J179 SIP PHONE INSTRUCTIONS

1

2

3

4

5

8

6

7

9

11

10

16

12

13

14

15

No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail
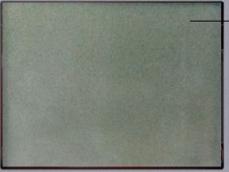
2	Phone display	Displays two areas:
		
		1. Top Bar: It is always visible, and displays communication status, time and date, and device status.
		
		2. Application area displays the following:
		
		  • Application header: It displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen.
		
		  • Application content area: It displays menus, lists, pop-up windows, images, or other application content.
		
		  • Soft key labels area: It displays labels with information about the state of soft key buttons.

3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. ✱ **Note:** The default action depends on the application and the context.
4	Soft keys	Used to select the corresponding label of context-specific actions. With the **Help** soft key, you can view a short description of the features available on your phone.
5, 7	Navigation cluster	Used to navigate on the Phone screen and other menus. • **Up** and **Down** arrow keys: To scroll up and down. • **Right** and **Left** arrow keys: To move cursor in the text input field, and to toggle values in the selection fields. • **OK** button: To select the action assigned to the first soft key.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to turn on headset, and also to toggle your call from the speaker to headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. • (**+**) : To increases the volume. • (**-**): To decrease the volume.
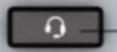
No.	Name		Description
15	Mute button		Used to mute and unmute the outgoing audio.
16	Handset		Used to receive and make calls.

Application keys provide direct access to the corresponding applications.

No.	Application keys		Description
6	Phone key		Displays the Phone screen.
8	Main menu		Displays a list of options, such as Features, Applications, Settings, and Network Information.
9	Contacts		Displays the entries in your Contacts list.
10	Recents		Displays the list of all calls.
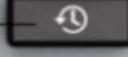
Logging in to your phone
Before you begin
Ensure that your administrator assigns you with the extension and the password.
Procedure
1. On the Login screen in the **Username** field, type your extension.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.

Logging out of your phone

About this task

Use this procedure to log out of your primary or guest user extension.

Note:

After a guest user logs out, the primary user will be logged in.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Log Out**, and press **Select**.
4. In the confirmation window, press **Log Out**.

Call Operations

Handling outgoing calls

Making a call by using the dial mode

About this task

Use this procedure to make a call without lifting the handset or pressing **Speaker**.

Procedure

Set the dial mode on the phone to one of the following:

- **Auto**: Dial the number

  The phone starts the call when the inter digit timer times out.

- **Manual**: Dial the number, and press the **Call** soft key.

Related links

Making a call without using the dial mode

Procedure

1. Do one of the following:

   - Lift the handset.

   - Press **Speaker**.

   - Press **Headset**.

2. Dial the number.

Redialing a number before you begin
Ensure that the call history is not empty.

Procedure

1. Press **Redial**.

   The phone dials the most recently dialed number.

2. **(Optional)** To see the list of dialed numbers:

   a. Scroll to the number you want to redial.

   b. Press one of the following:

   - **Call**

   - **OK**

Making a call by using speed dial

Before you begin

Ensure you have speed dial numbers assigned to your contacts.

Procedure

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

Related links

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.

2. Scroll to the contact you want to call.

3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

   For example, press 76484 to search for someone whose name is Smith.

4. Press **Call**.

Answering a call

About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio-visual alerts.
- Displays the caller's name or number.

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK**.
- Press the **Answer** soft key.
- Press **Headset**.

Muting and unmuting a call

Procedure

1. To mute an active call, press **Mute**.

   The **Mute** button is lit.

2. To unmute the call, press **Mute** again.

   ❇ **Note:**

   If you mute an active call on the phone, unmute it using the **Mute** button. If you mute the call on the Bluetooth headset, unmute it on the headset.

Placing a call on hold and resuming the call

Procedure

1. To put an active call on hold, press **Hold**.

2. To resume the call, press **Resume** or **Hold**.

Managing conference calls

Adding a person to an active call

About this task

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

Before you begin

Start a call.

