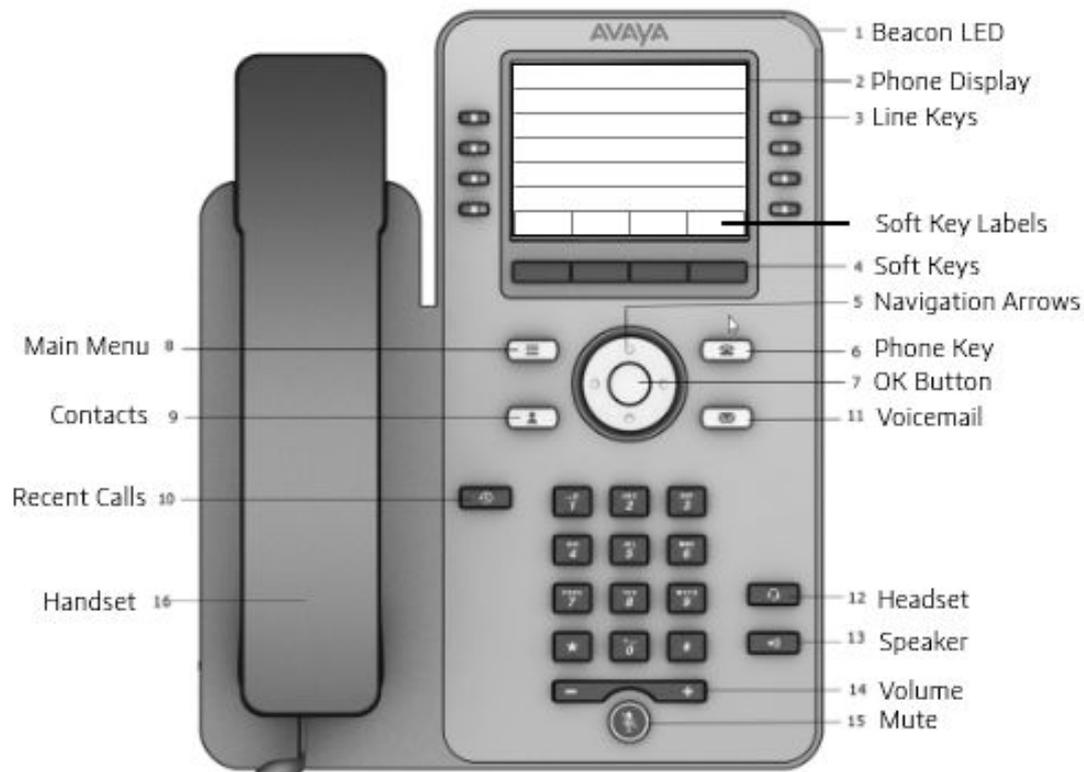


# Avaya J179 Deskphone Quick Start



# Button Overview

No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: <ul style="list-style-type: none"><li>• Incoming call</li><li>• Voice mail</li></ul>
2	Phone Display	Displays two areas: <ul style="list-style-type: none"><li>• Top Bar: It is always visible, displays communication status, time, date, and device status.</li><li>• Application area displays the following:<ul style="list-style-type: none"><li>○ Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call.</li><li>○ Application content area: It displays menus, lists, pop-up windows, images, or other application content.</li><li>○ Soft key labels area: It displays labels with information about the state of soft key buttons.</li></ul></li></ul>
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. The default action depends on the application and the context.
4	Soft Keys	Used to select the corresponding label of context-specific actions. With the Help soft key, you can view a short description of the features available on your phone. Soft Key Labels are context sensitive and will change depending on the active feature.

# Button Overview

No.	Name	Description
5, 7	Navigation Cluster	Used to navigate on the Phone screen and other menus. <ul style="list-style-type: none"><li>• Up and Down keys: To scroll up and down.</li><li>• Right and Left keys: To move cursor in the text input field, and to toggle values in the selection fields.</li><li>• OK button: The center button of the navigation cluster. Used to select the action assigned to the first soft key.</li></ul>
11	Voicemail	Dials the voicemail system
12	Headset	Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset.
13	Speaker	Toggles the Speaker
14	Volume	Adjusts volume of Speaker, Headset or ringtone up(+) or down (-)
15	Mute Button	Used to Mute or unmute the active call
16	Handset	Used to make or receive calls

# Button Overview

Application Keys provide direct access to the corresponding applications:

No.	Name	Description
6	Phone Key	Returns to the home screen.
8	Main Menu	Displays a list of options, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recent Calls	Displays the list of recently called or received calls.

