



Using Avaya J169/J179 IP Phone SIP

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Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISÉD établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

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WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

WiFi transmitter

Frequencies for 2412-2472 MHz, transmit power: 10 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
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Chapter 1: Introduction

Purpose

This document describes the features of Avaya J169/J179 IP Phones and the procedures how to set them up. This document is intended for end users.

Chapter 2: Phone overview

Avaya J169/J179 IP Phone is a SIP-based phone for business communications. The phone can support up to three button modules, and each button module supports 24 call appearances.

Avaya J169 IP Phone has a grayscale display, and Avaya J179 IP Phone has a color display.

Physical specifications

- Eight call appearances
- 320 x 240 pixels graphical LCD
- Four soft keys
- Dual 10/100/1000 network ports
- Optional 5V DC Power support
- 48V GSPPoE power adapter support
- Magnetic Hook Switch
- Button module support

Physical layout



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: <ul style="list-style-type: none"> • Incoming call • Voice mail
2	Phone display	Displays two areas: <ol style="list-style-type: none"> 1. Top Bar: It is always visible, and displays communication status, time and date, and device status. 2. Application area displays the following: <ul style="list-style-type: none"> • 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. <p> Note: The default action depends on the application and the context.</p>
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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • (+) : To increases the volume. • (-): To decrease the volume.

Table continues...

No.	Name	Description
15	Mute button	Used to mute and unmute the outgoing audio.
16	Handset	Used to receive and make calls.

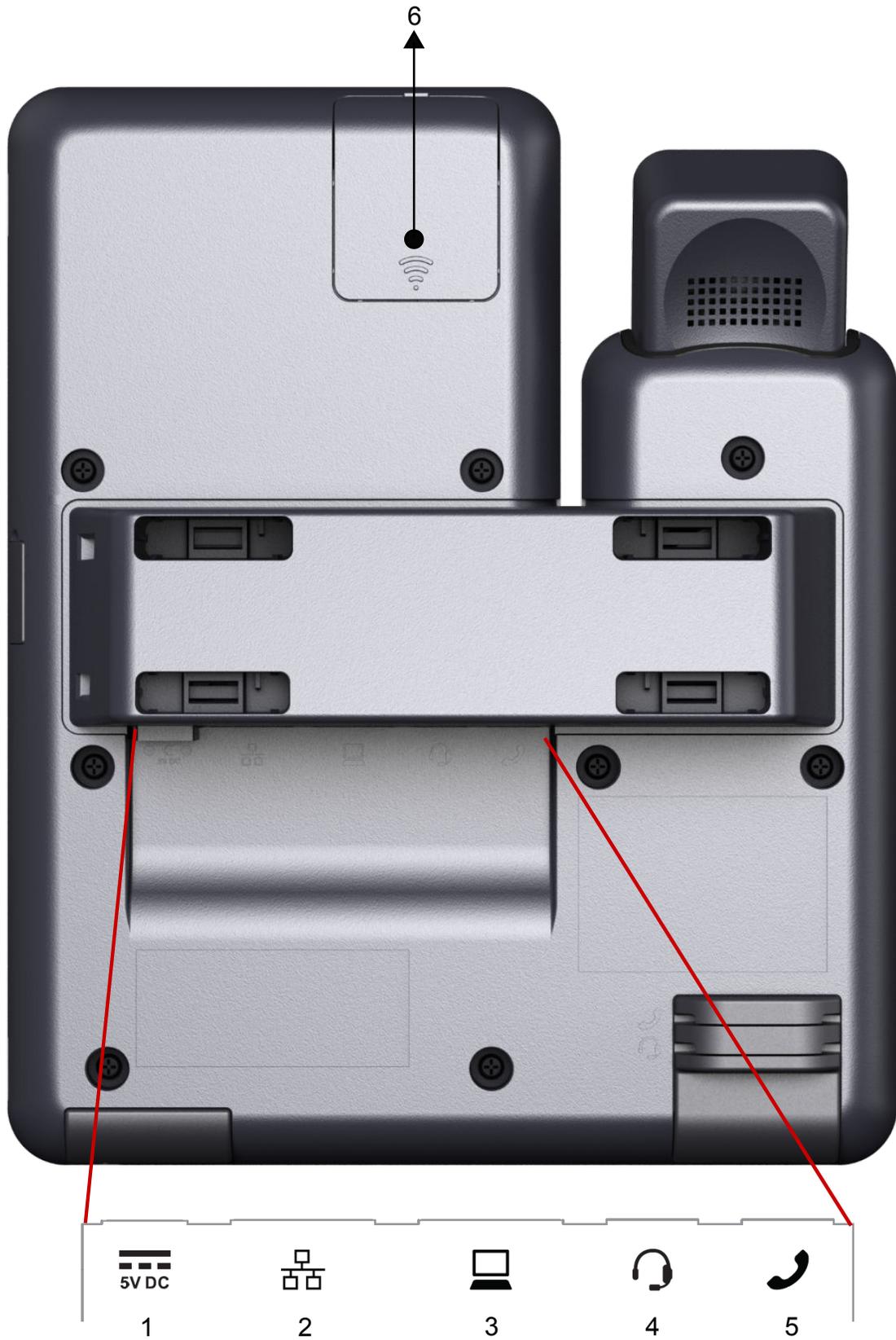
Application keys provide direct access to the corresponding applications.

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.

Connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya J169/J179 IP Phone.

The image schematically describes which device to connect to which jack.



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer. * Note: PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support. * Note: WLAN Module Panel is not provided in the Avaya J169 IP Phone.

Optional components

You can use the following optional components with the phone:

- 5V DC Power adapter
- JBM24 Button Module
- Avaya J100 Expansion Module
- GSPPoE - Avaya 48V PoE power inserter

Chapter 3: Getting started

Entering the file server address

About this task

Use this procedure to enter the file server address if the phone prompts. The phone might prompt you, for example, when you connect to the network for the first time.

Before you begin

Obtain the file server address from the system administrator.

Procedure

1. To open the Auto Provisioning screen, press one of the following:
 - **Yes**: To connect to the DES server.
 - **No**: To connect to the DHCP server.

In case of a time out, the phone selects **Yes**.
2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for it.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays the Enter the file server address screen.
4. Press one of the following:
 - **Config**: To enter the file server address.
 - **Never**: To never prompt for the file server address.
 - **Cancel**: To cancel the prompt and display the Login screen.

5. In the **Address** field, enter the file server address.

The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

Tip:

To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the alphanumeric mode.

6. Press **Save**.

The phone restarts.

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**.

Locking and unlocking the phone

About this task

Use this procedure to lock your phone to prevent the use of the phone when you are away. Locking your phone does not log you out, so you can make emergency calls and receive calls.

Procedure

- To lock the phone, press **Main menu**, and select **Applications > Lock**.
- To unlock the phone, press **Unlock** and enter the login password.

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**.

Related links

[Using a Guest Login](#) on page 74

Chapter 4: Navigation

Cursor navigation

You can use the navigation cluster for cursor movement or selection of options on the Phone screen or in other menus. The navigation cluster has the following keys on the phone:

- **Left Arrow**
- **Right Arrow**
- **Up Arrow**
- **Down Arrow**
- **OK**

Related links

[Navigation cluster](#) on page 19

Navigation cluster

The effect of pressing a navigation key depends on the current application and context.

Key name	Description
Left Arrow and Right Arrow	Use these keys in: <ul style="list-style-type: none">• Text input fields to move the cursor position.• Selection fields to toggle field values and select options in lists and menus.• Half-width displays to move the selection left or right. The directional keys are context-sensitive.
Up Arrow and Down Arrow	Use these keys to scroll vertically in lists, menus, and pop-up windows.
OK	Unless otherwise specified, use this key for the first or left-most soft key action. If there are two or more pages of soft keys, the OK key is active only when the phone screen displays the first page of soft keys.

