



# Avaya J169/J179 IP Phone H.323 Quick Reference

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## Logging in to your phone

Perform this task to log in to your phone. Log in from the initial screen when it prompts you for your extension.

If multiple gatekeepers are configured for the phone, the phone stops at the discovery mode in the following conditions:

- The login credentials are incorrect.
- The phone is logged in. One of the gatekeepers is not reachable, because of an upgrade or a network outage. In the discovery mode, press **Reset**. The phone deletes the credentials from the memory, reboots, and displays the login page.

If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

1. Press **Log In**.
2. Enter your extension.
3. Press **Enter** or **OK** or **#**.
4. Enter your password. Enter the password that your administrator assigned to you.
5. If your administrator configured the system to allow visiting user privileges the deskphone prompts for Login Mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this deskphone (Visiting User) or not (Default).
6. Press **Enter** or **OK** or **#**.

## Logging in as a guest user

Log in to another phone as a guest and use the features and functionality of your own phone.

### \* Note:

The guest user login option is available on your phone only if the administrator has configured the feature. Guest user login does not use the contacts list available on the phone. The previous contacts list is cleared, and the phone displays only the contacts of the guest user.

1. Press **Main menu**.
2. Select **Guest Login**.
3. Enter your extension number.
4. Enter your password.
5. Press **Enter** or **OK**.
6. Scroll left or right to select the expected amount of time from 1 to 12 hours that you might use this phone.  
You can log out as a guest at any time despite the duration that you select.
7. Press **Enter** or press **OK**.

## Navigation

### Main menu

The menu options that are available to you to view the current settings and configure the required parameters on the Avaya J169/J179 IP phones.

Name	Description
<b>Options &amp; Settings</b>	To change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.
<b>Browser</b>	To access additional web-based applications. If your administrator did not configure the browser option for your phone, your phone does not display the browser option.
<b>Network information</b>	To check phone settings or network settings.
<b>VPN settings</b>	To display the VPN information.

Table continues...

Name	Description
<b>Log Out</b>	To sign off the phone, to protect your settings, or to let another user to log in.
<b>About Avaya IP Deskphone</b>	To display the phone software version.

## General icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

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.
	The phone has activated the EC500 feature.
	Incoming call alert.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	End of a list; scroll up to see choices.
	Pressing - on the <b>Volume</b> button continuously causes the volume to turn off. To reinstate volume, press + on the <b>Volume</b> button.
	Your administrator might place this icon on one of your softkeys as an energy-saving measure. Pressing

Table continues...

Icon	Description
	this softkey turns the display backlight off. When the backlight is off, any activity on your phone turns the backlight on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension or password within 60 seconds after the prompt for the extension and password. In this situation, your phone might register with the call server, but will show only one call appearance, no features, and will allow only outgoing calls. To change from the unnamed registration state, login with a valid extension and password.
	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.

## Making a call

### Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

### Making an emergency call

If your administrator configured emergency calling for your phone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

#### \* Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, **Emerg**

softkey is not available. You must manually dial the emergency number.

1. On the Phone screen, press **Emerg**.
2. To end the emergency call, press **Drop**.

### Calling a person from the contacts list

1. Press **Contacts**.
2. Select the person or primary number that you want to call.  
To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Press **Call** or **OK**.

### Calling a person from the call history

1. Press the **Recents** button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button or press the corresponding line key (LED).  
Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.

### Making a call using edit dialing

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

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
3. Press **Call** or **OK**.

### Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset, or you can press the corresponding line key (LED) to answer the call.
- If you are on a call, and the phone displays the incoming call, from the Phone screen scroll to the line with the incoming call and press **Ans Hold** or press the corresponding line key (LED) to automatically put the first call on hold when you

answer the new call. Also, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

## Contacts

### Adding a new contact

You can add up to three numbers for a contact.

1. Do one of the following:
  - If this is your first contact list entry, press **Contacts > New**.
  - If you already have entries in your contact list, press **Contacts > More > New**.
2. Enter the name using the dialpad.
3. Scroll to the next field.
4. Enter the number.
5. Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
6. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.  
You can add up to two additional numbers for this contact, but you can designate only one number as primary.
7. Press **Save**.

### Searching for a contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

## Using Voicemail

### Receiving your messages

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you

have a message. You can use this feature only if your administrator has enabled this feature.

## Retrieving a voice mail

Use this procedure to listen to your voice mail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

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

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## Advance feature

### Activating EC500 for simultaneous ringing on multiple phones

Using the EC500 feature, you can program your phone in such a way that the phone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press one of the following:
  - **Select**
  - **OK**
  - Corresponding line button

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## Customization

### Setting dialing options

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Edit dialing**.

3. Press **Change** to select **On** (Enabled) or **Off** (Disabled).  
When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
4. Press **Save**.

### Setting Headset Signaling

You can set your deskphone to ring through your headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

**\* Note:**

Not all headsets support audible alerts.

1. Press **Main menu**.
2. Select **Options and Settings**.
3. Select **Call Settings**.
4. Select **Headset Signaling**.
5. Select from the three settings using the corresponding buttons.
  - **None:** No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
  - **Switchhook and Alerts:** Every 5 seconds the phone plays an alert tone in the headset on an incoming call. Both switch-hook buttons of the headset and the phone work for an incoming call.
  - **Switchhook only:** The phone does not send the ringing tone to the headset. Headset switchhook button is non functional.
6. Press **Save** to save the setting or **Cancel** to return to the menu without saving.

### Adjusting the brightness or contrast of the display

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.
7. Press **Change** or **OK**.
8. Select **Phone** or an attached button module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

### Changing the display language

1. Press **Main menu**.

2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Language**.

**\* Note:**

The language option is available only if the administrator has enabled the option for your phone.

7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

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## For more information

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