# Using the phone

<b>Log In</b>	<p>Your phone must be logged in with a valid extension in order to receive calls. If the phone is not logged in, you will see a prompt to "Enter Username" on the display.</p> <ol style="list-style-type: none"><li>1. Enter your 5-digit extension as the Username, and then press the 'OK' button.</li><li>2. The cursor will then move into the "Password" field. Enter the password and then press the 'OK' button.</li></ol> <p>If you need to retrieve the password, contact the UW Technology Service Center at <a href="mailto:help@uw.edu">help@uw.edu</a> or 206.221.5000. NOTE - this password is not the same as the security code used to access your voice mailbox.</p>
<b>Place a call</b>	<p>Place a call in any of the following ways:</p> <ol style="list-style-type: none"><li>a. Lift the handset and dial the number</li><li>b. If you are using a headset, press the HEADSET button and dial the number</li><li>c. If you are using the speakerphone, press the SPEAKER button and dial the number</li></ol> <p>The active line appearance LED will light up red and green and the Dial window will pop up on the screen.</p>
<b>Answer a call</b>	<p>When an incoming call rings to your extension, the incoming call window pops up with the available caller ID information.</p> <p>To Answer an Incoming Call:</p> <ol style="list-style-type: none"><li>A. Lift the handset</li><li>B. If you are using a headset, press the HEADSET button</li><li>C. To use the speakerphone, press the SPEAKER button</li></ol> <p>To Answer a Second Incoming Call: Press the Hold softkey to place the first call on hold, and then answer the second call on the ringing line appearance.</p>
<b>Redial</b>	<p>Press the Redial softkey to call the last dialed number (the Redial button will only display after you have made a call).</p>

# Using the phone (cont)

<b>Hold</b>	To place a Call on Hold: Press the Hold softkey (The green light next to the line button flashes when the call is on hold and the hold icon appears on your display) Retrieving the Held Call: Press the Resume softkey to retrieve the call
<b>Transfer</b> a call from your phone to another phone	<ol style="list-style-type: none"><li>1. During a call, press the Transfer softkey on the bottom of the display. (the call is automatically put on hold and the next available line becomes active)</li><li>2. You will be prompted to select one of your <b>Contacts</b> (via the <b>Contacts</b> button) or select the <b>Dial</b> softkey to enter a number.</li><li>3. Press Complete softkey now, or wait for the party to answer and press Complete to finish the transfer. (to stop the transfer and return to the caller, press the Cancel softkey or press the line appearance holding the original call)</li></ol>
<b>Conference</b> Your phone supports up to 6-Party conference calls	Setting up a Conference Call: <ol style="list-style-type: none"><li>1. While on call, press the Conf softkey (the call is automatically placed on hold and the next available line becomes active)</li><li>2. Dial the number of the next party</li><li>3. Once the next party answers, press the Join softkey or the OK button to add all parties to the call</li><li>4. Press the Add and repeat steps 2-3 to add additional parties to the conference call as needed (up to a total of 6)</li></ol> Using the Conference Button to Add an Incoming Call to An Active Call: <ol style="list-style-type: none"><li>1. While on an active call and receiving another call, Click Hold to place first caller on Hold and answer call</li><li>2. Press the Conf softkey (or Add if you are already on a conference)</li><li>3. Select the call on hold that you want to add to the conference</li><li>4. Press the Join softkey (you have successfully added two calls together)</li></ol> Drop the Last Person Added to the Conference Call: <ul style="list-style-type: none"><li>o Press the Drop softkey. The last party connected to the conference call is dropped from the call</li></ul>