Related links

[Cursor navigation](#) on page 19

Text input

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

Input field

Depending on the application and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that can be modified. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

Hint text

Depending on the application and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

Text truncation

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.
- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.
- Displays the new character on the left side of the current character.
- Deletes the character on the right side of the cursor when you press **Backspace**.

Line keys

The line keys are context-sensitive. When you press a line key:

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.

Input line

The following actions take place when you press the line key against the input lines.

- Selects the corresponding line for the line which accepts user input.
- Displays the cursor after the last character of the existing content if the line is an input line. If an input line is selected, the interface performs no action even if the cursor is in the middle of the line.
- Performs the action of the first soft key for the line which does not accept user input even if the line is already selected.

For example, when you press a line key in Contacts, the interface initiates a call to the contact because the first soft key represents the **Call** key.

There are few exceptions on the Phone screen. For example, by pressing a line key you cannot hold a call even if **Hold** is the first soft key.

Main menu

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

 **Note:**

The icons of Avaya J169/J179 IP Phones look similar but Avaya J169 IP Phone has grayscaled 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.
	Administration	To access administration settings.
	About	To view the phone model and software version.

General phone icons

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

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.
	Bridged call; indicates you are on a bridged call.
	Call is active on a bridged line.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Call redirection.
	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.

Table continues...

Icon	Description
	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 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. The icon also indicates non-AST mode.
	The EC500 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 ending a call is secured.
	Indicates that the ringtone is off.
	Guest Login feature.
	Indicates the Bluetooth feature is on.

Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscaled icons and Avaya J179 IP Phone has color icons.

Icon	Status	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.

Table continues...

Icon	Status	Description
	Busy	Contact is busy.
	Away	Contact is away from the phone.
	Do Not Disturb	Contact does not want to communicate.
	Out of Office / Offline	Out of Office: Contact is out of office. Offline: Contact is offline or wants to appear invisible.
	Unknown	The presence status of the contact is unknown or the phone is not registered.

Related links

[Changing your Presence status](#) on page 71

Multiple Level Precedence and Preemption icons

The following table lists the icons used in Avaya J169/J179 IP Phone. Note that the icons of Avaya J169/J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.
	Routine	Routine icon for a regular 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 the highest precedence.

Wi-Fi icons

*** Note:**

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

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

Chapter 5: 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

[Setting the dialing mode](#) on page 76

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**

Related links

[Setting redial options](#) on page 77

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

[Assigning speed dial entries](#) on page 78

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**.

Making a call from the corporate database Contacts list

About this task

Use this procedure to make a call from the corporate database Contacts list. This feature is available only in the Avaya Aura[®] environment.

Procedure

1. Press **Contacts**.
2. Press **Search**.
3. Enter the digits on the dial pad that correspond to the name of the person you want to call.
For example, press 76484 to search for someone whose name is Smith.
4. Press **Search** again.
The phone displays the contact saved in the corporate database.
5. Press **Call**.

Making an international call

Procedure

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Phone screen
- Lock screen

In the IP Office environment, you can make an emergency call only when you are logged in to your phone.

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** soft key.

Using the **Emerg** soft key, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** soft key is unavailable.
- The **Emerg** soft key is available, but you want to dial an emergency number that is not set by the system administrator.

In the IP Office environment, the **Emerg** soft key is unavailable. You must dial the emergency number by using the dial pad.

Making an emergency call

Before you begin

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

Procedure

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.

Handling incoming calls

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.

Note:

When the Incoming call pop-up window is displayed, the only visual alert is the flashing beacon LED. If you press **Ignore**, both the beacon LED and line key LED start flashing.

Procedure

Do one of the following:

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

You cannot answer Call Park calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

Answering a call when on another call

About this task

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

Procedure

Press one of the following:

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

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

Handling calls and conferences using Multiple Device Access

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone.

The bridged call appears on the second MDA phone. The Limited Service icon might appear briefly if your MDA phone joining the call has a different signaling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signaling mode address family.

Related links

[Adding a participant to no hold conference](#) on page 59

[Multiple Device Access](#) on page 56

Ignoring a call

About this task

Use this procedure to ignore an incoming call alert. If you want to ignore a call while you are on a call, use the **Up** and **Down Arrow** keys to select the call and then answer it.

Procedure

On the Incoming call screen, press one of the following:

- **Ignore** soft key

- + volume button
- - volume button

The phone turns off the audio alert.

 **Note:**

If you ignore a call using the Bluetooth headset, to answer back the call, press **Answer** or **Headset** button on the phone.

Call related features

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 Contacts

Adding a new contact

About this task

Use this procedure to add a contact to the phone. You can save up to 250 contacts.

Procedure

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. Do one of the following:
 - If your Contacts list is empty, press **New**.
 - If your Contacts list is not empty, press **More > New**.
4. Use the dial pad to enter the contact's first and last name in the corresponding fields.
 - Press the number key that corresponds to the letter or number that you want to enter.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter the remaining letters or numbers.
 - To enter a symbol, press **More > Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
 - To delete the last character, press the **Bksp** soft key.
5. Enter the extension.

The contact extension can include uppercase and lowercase letters, numbers 0 - 9, and special symbols, such as comma (,), plus (+), and dot (.).
6. Press **Save**.

Related links

[Adding a contact to the local group](#) on page 35

Adding a contact from the Recents list

About this task

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

Procedure

1. Press **Recents**.
2. Scroll to the required number, and press **+Contacts**.
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**.

Editing a contact

Procedure

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. Select the contact.
4. Press **Details > Edit**.
5. Scroll to the field to edit.
6. Use the dial pad and soft keys to change the contact information.
7. Press **Save**.

Doing a quick search for a contact

About this task

Using the Quick Search feature of the phone, you can quickly search for a saved contact from the Contacts list without entering the entire name of the contact.

Before you begin

Ensure that at least one contact is available in the Contacts list.

Procedure

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 the key corresponding to the first letter of the first or last name of the contact on the dial pad.

Result

The phone displays all the contacts whose first or last name begins with the letter associated with the pressed key.

Viewing the contact details

About this task

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

Before you begin

You must have at least one contact in the Contacts list.

Procedure

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. Select the contact that you want to view.
4. Press **Details**.
 - To call the contact, press **Call**.
 - To edit the contact, press **Edit**.
 - To delete the contact, press **Delete**.
 - To view more options, press **More**.

Searching for a contact

About this task

Use this procedure to search contacts from the local Contacts list, Enterprise or Group directories.

Procedure

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 **Search > More > Sources**.
4. In **Contact sources**, press **Toggle** for the required directory.
5. Press **Save**.
6. Use the dial pad to enter the name, and press **Search**.
7. **(Optional)** To add the contact to the local Contacts list, press **+Contacts**.

Combining contacts

About this task

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

Before you begin

Ensure the Contacts list is not empty.

Procedure

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.

Deleting a contact

Procedure

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. Select the contact to delete.
4. Press **Details > More > Delete**.
5. Press one of the following:
 - **Delete**: To delete the contact.
 - **Cancel**: To cancel the action.

Creating a local Contacts group

Procedure

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 **New Group**.
5. In the **Enter group name** field, type your group name.
6. Press **Save**.

Adding a contact to the local group

Before you begin

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

Procedure

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. Select the group, and press **+Members**.
5. Scroll to the contact you want to add, and press **Add**.
6. **(Optional)** To add more contacts, repeat Steps 4 and 5.

Related links

[Adding a new contact](#) on page 31

Removing a contact from the local group

Before you begin

Ensure that you have at least one user added to your Contacts list group.

Procedure

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. Scroll to the group, and press **Members**.

The phone displays the list of contacts in the group.
5. Select a contact, and press **Remove**.

The contact will be removed from your Contacts list.

Assigning a ringtone to a contact

About this task

Use this procedure to assign a ringtone to a contact. You can assign a ringtone only to a contact that is saved in the Contacts list.

Procedure

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. Select the contact, and press **Details**.
4. Scroll to the active ringtone, and press **Edit**.

