Avaya J169 / J179 (color display) IP Telephone (CM) – Quick Reference Guide

This document is the basic instructions on your new telephone. It includes brief explanations of the features you will need to use quickly. Please reference the Avaya formal documents for more detailed instruction.

Important Definitions

Softkeys & Softkey Labels – Softkeys are the black, rectangular buttons directly below the display screen that you use to perform actions – the action corresponds to the softkey label in the display. NOTE – The softkey labels are context sensitive, meaning the available actions will change based on the state of your telephone. (If your telephone is idle, you won't see "Hold" or "Transfer" because there is no active call to hold or transfer)

Navigation Ring and Center (or "OK") button – located under the Softkey buttons, these keys enable you to scroll up and down, left and right, through line appearances or menu options on your telephone. You can then use the center or *OK* button to select a line or feature. NOTE - a highlighted line or feature is **white writing on a black background**.

Phone screen vs. Features menu

There are two main screens for your telephone's display: the Phone screen, which shows your line appearances and your Features menu, which can show additional appearances and features if programmed by your administrator. Use the Navigation Ring left or right to toggle between the two screens. You can then scroll up and down within the Features menu to view and activate available features.

Press the **Phone** button to bring your telephone's display to the screen with your phone lines and options for placing and receiving phone calls.

Press the **Message** button to access your voicemail. This button along with the indication on the top right of your telephone will light red when you have new messages. (VM Access: Internal **5101**, and external **609-343-5101**. Default password: **2580**)

Login to an unregistered or vacant telephone. . .

☎ From an unregistered telephone's login screen, enter your **4 digit extension**, followed by *Enter*
☎ Enter the security code "23456" followed by *Enter.*

Login to a telephone registered to another extension. . .

☎ Note the telephone number you are overtaking (especially for a common area telephone)
☎ Press the **Main Menu** button ☰
☎ Scroll to and select *Log Out*. Confirm.
☎ Follow the Login instructions above to register your 4 digit extension to this telephone.

If you would like to change the security code (default 23456), follow the following procedure:
  ☎ Lift the receiver, and dial the feature code 147, you will hear dial tone.
  ☎ Dial your 4 digit extension, followed by #
  ☎ Dial the current security code (default 23456), followed by #
  ☎ Enter your new 5 digit security code, followed by #
  ☎ Repeat the new 5 digit security code, followed by #.   You will hear a confirmation tone.
    Example: Your extension is 4321. Your new security code is 98765: You would dial:
      147, 4321#, 23456#, 98765#, 98765#

Call Appearance buttons, also referred to as "Line" buttons show your extension, and can be used to get dial tone or answer a call. A station has multiple appearances of the same extension but the last appearance is typically reserved as an outgoing only line.

Dialing

☎ Internal extension, dial the 4 digit digit extension number.
☎ For an external call, dial 9, followed by the entire telephone number.
☎ **On Hook Dialing** allows you to dial without lifting the handset or pressing the speaker button.
☎ Press the *Drop* softkey in the event of a misdial when transferring or conferencing, you will return to dial tone, input the correct number.

Dialing 911 for an Emergency

☎ Dial "911" to reach your local Emergency Services. Stay on the line and report the issue and location.
☎ The system will immediately activate a "Crisis Alert" button on appropriate Security telephones at your location, including the telephone that dialed "911" so that they are informed and can direct Emergency Services as needed. (Users with the "Crisis Alert" buttons will need to note the display information, and press the key twice to acknowledge and dismiss the ringing / alert)

Answering a ringing call. . .

☎ Lift the receiver.
☎ Or, press the **Speaker** button.
☎ Or, press the **Line** button corresponding to the call
☎ Or, press the **Answer** softkey corresponding with the display feature.
☎ Or scroll to the ringing line appearance, and select **OK**
    While your telephone is ringing, you can also press the *Ignore* softkey, to shut off your ringer for the individual call or the *To Vmail* softkey to interrupt the call and send it directly to your voicemail box.

Answering a second call. . .

  ☎ Press the *AnsHold* softkey, to place the first call on hold while answering the second in one step.
  ☎ Or, press the *AnsDrop* softkey, to disconnect the first call and answer the second in one step.
  ☎ You can also press the *To Vmail* softkey to interrupt the second call and send it directly to your voicemail.
  ☎ A bridged line provides an appearance of another user's extension. Press the ringing line button to answer, **OR** you may automatically be connected when answering, *if so programmed*.

  ☎ **Bridged Lines**, select the call that you want to answer, press the *Answer* softkey the ringing line will be selected automatically if there are no other active calls. (Bridged lines typically belong to someone else but bridging allows you to see if that line is in use and answer calls on that line).

Initiate a call. . .

☎ Lift the receiver, begin dialing
☎ Or, begin dialing to automatically access speaker function
☎ Or, press the *Redial* softkey to access the last number redial feature

Put a call on Hold. . .

