



Avaya J169/J179 IP Phone SIP Quick Reference guide

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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	<ul style="list-style-type: none"> 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 log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
	Network Information	To check network settings.

Table continues...

Icons	Name	Description
	Administration	To access administration settings.
	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 grayscale icons and the Avaya J179 IP Phone has colored icons.

Icon	Description
	Microphone is muted.
	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.
	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
	Bridged call; indicates this line is being used for a call on another phone.
	Incoming call is alerting.
	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.

Table continues...

Icon	Description
	Call is on hold during a conference or transfer call setup.
	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 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.
	The EC500 feature is on.
	The Do not disturb feature is on.

Table continues...

Icon	Description
	The Call forward 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.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	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 audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates the Bluetooth feature is on.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.
	Autodialing feature

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.

Table continues...

Icon	Description
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Operations

Entering the provisioning details

Enter the provisioning server address if the phone prompts, for example, when you connect to the network for the first time.

Obtain the provisioning server address from the system administrator.

- 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 an Enrollment code. Contact your administrator for an Enrollment code. When you enter the valid Enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

If you do not have an 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.

- 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.
 - Cancel:** To cancel the prompt and display the Login screen.
- After you have pressed **Config**, enter the provisioning server address in the **Address** field.
The address is an alphanumeric URL like `http://myfileserv.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.

- (Optional)** Enter the **Group** number.
Obtain the Group number from your system administrator. The value ranges from 0 to 999. 0 is the default value. If you do not enter any value in this field, the phone uses the default value.
- Press **Save**.
The phone continues to boot and connect to the provisioning server address for provisioning configuration.

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 feature is activated by the administrator. Contact your administrator for details.

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

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

Answering a call when on another call

You can receive a call on a secondary call appearance only if the call appearance is free.

Press one of the following:

- The **Answer** soft key
- **OK**

The phone puts the first call on hold and moves to the second call.

Adding a person to an active call

You can 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 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.

Viewing the Recents details

In the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing 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:
 - a. **Applications**, and press **Select**.
 - 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**.
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**, do the following:
 - a. Scroll to **Applications**, and press **Select**.
 - b. Scroll to **Contacts**, and press **Select**.
3. Press **Groups**.
4. Press **NewGroup**.
5. In the **Enter group name** field, type your group name.
6. Press **Save**.

Advanced features

Call forwarding to your cell phone using EC500

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

- Ensure that the feature is activated by the administrator. Contact your administrator for details.
- Ensure that the system administrator sets your personal phone number as your destination number.

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**.
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
 - OffAdministrator 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**.

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.

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

Retrieving a voice message

Use this procedure to listen to your voicemail messages.

- Ensure that the system administrator configures the voicemail for your extension.
 - Obtain the user ID and password of your voicemail from your system administrator.
1. To log in to your voicemail, press the **Message** button.

2. Follow the voice prompts to playback your voice messages.

Related links

[Using Voice Mail \(Video\)](#)

[Configuring your Voice Mail Password from the Web Interface \(Video\)](#)

[Accessing Voice mail through the Voice mail Web Interface \(Video\)](#)

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**
 - **Recents**
 - The dial pad

Joining a call on a bridged line

On the phone, do one of the following:

- Press the line button with the active call.
- Select an active bridge line number, and press **Bridge**.

* Note:

On Avaya J179 IP Phone, do not use **Headset**, **Handset** or **Speaker** softkeys to join the call on a bridged line. Pressing **Headset**, **Handset** or **Speaker** opens the Dial screen. To cancel dialing and to press the required line button for joining a call, press the **Headset**, **Handset** or **Speaker** softkey again.

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 feature is activated by the administrator. Contact your administrator for details.

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.

Related links

[Making a consultative transfer](#) on page 4

[Making a blind transfer](#) on page 4

[Handling multiple lines \(Video\)](#)

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:
 - 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. 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

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:
 - 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.

Customization

Enabling and disabling Bluetooth

You can use Bluetooth enabled devices with your phone.

* Note:

Avaya J169 IP Phone does not support the Bluetooth feature.

- Ensure the wireless module is installed in 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 feature is activated by the administrator. Contact your administrator for details.
- 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 **Disconct**.
7. To unpair a paired headset, under Paired devices, press **Forget**.

Related links

[Pairing wireless BT headset \(Video\)](#)

Customizing phone keys

Use this procedure to add, relabel, move, or delete contacts, features, or 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)** 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.
 - 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. 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. Press **OK** to restart the phone.
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.

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.