The Phone screen displays the Select ringtone window.
5. Scroll down to the ringtone that you want to assign, and press **Select**.
6. **(Optional)** To play the ringtone, press **Play**.
7. Press **Save**.

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.

Result

The phone drops the last participant from the conference.

Related links

[Adding a participant to no hold conference](#) on page 59

Viewing the details of a conference

About this task

Use this procedure to view the details of the participants on a conference call.

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.

3. Do one of the following:
 - Dial the telephone number.
 - Call the person from the Contacts list.
 - Call the person from the Recents list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat the steps to add another person to the conference.
6. Press the **Details** button to access the details of the participants.

Managing call history

Making a call from call history

Procedure

1. Press **Recents**.
2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.
3. Press **Call**.

Viewing call history details

About this task

In Call history, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)
- Name
- Extension number
- Time
- Date
- Duration

Procedure

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.

Deleting a call record from call history

Procedure

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 a number that you want to delete.
4. Press **Details**.
5. Press **Delete**.
6. Select one of the following when the phone prompts for confirmation:
 - **Delete**: To delete the entry.
The phone deletes the number from the call history list.
 - **Cancel**: To cancel and return to the previous menu.

Clearing the Recents list

Procedure

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. Press **Delete**.
4. Select one of the following when the phone prompts for confirmation:
 - **Delete**: To delete all entries.
 - **Cancel**: To cancel and return to the previous menu.

Chapter 6: Advanced features

Features

You can access advanced features available on your phone from the Features screen. Additionally, you can access some advanced features from the Applications screen.

Most of the features are configured by the system administrator, but some features can be configured on the phone.

For models with LEDs, the LED next to the feature name indicates whether the feature is currently on or off. If the green LED is on, the feature is on. If the red LED is on, the feature is off.

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.

Making a priority call

About this task

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.

Procedure

1. Before dialing, gain access to the Features screen.
2. If necessary, scroll down to **Priority Call**, and press **OK**, or just press the corresponding line button.
3. Enter the extension you want to call.

4. 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

About this task

Use this procedure to listen to your voicemail messages.

Before you begin

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

Procedure

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

Automatic Callback

With the Automatic Callback feature, you receive a notification call to connect with the available extension number that was previously busy, unanswered, on another call, or out of coverage.

Setting up Automatic Callback

About this task

Use this procedure to get a notification call when your previously unanswered extension becomes available. You must use this feature only when your call is unanswered.

Before you begin

Ensure that the feature is activated by your system administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Automatic Callback**, and press **Select**.

When you end the callback call, the phone deactivates the feature automatically.

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**.

Crisis alert station

In a work group, when any user calls an emergency number, all the crisis alert watchers receive an audio and visual alert on their IP Phones. Any of the crisis alert watchers can see the emergency caller information and attend to the person or take the required action.

The system administrator configures the crisis alert feature in one of the following modes:

- Single user mode: After any one of the crisis alert watcher acknowledges the crisis, the alerting at all the other watcher's IP Phones stops.
- Every user mode: Each crisis alert watcher acknowledges the crisis for the alerting to stop at their respective IP Phone.

Notifying crisis alert watchers

About this task

During any crisis alert, the crisis alert watchers receive the following types of alerts:

- Crisis alert view: A toast displays the emergency caller name and the call origination extension.
- Audio alert: An alert tone plays continuously until the watcher acknowledges it.
- Visual alert: The feature LED blinks in green color.

* Note:

If the phone of a crisis alert watcher is in reboot or logout state during a crisis alert, then the phone receives the alerts as following:

- In single user mode: The phone receives the alerts after the reboot or login, if the alert is not already acknowledged by any other crisis alert watcher.
- In every user mode: The phone receives the alerts after the reboot or login.

Acknowledging the crisis alert

About this task

During a crisis alert the phone plays the alert tone, the LED flashes, and the screen displays the emergency caller information.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. The Phone screen displays the emergency caller name and extension.
2. Press **OK**.
3. The Phone screen displays the details of emergency caller.

If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Acknowledging the crisis alert when the phone is locked

About this task

During a crisis alert if the phone is locked, the phone alerts the crisis alert by playing the alert tone, the LED flashes, and the screen displays the emergency caller information.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. The phone screen displays the emergency caller name and extension.
2. Press **OK**.

- The phone screen displays the details of emergency caller.

If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Emergency caller information

The Phone screen displays the following details of emergency caller:

Field	Description
Extension	The emergency caller extension.
The following fields will display details only if Avaya Aura [®] Communication Manager has these information.	
User name	The emergency caller name.
Date	The crisis occurrence date.
Time	The crisis occurrence time.
Zone	The crisis occurrence zone.
Crisis user room	The emergency call origination room.
Crisis user floor	The emergency call origination floor.
Crisis user building	The emergency call origination building.

Stopping the crisis alert

About this task

Use this procedure to stop the following types of crisis alerts.

Before you begin

Ensure you are one of the crisis alert watcher.

Procedure

- Crisis alert view: Press **OK** soft key.
- Audio alert: Press **OK** soft key if you are in the crisis alert view, else press the crisis alert feature **Line key**.
- Visual alert: Press the crisis alert feature **Line key**.

Reacknowledging the crisis alert

About this task

Whenever the server rejects the acknowledgement of crisis alert, an error message displays on the phone while the alert tone continues to play. You can reacknowledge the alert by using this procedure.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Crisis Alert**, and press **Select**.
4. The Phone screen displays the details of emergency caller.

If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Call Forwarding

The phone supports the following Call Forward types:

- Call Forward: Diverts all incoming calls to another number.
- Call Forward Busy: Diverts incoming calls to another number if you are on a call.
- Call Forward No Answer: Diverts incoming calls to another number when you do not answer the call within a stipulated time.

Enhanced Call Forward

The Enhanced Call Forward feature is used to set rules on call forwarding. You can set the rules by entering the internal and external phone numbers in the corresponding call forward types.

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**.

Setting enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your phone to various destination numbers based on the call type and call state.

Before you begin

Ensure the feature is activated by the administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Enhanced Call Forward**, and press **Select**.
4. Select the required rules from the following list, and enter the corresponding numbers.
 - Forward all calls:
 - Internal [Enter Number]
 - External [Enter Number]
 - Forward when busy:
 - Internal [Enter Number]
 - External [Enter Number]
 - Forward when no answer:
 - Internal [Enter Number]
 - External [Enter Number]

If you have configured a number for any of the rules, the phone displays that number instead of the text `Enter Number`.

5. Press **Save**.

Editing a rule for enhanced call forwarding

Before you begin

Ensure that the Enhanced Call Forward feature is activated by your administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.

3. Scroll to **Enhanced Call Forward**, and press **Select**.
4. Select the rule that you want to edit and press **Edit**.
5. Enter the destination number.
6. Press **Save**.

Turning off rules for enhanced call forwarding

Before you begin

Ensure that the Enhanced Call Forward feature is activated by your administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Enhanced Call Forward**, and press **Select**.
4. Do one of the following:
 - To turn off a rule, select the rule, and press **Turn off**.
 - To turn off all rules, press **All off**.
5. Press **Save**.

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection, to protect the ears of the users from the 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. In a dynamic setting, 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 supports long-term acoustic exposure protection, when the headset profile is set to Profile1.

Configuring Long term acoustic exposure protection

About this task

Use this procedure to configure the long-term acoustic exposure protection for your headset.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Long term acoustic exposure protection**, and press **Select**.
5. Choose one of the following and press **Select**:
 - **Default**
 - **Off**
 - **Dynamic**
 - **4 hours**
 - **8 hours**
6. Press **Save**.

Related links

[Setting a headset profile](#) on page 90

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.

Avaya J100 Series IP Phones support three ways of call pickup in Avaya Aura[®] Communication Manager.

- **Call Pickup:** Allows you to pickup call on behalf of a member in a same call pickup group.
- **Call Pickup Extended:** Allows you to answer a call of other pickup group by dialing the extension number of that pickup group.
- **Call Pickup Directed:** You can receive an incoming call of a member of another pickup group by dialing in the extension number of the ringing phone.