☎ While on an active call, press the *Hold* softkey.
☎ Make sure the desired line is highlighted, then press the *Resume* softkey to get back to caller
☎ Or, press the **Line** button next to the held call

Transfer a call. . .
☎ While on an active call, press the *Transfer* softkey.
☎ Dial the destination number you are transferring to.
☎ Press the *Complete* softkey (stay on the line to announce or press *Complete* immediately for a blind transfer)

If the destination is not available or you need to try another extension
☎ While the destination line is highlighted, press the *Drop* softkey
☎ Dial an alternate destination, or Press the original call **Line** button, or highlight the line appearance and press the *Resume* softkey.
☎ Or, press the *Cancel* softkey to stop the transfer process and return to the original caller

Transfer a call to AAM (Voicemail)
☎ While on an active call, press the *Transfer* softkey.
☎ Enter **5101** or press the Messages button.
☎ When the system answers, press star (*). Enter the recipient's mailbox number.
*If you are transferring from a telephone that does not have a mailbox, you will not need to press * before entering the recipient's mailbox number.
☎ To complete the transfer, press the *Complete* softkey.

Conference up to six parties. . .
☎ While on an active call, press the *Conf* softkey.
☎ Dial the next telephone extension
      You can also use your *Contacts* or *History* feature to make the call
☎ After called party answers, press the *Join* softkey.
☎ Press the *Add* softkey and repeat process for additional conference parties
☎ Conference Display allows you to view the participants, press Conf Display and scroll through.
Add a person on hold to a Conference Call. . .
☎ Press *Conf* softkey, or *Add* softkey if you are already in a conference.
☎ Scroll to and select to resume the held call that you want to add to the conference.
☎ Press *Join* softkey to add the person to the conference call.

Send All Calls . . .
This button directs all your calls to your voicemail immediately. Diverted calls will still register in your Missed Calls list.
☎ From the Phone screen, select the *Send All* softkey to turn on.
☎ Press the *Send All* softkey again to turn off.

Directory / Next / Make Call. . .
These features work together to help you find an extension number of another co-worker and call them.
1. Scroll to **Features** using the right or left navigation keys
2. Scroll to and select *Directory* using the navigation keys.
3. Using the touchtone keypad, spell out the last name of the person you wish to find. This is **not** like text messaging – press the corresponding number once only for each letter you want to spell. Example, press the 2 button once to select B and then go to the next letter of the name.
4. Continue to spell the entry by completing the spelling of the last name. Use the **1** key to indicate that you wish to spell the first name. Use the * (star) key to indicate an apostrophe or hyphen.
5. For multiple entries of the same name, use *Next* to scroll through the matches.
6. Scroll to and select *Make Call* to dial the number, or press the **Phone** button to exit.

Voice Activated Directory. . .
Dial **5199**, and follow the prompts to speak the recipient's full name.
The auto attendant will transfer you to that extension.

Recording a conversation "on the fly" – for emergency / malicious call use ONLY
☎ This feature will record a threat, malicious call, and save the recording to the user's mailbox for further review.
      When the initiator presses the **audix-rec** button, the LED for the audix-rec button flashes. After a few seconds, the telephone displays of all internal users on the call change to Conference. The number of parties on the call increases by one. The LED on the telephone of the initiator stays on, and no longer flashes. This light indicates that Communication Manager Messaging is ready to record (optional) Communication Manager Messaging starts to record the conversation. The system plays the ready indication tone to indicate that recording is started. Only the initiator hears any Communication Manager Messaging announcements.
☎ To stop the recording at any time, the initiator can press the **audix-rec** button again.
      The LED on the telephone of the initiator goes out. The number of parties on the call decreases by one. The call remains active. The initiator can press the **audix-rec** button to start and stop recording the same conversation any number of times. Each time creates a separate recorded message.

If the initiator hangs up while Communication Manager Messaging is recording the conversation, the recording ends.
If the call is originally a two-party call and the other party hangs up, the recording ends. If the call is originally a multiple-party conference call and someone other than the initiator hangs up, the recording continues.
When the recording ends, the system saves the recorded conversation in the voice mailbox of the initiator as a new voice mail message.

☰ Press the **Main Menu** button to adjust and customize options and settings, such as screen contrast and ring tones. You can also use this button to access additional Web-based applications if programmed by your administrator, to view network settings, and to log out.

The Avaya main menu has several choices to enable you to customize your phone. Some main options are:

- Options & Settings
- Browser (if enabled)
- Network Information (requires administrative password to modify)
- Log Out (logs telephone out of the network, cannot receive incoming calls until "Login" completed)

The **Options & Settings Menu** includes choices which enable you to change your call settings, personalize button labels, adjust brightness and contrast, select your ringing patterns, etc. The Options & Settings menu choices are:
- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Changing useful Call Settings. . .
1. Press the **Main Menu** button
2. Select *Options and Settings*
3. Select *Call Settings*
4. Scroll to and select the desired option:
   - ☎ Redial: Toggle between "One Number" and "List"
   - ☎ Visual Alerting (voicemail light in upper right corner will flash to indicate incoming call): Toggle On/Off
   - ☎ Pair Contacts to Calls (Name field in your saved Contacts will pair with incoming caller id): Toggle On/Off
5. Select **Save** softkey when complete.