# Using the phone (cont)

<p><b>Call Forwarding</b> Forward all of your calls to another number</p>	<p><u>Activate Call Forwarding</u></p> <ol style="list-style-type: none"><li>1. Dial [*][7][2]</li><li>2. When you hear dial tone, enter the 5-digit extension number where calls should be forwarded to. To forward to an off-campus number within the Greater Seattle Area, dial 9 + area code + 7-digit number</li></ol> <p><u>Cancel Call Forwarding of All Calls</u></p> <ol style="list-style-type: none"><li>1. Dial [*][7][3]</li></ol> <p>To have a Call Forward button programmed on your phone, contact the UW-IT Service Center at 206-221-5000.</p>
<p><b>Send All Calls</b> Immediately send all of your calls to voicemail</p>	<p><u>Activating and Deactivating Send All Calls</u></p> <ol style="list-style-type: none"><li>1. Use the Navigation buttons to scroll down to the Send Calls button and press it. The LED will change color to indicate the Send Calls state- Red for Off and green for On</li><li>2. Press Send All button again to turn this feature off</li></ol>
<p><b>Conference</b> Your phone supports up to 6-Party conference calls</p>	<p>Setting up a Conference Call:</p> <ol style="list-style-type: none"><li>1. While on call, press the Conf softkey (the call is automatically placed on hold and the next available line becomes active)</li><li>2. Dial the number of the next party</li><li>3. Once the next party answers, press the Join softkey or the OK button to add all parties to the call</li><li>4. Press the Add and repeat steps 2-3 to add additional parties to the conference call as needed (up to a total of 6)</li></ol> <p>Using the Conference Button to Add an Incoming Call to An Active Call:</p> <ol style="list-style-type: none"><li>1. While on an active call and receiving another call, Click Hold to place first caller on Hold and answer call</li><li>2. Press the Conf softkey (or Add if you are already on a conference)</li><li>3. Select the call on hold that you want to add to the conference</li><li>4. Press the Join softkey (you have successfully added two calls together)</li></ol> <p>Drop the Last Person Added to the Conference Call:</p> <ul style="list-style-type: none"><li>o Press the Drop softkey. The last party connected to the conference call is dropped from the call.</li></ul>

# Using the phone (cont)

## Contacts

The telephone allows you to store up to 250 names and up to 6 different telephone numbers per name.

### Adding a New Contact

1. Press the CONTACTS button
2. Press the More then the New softkey
3. Enter the first name using the dial pad
  - a. Press the Clear softkey anytime you need to start over
  - b. Pause before entering the next character if the characters are on the same key
  - c. To enter a space, press 0
  - d. Press Bksp to delete the last character

### Example:

Pressing the “2” on your dial pad displays the letter “A.” Pressing the “2” key again replaces the “A” with a “B,” pressing it again replaces the “B” with a “C” and pressing it again replaces the “C” with a “2.” Pressing it again re-displays the letter “A,” and so on. Pause before entering the next character if the characters are on the same key. If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press Bksp to remove the character to the left of the cursor.

- Press the softkeys below More > Abc to change between upper and lower case letters or to enter numbers.
  - Press the softkey below Abc again 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 dial pad. Select the symbol you want to use. Press the Insert softkey or OK to select the symbol.
4. Press the down Navigation Arrows to enter the last name
  5. Continue to use the down Navigation Arrow to scroll to the next field to enter the telephone number
  6. When finished, press the Save softkey or the OK button

# Using the phone (cont)

## **Contacts** (cont)

### Adding a contact from the Recents list

1. 1. Press Recents.
2. 2. Scroll to the required number and press +Contact.
3. 3. In the First name and Last name fields, type the relevant information.
4. 4. Press Save.

### Searching for and Calling a Contact

1. Press the CONTACTS button to display the Contacts screen
2. Select the contact you want to view
3. Press the Call softkey or OK button to call that person or the Details softkey to view all information available for that contact

### Editing a Contact

1. Press the CONTACTS button
2. Select the contact entry you wish to edit
3. Press the Details softkey
4. Choose the field you want to edit and press the Edit softkey
5. Use the dial pad and softkeys to make changes to the contact information
6. Press the Save softkey or OK button

### Deleting a Contact

1. Press the CONTACTS button
2. Select the contact entry you wish to delete
3. Press the softkeys below More > Delete
4. Press the softkey below Delete again to confirm

NOTE: If you press Cancel prior to pressing Delete, your contact information will not be removed.

# Using the phone (cont)

## **History**

You can use HISTORY to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.

### Adding an Entry from the Call Log to your Contacts List

1. Press the HISTORY button
2. Select the entry you want to add to your Contacts list
3. Press the +Contact button
4. Using your keypad, edit the name and other preferences, if necessary
5. Press Save

### Viewing Call History

1. Press the HISTORY button
2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls
3. Press Details to view the call information
4. Press the Back softkey to return to the list view

TIP: You can scroll quickly to the top of the list by pressing HISTORY again.