You can pick up incoming calls of another group by dialing the appropriate call pickup group number. To pick up calls in a group that is associated with your own group, ensure this feature is activated on your phone by the administrator.

When Call Pickup is enabled, the Avaya Aura[®] Communication Manager automatically searches for the incoming call in the associated groups to make the call connection.

Answering a call for a call pickup group member

Before you begin

Ensure that the feature is activated by the administrator.

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**.

Answering a call in the same call pickup group

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup extended**, and press **Select**.
4. To answer a call in the same pickup group, enter the extension number of the ringing phone.
5. Press **Enter**.

Answering a call using extension number

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup directed**, and press **Select**.
4. To answer a call of another pickup group, dial the extension number of the ringing phone.
5. Press **Enter**.

Limit incoming Calls

With Limit incoming calls feature, you can limit the number of concurrent calls and change the call appearance. When you activate the feature, the multiple call appearance changes to single call appearance and vice versa. During an active LNCC:

- When you are on a call, if you receive another call, the second caller gets a busy tone. If the Busy Station Call Log feature is enabled, this call is logged as a missed call in the call log.
- In the auto dialing mode, when you dial a number, if your phone receives a call, the phone logs this incoming call as a missed call in the call log.

Activating Limiting incoming calls

About this task

You can activate the Limiting incoming call feature, to limit the number of incoming calls and change multiple call appearance to single call appearance.

Before you begin

Ensure that your administrator has configured the Limiting incoming calls feature for your extension.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Limit incoming calls**, and press **Select**.

Result

The Limit incoming calls feature will be activated.

Deactivating Limiting number of incoming calls

About this task

You can deactivate the Limiting incoming call feature, to remove the limit on number of incoming calls and change single call appearance to multiple call appearance.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Limited incoming calls**, and press **Select**.

Result

The Limited incoming calls feature will be deactivated .

Interrupting a call with a whisper page

About this task

Use this procedure to make an announcement to a person on another extension who is active on a call. The person who is paged can only hear the announcement.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Whisper page**, and press **Select**.
4. Enter the extension number that you want to call.
5. Press **Enter**.
6. Deliver the message when your call is received.

Example

You are on a call with users A, B, and C. You have an urgent message for user A. When you use the Whisper page feature to deliver a message to user A's extension, all three users hear the tone that signals the page, but only user A hears the message.

Call forwarding to your cell phone using EC500

About this task

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

Before you begin

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

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500**, and press **Select**.

Extending a call to your cell phone

About this task

Use this procedure to forward an ongoing call to your cell phone by using the EC500 feature. When you answer the extended call on your cell phone, the call remains active on your office phone. Later you can switch back to your office phone to continue the call.

Before you begin

- Ensure that the feature is activated by the administrator.
- Ensure that EC500 is configured on your mobile phone.
- Ensure that your administrator sets your personal phone number as your destination number.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Extend Call**, and press **Select**.
4. Press **OK**.

You will receive a call on your cell phone to answer the extended call.

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.

Note:

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

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.

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a collection of users who handle similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen, to stop or start receiving calls from a particular hunt group.

Procedure

1. To stop receiving calls from a particular hunt group, press the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, press the corresponding **Hunt Group Busy** button.

Calling in your intercom group

About this task

Use this procedure to call a specific extension or intercom group.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Dial Icom**, and press **Select**.

The intercom group number shows next to the Dial Intercom feature.

4. Press the number that corresponds to the destination extension.
5. Press **Enter**.

Example

Auto icom 2 3: The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.

Excluding others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Before you begin

Ensure that the feature is activated by your administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Exclusion**, and press one of the following:
 - **Select**
 - Corresponding line button

When you activate Exclusion during a call, all parties except you and the calling and the called party are dropped from the call.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Block**.
3. Enter the extension number you do not want the called party to see.
4. Press **Enter** or **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

If you used the Calling Party Number (CPN) Block feature to block displaying your extension on the calls you make, you can change it back using CPN Unblock. CPN Unblock allows parties you call see your extension.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.
3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking.

Tracing a malicious call

About this task

Use this feature to trace a malicious call. Activating Malicious Call Tracing (MCT Act) alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, access the Features menu.
2. To start a trace, scroll to **Malicious call trace**, and press one of the following:
 - **Select**
 - Corresponding line button

An alerting tone or flashing LED signifies the trace is active. Hanging up deactivates MCT Act.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace . Before using the Malicious Call Trace feature, you must understand and comply with these laws.

Multiple Device Access

With the Multiple Device Access (MDA) feature, you can register up to 10 SIP devices with the same extension to transfer active calls between devices.

This feature is available only in an Avaya Aura® environment. Multiple Device Access is configured on Avaya Aura® Session Manager.

MDA limitations

The limitations for Multiple Device Access are the following:

- There is no audio or visual alerting for the third incoming call if two call appearances are already in use.
- When you receive an MDA indication, press the **Phone** button to view the details and join the bridged call.

Related links

[Handling calls and conferences using Multiple Device Access](#) on page 30

[Adding a participant to no hold conference](#) on page 59

Call recording

With the Audix Record feature, you can record your current call.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the Audix Record feature, you must understand and comply with these laws.

Recording a call

Before you begin

Ensure that your administrator activated the feature on your phone.

Procedure

1. Press **Main menu**, and scroll to **Features**.
 2. Press **Select**.
 3. Scroll to **Audix Record**, and press **Select**.
 4. Disconnect the call to stop recording.
-

Activating the screen saver

Procedure

1. Press **Main menu**.
 2. Press **Applications**.
 3. Scroll down to **Activate screen saver**, and press **Select**.
-

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

About this task

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

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

About this task

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

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.

No Hold Conference

The No Hold Conference (NHC) feature allows a user to set up a conference call without interrupting the current conversation.

For example, if you press the administered **No Hold Conference** feature button and then dial an extension the participant that answers the call joins the no hold conference.

If an extension number is pre-configured on SMGR, and you press the **No Hold Conference** feature button the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

Using the **No Hold Conference** feature button you can add more participants to the no hold conference.

If the participants do not answer the call within a prescribed time limit, Avaya J100 Series IP Phones will display an error on the Phone screen.

Adding a participant to no hold conference

About this task

Use this procedure to add participant in to an active call. You can add up to six participant in the no hold conference call.

Before you begin

Ensure that the no hold conference feature is activated by your administrator.

Procedure

1. During an active call, on the Phone screen, press **Main menu > Features**.
2. Choose **No Hold Conference**.
3. Do one of the following:
 - If an extension number is pre-configured, you can press **Select**. The call will be placed to the pre-configured number, when the participant answers the call joins the no hold conference.
 - If the extension number is not pre-configured, you will get a Dial screen to enter the extension number, press **OK**. When the dialed participant answers the call, a no hold conference is created.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

Related links

[Handling calls and conferences using Multiple Device Access](#) on page 30

[Multiple Device Access](#) on page 56

[Dropping the last participant from a conference call](#) on page 38

Using URI dialing to make a call

About this task

Use this procedure to dial an extension with the format username@host where the name of the host includes one of the following:

- IPv4 address

- Fully qualified domain name

Before you begin

Ensure that the Edit dialing feature is enabled on your phone.

Procedure

1. Enter the URI extension by using relevant input method for uppercase and lowercase letters, and numbers.
2. Press the **Call** soft key to make the call.

Busy Indicator

With the Busy Indicator (BI) feature, you can do the following:

- View the status of other users in the network
- Make quick calls to the monitored users
- Transfer calls by pressing the Busy Indicator line key
- Make conference calls with BI users

* Note:

This feature is available only in the Avaya Aura[®] environment.

The icon next to the Busy Indicator line key displays the current status of the monitored user (idle or busy).

The user status is also reflected by the indication of LEDs integrated into the corresponding line keys. See [Busy Indicator icons and LED indication](#) on page 60 for more details.