To Re-label Buttons, such as bridged appearances. . .
Press the Avaya **Main Menu** button.
1. Select *Options and Settings***.**
2. Select *Application Settings***.**
3. Select *Personalize Labels***.**
4. Scroll to and select the feature or appearance you would like to re-label using the navigation keys.
5. Type in the new label and press the **Save** soft-key.

Changing useful Screen and Sound Options. . .
1. Press the **Main Menu** button
2. Select *Options and Settings*
3. Scroll to and select *Screen & Sound Options*.
4. Scroll to and select the desired option:
   - ☎ Brightness or Contrast: Use right/left arrows to adjust
   - ☎ Personalized Ringing *(14 different ring patterns available):* Use the arrows to sample available ring tones. Press **"Rich"** or **"Classic"** to toggle between ring types.
   - ☎ Button Clicks: Use **Change** softkey or **OK** to toggle between On/Off
   - ☎ Phone Screen Width**:** Use **Change** softkey or **OK** to toggle the screen width from Full (each call appearance or feature occupies the entire width of a line) to Half (each call appearance or feature occupies half the width of a line, effectively splitting the screen in half)
5. Press **Save** softkey when complete

👤 Press the **Contacts** button to view up to 250 Contacts, with up to three telephone number entries each.

View Contacts Details. . .
1. Press the **Contacts** button to display the Contacts screen.
2. Scroll to the contact you want to view.
3. Press the **Details** softkey. If not visible, press the **More** softkey.

Adding a New Contact. . .
1. Press the **Contacts** button
2. Press the **New** softkey,   If **New** is not visible, press the **More** softkey.
3. Enter the name using the dialpad (like text messaging)
   - If you need to remove a letter, use the left and right arrows to place your cursor after the character you want to delete and press **Bksp.**
   - Press the softkeys below **More → Abc** to change between upper and lower case letters or to enter numbers, or press **ABC** repeatedly to cycle through the options (*Abc/123/abc/ABC*) until the type you want to use is displayed.
   - Press the softkeys below **More → Symbols** to enter characters that are not on your dialpad. Select the symbol you want to use and press **Insert.**
   - Press *Clear* to delete all text and start over.
4. Use the Navigation Arrows to scroll to the next field, or press the adjacent **Line** button to select the next field.
5. Enter the telephone number (*remember to include the 9 if entering an external number*).
6. Scroll to the next field, and select the type of number entered (general, work, mobile, home) by arrowing right or left. The icon will change accordingly.
7. If you have another number for this contact, follow steps 5 and 6 above.
8. Press the **Save** softkey.

Editing a Contact. . .
1. Press the **Contacts** button
2. Scroll to the contact entry you wish to edit.
3. Press the softkeys below **More → Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press the **Save** softkey.

Deleting a Contact. . .
1. Press the **Contacts** button.
2. Scroll to the contact entry you wish to delete.
3. Press the softkeys below **More → Delete** .
4. Press the softkey below **Delete** again to confirm.

 Press the **Recents** or **History** button to view your received, missed, and outgoing calls. The telephone will store 100 log entries shared between the three categories.

Viewing the Call History. . .
1. Press the **History** button.
2. Scroll to the right or left to view separate lists of your missed, answered, outgoing or all calls.
   - **NOTE:** *You can scroll quickly to the top of the list by pressing* **History** *again.*

Calling an entry in your History. . .
1. Press the **History** button.
2. Scroll to and select the number you want to call, or press the **Call** softkey.

Viewing History Details. . .
3. Press the **History** button.
4. Scroll to the number you want to view.
5. Press the **Details** softkey.   If **Details** is not an option, press the **More** softkey.
6. Press the **Back** softkey to return to the list view.

Adding an Entry from the History to your Contacts List. . .
1. Press the **History** button.
2. Scroll to the entry you want to add to your Contacts list.
3. Press the **+Contact** softkey.   If this is not on your display, press the **More** softkey.
4. Edit name and telephone number, if necessary. (Follow editing instruction in the "Contacts" section)
5. Press **Save.**

Removing an Entry from the History. . .
1. From the **History** screen, scroll to the entry you wish to delete.
2. Press the **More** softkey, if necessary.
3. Press the **Delete** softkey
4. Press the **Delete** softkey again to confirm, *or* press the **Cancel** softkey if you wish to retain the entry.

Clearing all Entries from the History. . .
1. From the **History** screen, scroll right or left to select the list you want to delete. (All Calls, Outgoing Calls, etc.)
2. Press the *More* softkey, if necessary.
3. Press the *Clear All* softkey to delete all of the entries in the list you are viewing.
4. Press the *Clear All* softkey again to confirm.

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