scroll to Settings and press Select.
3. Scroll to Audio settings and press Select.
4. Scroll to Personalize ringing, and press Select.
5. Scroll to one of the following options:
   - Primary
   - Team Key
   - Bridged CA
   - Call Pickup
6. Press Select.
7. Scroll to the ringtone, and press Select.
8. (Optional) To play the ringtone, press Play.
9. Press Save.

Setting the display language

1. Press Main Menu.
2. Scroll to Settings and press Select.
3. Scroll to Display and press Select.
4. Scroll to Language and press Select.
5. Scroll to the language and press Select.
6. Press one of the following when the phone prompts for confirmation:
   - Confirm
   - Cancel
   The phone returns to the Display screen and the language changes to the selected language.

Setting the time format

Ensure that your administrator has enabled the time format feature.

1. Press Main Menu.
2. Scroll to Settings and press Select.
3. Scroll to Display and press Select.
4. Use the Down Arrow key to go to the Time format screen.
5. Press Toggle to select one of the following options:
   - Time format 24 Hour
   - Time format 12 Hour
6. Press Save.

For more information

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