You can relabel and move a Busy Indicator line key from the Phone keys customization menu. See [Customizing phone keys](#) on page 80 for more details. However, you cannot add or delete Busy Indicator keys configured on your phone. Contact your system administrator if you want to add more BI line keys or delete the existing ones.

Busy Indicator icons and LED indication

Busy Indicator icons look the same as Presence “Available” and “On a call” icons but they might differ depending on the phone or the button module model.

The following table displays the Busy Indicator icons and LED indication for Avaya J169/J179 IP Phones, JBM24 Button Module, and Avaya J100 Expansion Module.

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscaled icons and Avaya J179 IP Phone has color icons.

State	Phone icons	JBM24 Button Module icons	Avaya J100 Expansion Module icons	Red LED for the line key	Green LED for the line key
Idle				Off	Off
Busy				Off	On

Busy Indicator call operations

Making a call to a monitored user

Procedure

Do one of the following:

- On the Phone screen, scroll to the required Busy Indicator line, and press **Call**.
- Press the required Busy Indicator line key.

Making a conference call with a monitored user

About this task

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

Procedure

1. During an ongoing call, press **More > Conf**.
The phone puts the call on hold, and displays the `Select a participant` notification.
2. Press the **Phone** key.
3. Do one of the following:
 - Scroll to the required Busy Indicator line, and press **Call**.
 - Press the required Busy Indicator line key.
4. When the monitored user answers the call, press **Join**.

Call Transfer to a monitored user

Ongoing calls can be transferred to a user on the Busy Indicator line. This transfer is managed similarly to Call Transfer to a phone extension.

You can transfer a call immediately (blind transfer) or after making a consultative call to the monitored user (attended transfer). See [Call Transfer](#) on page 57 for more details on these transfer types.

Making a blind transfer to a monitored user

About this task

Use this procedure to transfer immediately an active call to a monitored user.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
 - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
 - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the `Transfer now or talk with [BI extension number]?` window.

3. Press **Now**.

Your call is transferred to the monitored line.

Making an attended transfer to a monitored user

About this task

Use this procedure to transfer an active call to a monitored user by talking to this user first.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
 - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
 - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the `Transfer now or talk with [BI extension number]?` window.

3. Press **Talk**.

The current call is placed on hold, and a call to the monitored user is established.

4. To end your consultative call and to transfer the held call, press **Complete**.

Shared control

With the shared control feature, you can operate phones from the Avaya Equinox® client and use high quality audio of the phone. Shared control is supported on all Avaya J100 Series IP Phones models.

Phones must be registered with Avaya Aura® to establish a shared control connection. When you log in to your phone and Avaya Equinox® in the shared control mode, you can control the phone through Avaya Equinox®. A shared control session might not be established if multiple devices are registered to the same user, depending on the client implementation.

The shared control feature must be activated by the phone administrator and configured on Avaya Equinox®.

*** Note:**

This feature is available only in Avaya Aura® environment.

You can perform the following tasks on the Avaya J100 Series IP Phones:

- make a call
- answer a call
- place and resume a call on hold
- mute and unmute a call
- call transfer
- conference

Notifications:

You will get the following messages on your phone screen after the phone is configured or disconnected from Avaya Equinox®:

- Shared Control is active
- Shared Control is inactive

For information on installing and configuring Avaya Equinox®, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows* and *Using Avaya Equinox® for Android, iOS, Mac, and Windows*.

WML browser

Wireless Markup Language (WML) is an XML-based markup language used by Avaya J100 Series IP Phones.

The WML browser feature allows you to view WML web pages.

With the WML browser feature, you can access the Home page, **Click to Dial** and **Add to Contacts** applications.

All WML browser elements are designed by the system administrator. Contact your system administrator if you want to change the pre-configured layout.

Accessing the WML browser

About this task

Use this procedure to access the pre-configured WML browser on your phone.

Before you begin

Ensure the system administrator has configured the Browser application.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.

3. Scroll to **Browser**, and press **Select**.
4. Use the following controls to access the Browser application elements:
 - a. **Up** and **Down** navigation arrows to scroll the Home page up or down
 - b. **Left** and **Right** navigation arrows to navigate the history
 - c. **OK** button to go to a page link or select an option
 - d. **Home** to go to the Home page
 - e. **Refresh** to reload the current card
 - f. **Exit** to return to the Applications menu

Team Button

When the administrator configures the Team Button feature for your phone, you can do the following:

- Monitor another phone to know whether calls are redirected to another phone.
- Monitor another phone to know whether that phone has an active call.
- Answer calls that ring on the monitored phone.

Use the Team Button soft key to:

- Make a speed dial call to the monitored phone. You can do this when the monitored phone is not in use.
- Transfer an active call to the monitored phone.

The call redirection feature, Send All Calls, Call Forward, or ECF, might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on Avaya Aura[®] Session Manager:

- The monitored phone setting that enables the monitoring phone to override call redirection directly or through a choice provided to the user.
- The monitoring phone setting that enables the phone to override the call redirection feature that is active on a monitored phone.

For more information to set the overriding permission on Avaya Aura[®] Session Manager, see *Administering Avaya Aura[®] System Manager*.

The following table shows different icons of the Team Button feature:

Icon	Indication
------	------------

Table continues...

	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.
	The monitored extension is idle, and the user has enabled ringing.
	The monitored extension is idle, and the user has enabled ringing from multiple lines.
	The monitored extension is busy on other call, and the user has enabled ringing.
	The monitored extension is busy on other call, and the user has enabled ringing from multiple lines.

The following table shows different icons of the Team Button feature for Avaya J169/J179 IP Phones:

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored extension for which you want to answer the incoming call.
3. Press **Select**.

Viewing the status of monitored stations

Procedure

1. Go to the Features screen.
2. Scroll to view the status of the required monitored extension.

The Team button screen remains active until you close the screen.

Speed dialing to a monitored extension

Before you begin

Ensure that the monitored phone to which you make the call is in an idle state.

About this task

Use this task to make a call to a monitored phone. If the monitored phone has an active call redirection feature and you can override the feature, the monitored phone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored phone that you want to call.
3. Press **Select** twice.

The phone makes a call to the monitored extension.

Transferring a call to a monitored phone

About this task

Use this procedure to transfer an active call to a monitored phone.

Before you begin

You must be on an active call.

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored phone to which you want to transfer the active call, and press **Select**.

The system puts the active call on hold and rings the monitored phone.

3. To complete the transfer, perform one of the following actions:
 - Press the **Complete** soft key.
 - On-hook the handset.
 - Press the **Speaker** button.

Monitoring other extensions at a glance

About this task

Use this procedure to monitor phones for others. You can see whether an extension is idle or busy at a glance.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. From the Phone screen, scroll to the System Numbers.
2. If necessary, scroll to the line button for the extension you want to check.
3. If that extension is in use, the phone displays **Busy** next to the extension number.

Active call shortcut keys

With Active call shortcut keys, you can use Autodial and Contacts keys as shortcuts during an active call to perform the required action.

The following actions can be performed by pressing these keys:

- Transferring an active call to the selected user immediately or after talking to this user first
- Adding the selected user to an active call to set up a conference call

To configure any of these shortcut actions, contact your system administrator.

Making a call transfer with a shortcut key

About this task

Use this procedure to transfer an active call to another user using an Autodial key or a contact as shortcuts.

Note:

The actual key used for a shortcut action depends on the current configuration.

Depending on the configuration set by the system administrator, the phone might make a blind transfer or an attended transfer immediately after the **Transfer** soft key is pressed. Contact your system administrator for more details.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call transfer.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
 - Press the Autodial or Contact line key.
 - Scroll to the required Autodial line or contact, and press **Transfer**.

The phone displays the `Transfer now or talk with [BLF user extension]?` confirmation window.