Procedure

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.

   - Redial the last dialed number by using the **Redial** soft key.

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.

Adding a person on hold to a conference call

Procedure

1. On the Phone screen, select your active call.

2. Press **Conf** or **Add** if you are already in a conference.

3. Select the call on hold that you want to add to the conference.

4. Press **Resume** to take the call off hold.

5. Press one of the following:

   - **Join**

- **Conf**

Putting a conference call on hold and resuming a call

About this task

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

Procedure

1. Press **Hold** during a conference call.

2. Do one of the following:

   - Press **Resume**.

   - Select the call appearance to resume the conference call.

Dropping the last participant from a conference call

About this task

You can use this procedure to disconnect the last participant who joined the conference. You cannot disconnect other participants after you disconnect the last participant. You can use this method to disconnect a participant again after you add another participant.

Procedure

1. From the Phone screen, select your active conference call.

   You will see the **More** soft key.

2. Press **More** > **Drop** when the conference is active.

Call Parking

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to

park a call in your extension. You can dial your extension number from any other phone to retrieve the call.

Parking a call

About this task

Use this procedure to park an active call on your phone extension.

Before you begin

Ensure that you are on a call.

Procedure

1. Press **Main menu**.

2. Scroll to **Features**, and press **Select**.

3. Scroll to **Park Call**, and press **Select**.

Unparking a call

About this task

Use this procedure to unpark the call from another phone.

Before you begin

Ensure that you have parked a call on your extension.

Procedure

1. Press **Main menu**.

2. Scroll to **Features**, and press **Select**.

3. Scroll to **Unpark Call**, and press **Select**.

4. Enter your phone extension number.

5. Press **Select**.

Call Forwarding

Forwarding a call to another extension

About this task

Use this procedure to forward incoming calls to a specified number.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Before you begin

Ensure that the feature is activated by your administrator.

Procedure

1. Press **Main menu**.

2. Scroll to **Features**, and press **Select**.

3. To enable Call Forward feature, scroll to one of the following options:

   - **Call Fwd**

   - **Call Forward-Busy**

   - **Call Forward-No Answer**

4. Press **Select**.

5. In the **Destination** field, enter the number where you want to forward the incoming calls.

6. Press **Save**.

   The phone generates a confirmation tone and returns to the Features screen.

7. To disable any of the Call Forward features, go to the respective screen and press **Select**.

Call Pickup

With the Call Pickup feature, you can answer an incoming call on behalf of your pickup group member. The administrator must add you to a call pickup group extension, so that you can redirect an incoming call of your group member to your phone. If the Call Pickup feature is active on your phone, your call appearance will display an incoming call of your group member to your phone.

Procedure

1. Press **Main menu**, and scroll to **Features**.

2. Press **Select**.

3. Scroll to **Call Pickup**, and press **Select**.

4. Do one of the following:

   - Lift the handset.

   - Press **Answer**.

   - Press **OK**.

   - Press **Speaker**.

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

You can also turn **Send All Calls** on or off by using the phone Features list.

Procedure

1. Navigate to the Features screen.

2. Scroll to choose **Send All Calls**.

3. Press **Select** or **OK** or the corresponding line button to activate the feature.

Call Transfer

Procedure

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 transfer the call.

    • Search for the number in Contacts or Recents.

3. To initiate a consultative transfer, press **Talk**.

    The first call is placed on hold, and 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

Procedure

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.

Assigning speed dial entries

About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Select **Assign Speed Dial entries**.
5. Use the **Up** and **Down Arrow** keys to select a speed dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected speed dial number.

   You can assign only one contact.

Replacing and clearing a Speed Dial contact

About this task

Use this procedure to replace or remove a Speed Dial contact.

Before you begin

Assign a contact to a Speed Dial number.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Select **Assign speed dial entries**.
5. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.