### Calling a Person from the Call History Log

1. Press the HISTORY button
2. Scroll to select the person or number you want to call
3. Press the Call softkey or the OK button

### Removing an Entry from the Call History Log

1. From the HISTORY screen, select the entry you wish to delete
2. Press the More softkey
3. Press the Delete softkey
4. Press Yes or the OK button to confirm; press No to retain the entry

# Using the phone (cont)

<b>History</b> (cont)	<u>Clearing all Entries from Call History</u> <ol style="list-style-type: none"><li>1. Press the Menu button.</li><li>2. Scroll down to Applications</li><li>3. Scroll down to Recents</li><li>4. Press the Delete softkey to delete all records.</li><li>5. To delete a single record, scroll to that record and select Details, the Delete.</li></ol>
<b>EXTENSION TO CELLULAR (EC500)</b> Configuring simultaneous ringing for multiple telephones	The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator. <ol style="list-style-type: none"><li>1. From the Phone screen, press the Menu button and select Features.</li><li>2. Scroll down and select EC500</li><li>3. Press OK to turn simultaneous ringing on or off - indicated by the red or green LED.</li></ol>

# Changing Phone Options

<b>Call Settings (Phone)</b>	<p>Some phone features are user configurable.</p> <p>You may change things like: Call Timers Toggle Beacon LED flashes on Incoming Calls (Alerting on calls) Assigning Speed Dial entries for members of your Contacts (Assign speed dial entries) etc</p> <p>Press the <b>Menu</b> button Press the Select softkey under <u>Settings</u>. Next, press the Select softkey under <u>Phone</u>. To change a menu option in this section, use the Navigation Arrows to highlight the feature and press the Change softkey or the OK button to select.</p> <p>Press Save to keep your changes</p>
<b>Call Settings (Audio)</b>	<p>Some phone Audio features are user configurable.</p> <p>Toggle Button Clicks and Error Tones as well as changing your ringtone..</p> <p>Press the <b>Menu</b> button Press the Select softkey under <u>Settings</u>. Next, press the Select softkey under <u>Audio</u>. To change a menu option in this section, use the Navigation Arrows to highlight the feature and press the Change softkey or the OK button to select.</p> <p>Press Save to keep your changes</p>

# Changing Phone Options

## Call Settings (Screen)

Some Screen options are user configurable.

You may change things like:

Home Screen Mode - Full or Half screen width. Full screen displays 1 column of buttons and half screen displays 2.

Background image - Select from a list.

Brightness

Contrast

etc

Press the **Menu** button

Press the Select softkey under Settings. Next, press the Select softkey under Display

To change a menu option in this section, use the Navigation Arrows to highlight the feature and press the Change softkey or the OK button to select.

Press Save to keep your changes

# Phone Icons

Phone icons are displayed in the Phone Display bar along the very top of the phone screen.

Icons indicate the current state of various phone functions and connection issues.



## Quick Reference for Avaya J169 and J179 SIP IP Phones in Avaya Aura®

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### Main menu

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

**Note:**

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

Icons	Name	Description
	<b>Features</b>	To access administrator activated features.
	<b>Applications</b>	<ul style="list-style-type: none"> <li>To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver.</li> <li>To sign off the phone, to protect your settings, or to let another user log in.</li> </ul>
	<b>Settings</b>	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
	<b>Network information</b>	To check network settings.
	<b>Administration</b>	To access administration settings.

Table continues...

Icons	Name	Description
	<b>About</b>	To view the phone model, software version, default device type, and the default server type.

### General phone icons

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

**Note:**

The icons of Avaya J169/J179 IP Phones look similar but the Avaya J169 IP Phone has grayscale icons and the Avaya J179 IP Phone has colored icons.

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see the Missed Call icon in the Recents application.
	Incoming call indicates you answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.

Table continues...

Icon	Description
	Use the <b>Right</b> or <b>Left</b> navigation arrow to see more pages, screens, or options.
	Scroll left for more options.
	Scroll right for more options.
	Team icon indicating the team member is available.
	Team icon indicating the team member is busy on a call and unavailable.
	Team icon indicating the team member is not on a call, but is forwarding incoming calls.
	Team icon indicating the team member is busy on a call and is forwarding incoming calls.
	<p>Indicates that the phone is not connected to the call server and operates in Failover mode. Some features might not be available or work incorrectly.</p> <p>If the appearance line displays this icon, it indicates that the phone encountered a failure and preserved the media session until the user hangs up.</p> <p>This icon can also indicate that the phone is connected to the call server but the features are not available.</p>
	The EC500 feature is on.
	The Do not disturb feature is on.
	The Call forward feature is on.
	Indicates that the call uses a wideband codec for excellent voice quality.
	Indicates a low network performance or local network issues that might result in lower call quality.
	The Limit Number of Concurrent Calls (LNCC) feature is on.

Table continues...