2. Press one of the following:
 - **Now**: To immediately transfer the call to the selected user.
The phone displays the Incoming Call screen with the extension the call was transferred to until the user answers the call.
 - **Talk**: To place the call on hold, and to talk with the user first.
3. **(Optional)** If the user does not answer the transferred call, press one of the following in the Incoming Call screen:
 - **Pickup**: to answer the call on your phone.
 - **Ignore**: to end the call.

Making a conference call with a shortcut key

About this task

Use this procedure to add an Autodial user or a contact to an active call to set up a conference call.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as conference call. Contact your system administrator for more details.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
 - Press the Autodial or Contact line key.
 - Scroll to the required Autodial line or contact, and press **Conf**.The phone puts the existing call on hold.
2. When the user answers the call, press **Join**.

Pre-configuration of keys

With the Pre-configuration of keys feature configured, the Phone screen displays a pre-determined set of phone keys for accessing features, applications or line appearances. Phone extensions for autodialing can be also added and accessed with this feature.

The phone configuration is forced by the system administrator, and you cannot change the mapping or labels of pre-configured keys.

Contact your system administrator if you need to replace, move, or relabel the pre-configured keys.

Precedence call

You can override other calls by making a priority call with precedence. You can manually dial the extension number or select the extension from **Contacts** or **Recents**. The precedence level is valid for only one call session. The call precedence levels are:

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.
- PR: Priority.
- Routine: Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

You can start a precedence call from Bridged Appearance, but not from the Team button.

Making a precedence call by using the Main menu

Procedure

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

Making a precedence call by using dial plan configuration

About this task

Use this procedure to make a precedence call manually by dialing the extension number.

Before you begin

Ensure that the Dial plan is configured on the Local Session Controller or Enterprise Session Controller with the Feature Access Code (FAC).

Procedure

1. Lift the handset or press one of the following:
 - **Speaker**
 - **Headset**
 - Corresponding line button

2. Dial the FAC followed by the extension number.

Bridged Call Appearance

Bridged Call Appearance is a unique extension number that is shared among multiple users to communicate through a single call appearance. You can make, receive, and join a call on behalf of the owner by using the bridged appearance. The bridged appearance might display the bridge owner's identity on the receiver's display screen.

Making a call on a bridged line

About this task

Use this procedure to make a call on another user's bridged line.

Before you begin

Ensure that the required bridged line is idle.

Procedure

1. Press the line key of the bridged number that you want to use.
2. Enter the number by using the dial pad.

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

Answering a bridged line call

About this task

When you receive a call from a bridged line, the Phone screen displays the bridge owner's identity. If you receive more than one bridged call, the Phone screen highlights the recent bridged call.

Procedure

1. Do one of the following:
 - Lift the handset.
 - Press **Speaker**.
 - Press the **Answer** soft key.
2. **(Optional)** For multiple bridged call appearances, do the following:
 - a. Press the line key of the bridged number that you want to answer.
 - b. Continue with Step 1.

Joining a call on a bridged line

Procedure

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**.

Presence

With the Presence feature, you can monitor the status of your contacts in real time. The administrator must activate this feature to display presence information on your Phone screen.

You can change your status manually so that other users can see your availability for communication.

Viewing the Presence status of your contacts

Before you begin

- Ensure that the feature is activated by the administrator.
- Set **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

Procedure

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 required contact.

The phone displays the corresponding Presence icon of the contact.

Related links

[Adding a new contact](#) on page 31

Changing your Presence status

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **My Presence**, and press **Select**.
4. **(Optional)** Scroll to **Automatic**.

5. Scroll and press **Select** to choose one of the following:
 - **Available**
 - **Busy**
 - **Away**
 - **Do not Disturb**
 - **Out of Office**
 - **Offline**
6. Press **Save**.

Related links

[Presence icons](#) on page 23

Calendar

With the Calendar feature, you can access the Microsoft® Exchange Server calendar on your phone. You can also view and set a reminder for meetings or appointments.

When Exchange Calendar is active, appointments are displayed in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, change calendar settings, or access the Calendar.

Accessing calendar

About this task

Use this procedure to open calendar on your phone.

Before you begin

Ensure that your administrator has activated **Exchange credentials** on your phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll down to **Calendar**, and press **Select**.

If you are accessing calendar for the first time, the phone displays Exchange credentials screen to access your Microsoft® Exchange Server.

Configuring the Microsoft® Exchange Server calendar

Before you begin

- Ensure that the feature is activated by the administrator.
- Get the following details from your administrator:
 - User name

- Password
- Domain name

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Exchange credentials**, and press **Select**.
5. Type the following details:
 - **Exchange username**: Enter your email ID.
 - **Exchange password**: Enter your password.
 - **Domain name**: Enter the domain name, for example, `avaya.com`.
6. **(Optional)** To enable or disable **Name/Password Prompt**, do one of the following:
 - **Change**: To enable or disable the prompt.
 - The **Right Arrow** key: To enable the prompt.
 - The **Left Arrow** key: To disable the prompt.
7. Press **Save**.

Reviewing your Calendar event

About this task

Use this procedure to view your calendar appointments. You can set the **Enable Exchange Calendar** and **Enable Reminder** option to **Yes** to get a pop-up reminder of your upcoming calendar appointments.

Before you begin

Ensure Microsoft® Exchange is configured on your phone.

Procedure

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 the calendar event, and press one of the following:
 - **Call**: To call the extension number available in the appointment.

- **Details:** To view the details of the calendar event.
 - **Month:** To view the Calendar Event Month screen.
 - **Exit:** To exit from the event screen.
6. In the Calendar Event Month screen, press one of the following:
- **Today:** To view calendar event of the current date.
 - **Day:** To view calendar event of the selected day.

Related links

[Enabling and disabling Exchange calendar](#) on page 83

[Enabling and Disabling Calendar reminder](#) on page 83

Using a Guest Login

About this task

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

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

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**.

Related links

[Logging out of your phone](#) on page 18

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones support SLA Mon™ agent which works with Avaya Diagnostic

Server (ADS). SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint Diagnostics
 - The ability to remotely control IP phones, to assist end users with IP phone configuration and troubleshooting.
 - The ability to remotely generate single and bulk test calls between IP phones.
 - The ability to remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network Monitoring
 - The ability to monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
 - The ability to monitor hop-by-hop QoS markings for voice and video traffic.

Chapter 7: Customization

Phone

Setting the dialing mode

About this task

Use this procedure to set the dialing method used to initiate dialing.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Dialing mode**.
5. Press **Change** and select one of the following options:
 - **Manual**: Press the **Call** soft key to start a call.
 - **Auto**: Ensure that the dialed digits match the dial plan to start a call.
6. Press **Save**.

Related links

[Making a call by using the dial mode](#) on page 26

Displaying call timers

About this task

Use this procedure to display the duration of calls.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.

4. Use the **Down Arrow** key to go to the **Display call timers**.
5. Press **Change** to activate or deactivate the call timers.
6. Press **Save**.

Setting key repeat delay

Before you begin

Ensure that the key repeat delay settings are activated by your administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Key repeat delay**.
5. Press **Change** to select one of the following:
 - **Default**
 - **Long**
 - **Longest**
 - **Off**
 - **Short**
6. Press **Save**.

Setting redial options

About this task

Use this procedure to see the last dialed numbers.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to the **Redial** option.
5. Press **Change**, and select one of the following:
 - **One Number**: To see the last dialed number.
 - **List**: To see a list of the last eight numbers.

6. Press **Save**.

Related links

[Redialing a number](#) on page 26

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.

This feature is only available in the Avaya Aura® environment.

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.

Related links

[Making a call by using speed dial](#) on page 27

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.

6. Press one of the following:
 - **Replace**: To replace the contact with another contact.
 - **Clear**: To remove the contact from the Speed Dial.
7. Press **Replace** or **Clear** when the phone prompts for confirmation.

Setting Mute alert

About this task

Use this procedure to receive a notification alert when your phone is on mute and you try to answer a call.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Mute alerting** option.
5. Press **Change** to select one of the following:
 - **Audible**: The phone beeps to notify that you have muted your phone.
 - **Visual**: The phone displays the mute icon after some time on the phone status line.
 - **Both**: The phone beeps and displays a mute alert message.
 - **None**: The phone disables the mute alert.
6. Press **Save**.

Visual alerting

The beacon LED works in the following manner to indicate incoming calls and messages:

- If there is an incoming call, the beacon LED blinks.
- If there are new voice mail messages, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voice mail messages, the beacon LED turns off every 15 seconds.

Note:

If the call is on hold, the beacon LED stops flashing.

Related links

[Setting Visual alerting](#) on page 80

Setting Visual alerting

About this task

Use this procedure to illuminate the beacon LED when there are incoming calls and messages.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Visual alerting**.
5. Press **Change** to enable or disable visual alerting.
6. Press **Save**.

Related links

[Visual alerting](#) on page 79

Customizing phone keys

About this task

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

Procedure

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)** If the selected line is empty, press **Add**, and do the following:
 - To add a contact, press **Contacts**.
 - 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, and press **Save**.
10. To delete a key, press **Delete**, and then confirm the deletion.

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings.

Procedure

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. Scroll to **Restore**, and press **Select**.
6. In the confirmation window, press **Restore**.

Applications

Enabling the Away timer

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll down to **Presence Integration**, and press **Select**.
5. Scroll down to **Away timer**, and press **Change** to turn on the timer.
6. Press **Change** to turn on the timer.
7. Use the **Down Arrow** key to go to **Away timer value**.

8. Enter the time in seconds.
You can enter any value from 0 to 999.
9. Press **Save**.

Turning call history on and off

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Recents**, and press **Select**.
5. Scroll to **Log calls**, and press one of the following:
 - **Change**: To toggle call history on or off.
 - **Right Arrow** key: To turn on call history.
 - **Left Arrow** key: To turn off call history.
6. Press **Save**.

Enabling and disabling Microsoft® Exchange contact synchronization

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Contacts**, and press **Select**.
5. Scroll to **Enable exchange contacts**, and press one of the following:
 - **Change**: To enable or disable Exchange contact.
 - **Right Arrow** key: To enable Exchange contact.
 - **Left Arrow** key: To disable Exchange contact.
6. Press **Save**.

Calendar settings

Enabling and disabling Exchange calendar

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Enable Exchange Calendar**, and press one of the following:
 - **Change**: To enable or disable exchange calendar.
 - **Right Arrow** key: To enable Exchange calendar.
 - **Left Arrow** key: To disable Exchange calendar.
6. Press **Save**.

Related links

- [Enabling and Disabling Calendar reminder](#) on page 83
- [Reviewing your Calendar event](#) on page 73

Enabling and Disabling Calendar reminder

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Enable Reminder**, and press one of the following:
 - **Change**: To enable or disable calendar reminder.
 - **Right Arrow** key: To enable calendar reminder.
 - **Left Arrow** key: To disable calendar reminder.
6. Press **Save**.

Related links

- [Enabling and disabling Exchange calendar](#) on page 83
- [Reviewing your Calendar event](#) on page 73

Enabling and Disabling Calendar reminder tone

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder tone**, and press one of the following:
 - **Change**: To enable or disable the reminder tone.
 - **Right Arrow** key: To enable the reminder tone.
 - **Left Arrow** key: To disable the reminder tone.
6. Press **Save**.

Setting a reminder and snooze time

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder Time**, and enter the number of minutes. The range is 0 to 99.
6. Scroll to **Snooze Time**, and enter the number of minutes. The range is 0 to 99.
7. Press **Save**.

Setting a day of the week for calendar reminder

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **First Day of the Week**.
6. Press one of the following:
 - **Change**: To change the day.
 - **Right Arrow** key: To change the day in ascending order.
 - **Left Arrow** key: To change the day in descending order.
7. Press **Save**.

Setting Calendar list

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll down to **List Style**, and press one of the following:
 - **Expanded**
 - **Compact**
6. Press one of the following:
 - **Change**
 - **Right Arrow** key
 - **Left Arrow** key
7. Press **Save**.

Activating Do Not Disturb

About this task

Use this procedure to direct incoming calls to a predefined coverage number that is set by the system administrator.

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

Your system administrator must activate the feature for your extension.

Procedure

1. Press **Main menu > Features**.
2. Use the **Down Arrow** key to go to the Do Not Disturb screen.
3. Select **Do Not Disturb**.

Redirecting calls when Do Not Disturb is active

About this task

When your Presence status is set to **Do Not Disturb**, use this procedure to redirect calls.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Presence Integration**, and press **Select**.
5. Scroll to **DND invokes SAC**.
6. Press **Change**, and set the value to **Yes**.
7. Press **Save**.

Audio

Turning automatic gain control on or off

About this task

Use this procedure to adjust the audio output level to for better quality audio.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Automatic Gain Control**, and press **Select**.
5. Select the handset, headset, or speaker for which you want to turn automatic gain control on or off.
6. Press **Change** to turn automatic gain control on or off.
7. Press **Save**.

Enabling and disabling Bluetooth

About this task

You can use Bluetooth enabled devices with your phone.

 **Note:**

Avaya J169 IP Phone does not support the Bluetooth feature.

Before you begin

- Ensure the wireless module is installed in your phone.

Procedure

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:
 - **Change**: 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

About this task

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.

Before you begin

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

Procedure

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 scan devices, press **Scan**.
6. To pair a device, scroll to the headset, and press **Connect**.
7. To unpair and disconnect a paired headset, under Paired devices, press **Unpair > Disconct**.

Turning button clicks on and off

Procedure

1. Press **Main menu**.
 2. Scroll to **Settings**, and press **Select**.
 3. Scroll to **Audio**, and press **Select**.
 4. Use the **Down Arrow** key to go to the Button Clicks screen.
 5. Press **Change** to turn the audio on or off.
 6. Press **Save**.
-

Turning error tones on and off

About this task

Use this procedure to activate the error tone alarm when you perform an incorrect action while using the phone.

Procedure

1. Press **Main menu**.
 2. Scroll to **Settings**, and press **Select**.
 3. Scroll to **Audio**, and press **Select**.
 4. Use the **Down Arrow** key to go to the Error Tones screen.
 5. Press **Change** to turn error tones on or off.
 6. Press **Save**.
-

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Note:

Headset Signaling setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.

3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Headset Signaling**, and press **Select**.
5. Press **Change** to select one of the following options:
 - **Disabled**: Disables signaling from the phone to the headset.
 - **Switchhook and Alert**: Activates the 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 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.
6. Press **Save**.

Setting headset mic level

About this task

Use this procedure to adjust the best headset performance.

Before you begin

- Ensure that you are on a call and the caller's audio level is at 50%.
- Adjust the microphone position as recommended by your headset vendor.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Headset mic level**, and press **Select**.
5. Press one of the following:
 - **Right** arrow key: To increase the gain level.
 - **Left** arrow key: To decrease the gain level.
6. **(Optional)** To set the default gain level, press **Default**.

Configuring hearing aid compatibility

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Handset profile**, and press **Select**.

5. Press one of the following:

- **Default**
- **Normal**
- **Amplified:** Magnifies the normal audio level. The option must be used with caution because long term extended use of the highest volume settings can cause ear damage.

*** Note:**

The amplified audio level will return to normal when the call is ended.

- **Hearing Aid:** Optimizes the sound quality of hearing aids.

6. Press **Save**.

Setting a headset profile

About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

*** Note:**

Headset profiles 6, 7, and 8 are designed to work only with wireless headsets.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Headset profile**, and press **Select**.
5. Scroll to the profile that matches your headset.
6. Press **Change**.
7. Press **Save**.

Related links

[List of headset profiles](#) on page 90

List of headset profiles

Headset Profile	Description
Profile 1	L100 Series Headsets
Profile 2	<ul style="list-style-type: none"> • Plantronics: SupraPlus® Wideband HW251N/HW261N (HIS) • Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)

Table continues...

Headset Profile	Description
Profile 3	<ul style="list-style-type: none"> Plantronics: EncorePro® HW291N/HW301N (HIS) Sennheiser: Circle™ SC 230/260 (CAVA-31)
Profile 4	<ul style="list-style-type: none"> Jabra: BIZ™ 2400 (GN1216) Sennheiser: Century™ SC 630/660 (CAVA-31) VXI: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)
Profile 5	Jabra: GN2000 (GN1216)
Profile 6	Jabra: PRO™ 9470 (14201-33)
Profile 7	Plantronics: <ul style="list-style-type: none"> CS500™ Series: CS510, CS520, CS530, CS540 (APV-63) Savi® 700 Series: W710, W720, W730, W740, W745 (APV-63)
Profile 8	Sennheiser: <ul style="list-style-type: none"> DW Pro1/DW Pro2 SD Pro1/SD Pro2 (CEHS-AV03/AV04) DW Office, SD Office (CEHS-AV03/AV04)

Related links

[Setting a headset profile](#) on page 90

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, 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**.

Display

Changing the background image

Procedure

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 down to the new image.
6. **(Optional)** To preview the image, press **Preview** and then press **Dismiss**.
7. Press **Select**.
8. Press **Save**.

Changing the screen saver

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Scroll to the new image.
6. **(Optional)** To preview the image, press **Preview** and then **Dismiss**.
7. Press one of the following:
 - **Select**
 - **OK**

Setting the screen saver details

About this task

Use this procedure to change the time that elapses before the phone displays a screen saver and to enable clock display on the screen saver.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Screen saver details**, and press **Select**.
5. To change the screen saver time, scroll down to **Screen saver timer**, and do one of the following:
You can enter any value from 0 to 999.
 - Press **(+)** soft key to increase the minutes value.
 - Press **(-)** soft key to decrease the minutes value.
6. To enable clock on the screen saver, scroll to **Clock**, and press **Change**.
7. Press **Select**.

Adjusting the brightness of a phone screen

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Brightness**.
5. Press **Select**.
The phone displays the following list:
 - **Phone**
 - Name of the button module attached to the phone.
6. On **Phone**, press one of the following:
 - **Right Arrow** key: To increase the brightness.
 - **Left Arrow** key: To decrease the brightness.
7. Press **Save**.

Setting the display language

Procedure

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 backlight timer

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Backlight timer**, and enter the number of minutes. The range is 0 to 999.
5. Press **Save**.

Setting the time format

Procedure

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 **Change** to select one of the following options:
 - **Time Format 24 Hour**
 - **Time Format 12 Hour**

6. Press **Save**.

Setting the date format

Procedure

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 Date Format screen.

The phone displays one of the following:

- **Default**
 - **mm/dd**
 - **dd/mm**
 - **mm.dd**
 - **dd.mm**
 - **mm-dd**
 - **dd-mm**
 - **mmm dd**
5. Press **Change** to select one of the options.
 6. Press **Save**.

Setting the time zone

About this task

Use this procedure to set the current time of the phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Select **Time Zone** to go to the My time screen.
5. To set the required time, do one of the following:
 - Use the **Left Arrow** and **Right Arrow** key.
 - Press - or + soft key.

6. Press **Save**.

Setting the text size

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll down to **Text size**, and press **Select**.
5. Press one of the following:
 - **Right** arrow key: To increase the font size.
 - **Left** arrow key: To decrease the font size.
6. **(Optional)** Press **Default** to restore the default font size.
7. Press **Save**.

Setting the phone screen width

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Phone Screen width**, and press **Select**.
5. Press **Change** to select one of the following options:
 - **Full**: Each call appearance or feature occupies the entire width of a line.
 - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
6. Press **Save**.

Setting the network mode

About this task

To 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.

*** Note:**

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

Before you begin

Ensure that the system administrator gave you access to perform this task.

Procedure

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 a 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.
 9. When you switch **Network mode** from **Wi-Fi** to **Ethernet** , press **Save**.
 10. The phone will prompt for permission to restart, press **OK**.

Press **Cancel** to go back to previous step.

Related links

[Setting the network configuration](#) on page 98

[Connecting to a Wi-Fi network](#) on page 99

Setting the network configuration

About this task

To set the network configuration to Auto or Manual. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

When network configuration is Auto, every time the phone restarts, it will connect to the pre-configured network that your administrator has set up.

When network configuration is Manual, every time the phone restarts, it will connect to the network that you manually configured by [Setting the network mode](#) on page 96 or [Connecting to a Wi-Fi network](#) on page 99, irrespective of the pre-configured network that your administrator has set up.

Note:

Any time you manually change the connected network, the phone will automatically set **Network config** to **Manual**.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network config**.

The Network configuration shows following two options:

- **Auto**: To automatically connect a network.
 - **Manual**: To manually connect to a network.
5. Press one of the following:
 - **Toggle**
 - **Right** arrow key
 - **Left** arrow key
 6. Press one of the following:
 - **Save**
 - **OK**

Note:

If you do not want your phone to restart and stay in the Manual mode when you switch **Network config** from **Auto** to **Manual**, press **Save**.

If you switch **Network config** from **Manual** to **Auto**, press **Save** and then do either of the following:

- If the currently-connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stay in the Auto mode.
- If the currently-connected network is not the same as the pre-configured network that your administrator has set up, the phone will prompt you for permission to restart before connecting to the pre-configured network.

Related links

[Setting the network mode](#) on page 96

Connecting to a Wi-Fi network

About this task

Use this procedure to connect to a Wi-Fi network. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

* Note:

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

Before you begin

Ensure that the system administrator gave you access to perform this task.

Note the SSID, as this is the name of the Wi-Fi network that the phone will attempt to connect to, see [Setting the network mode](#) on page 96.

Procedure

1. Choose your network mode as Wi-Fi, see [Setting the network mode](#) on page 96.
2. 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.

* Note:

If **SSID** is empty, view the list of Wi-Fi networks.

- **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.
3. Scroll to the required **Wi-Fi network**, and press **Connect** to start the connection process.
 4. Press **OK**, to restart the phone.
 5. Enter the following if the security is WEP or WPA/WPA2 PSK:

Password: The password for the Wi-Fi network.

6. Enter the following if the security is 802.1x EAP:

- **Identity:** Either your personal user id or the shared user id provided by your administrator.
- **Anonymous Identity:** Leave blank or use the shared Anonymous Identity provided by your administrator.
- **Password:** Either your personal password or the shared password provided by your administrator.

Result

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

Related links

[Setting the network mode](#) on page 96

Recording audio parameters

About this task

Use this procedure to record audio parameters information in your phone.

Note:

The saved audio parameters information is used for audio debugging.

Procedure

1. Press **Main menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **Audio parameters**, and press **Select**.
4. Press the **Record** soft key.
5. To stop the recording, press the **Stop** soft key.

Chapter 8: Troubleshooting

Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into Failover mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the Top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in “limbo” and functionality may be limited. When the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the soft keys at the bottom of the display to determine the actions you can take during failover. You can also press the **Phone** button to display the for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in Failover mode:

- If you are on a call when failover occurs, the call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls might not reach you and can go to voice mail.
- Emergency calls might or might not work, depending on the stage of failover and the functionality available on the alternate server.

Troubleshooting

- The Message Waiting Indicator is cleared, but voice mail might still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

Chapter 9: Resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.

Table continues...

Title	Use this document to:	Audience
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
Administering		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
Maintaining		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.

Table continues...

Title	Use this document to:	Audience
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <https://documentation.avaya.com>.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the **Search** field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs** (☆).
Navigate to the **My Content > My Docs** menu, and do any of the following:
 - Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).
Navigate to the **My Content > Watch list** menu, and do the following:
 - Set how frequently you want to be notified, starting from every day to every 60 days.
 - Unwatch selected content, all content in a document, or all content on the Watch list page.As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.
- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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