



Using Avaya J169/J179 IP Phone SIP in third-party call control setup

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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Danger:

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This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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1. L'appareil ne doit pas produire de brouillage, et
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Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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 ISÉ 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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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement



Danger:

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- Power cords shipped with this equipment must not be used with any other equipment. In case the above

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The operation of this equipment is subject to the following two conditions:

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:

- Reorient or relocate the receiving antenna.
- 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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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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

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.
 - For Accessory Power Supply – Use Only Limited Power Supply Pihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

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Chapter 1: Introduction

Purpose

This document describes how to use Avaya J169/J179 IP Phone features in third-party call control setup.

This document is intended for people who want to learn how to use Avaya J169/J179 IP Phone features and capabilities.

Chapter 2: Avaya J169/J179 phone overview

Phone overview

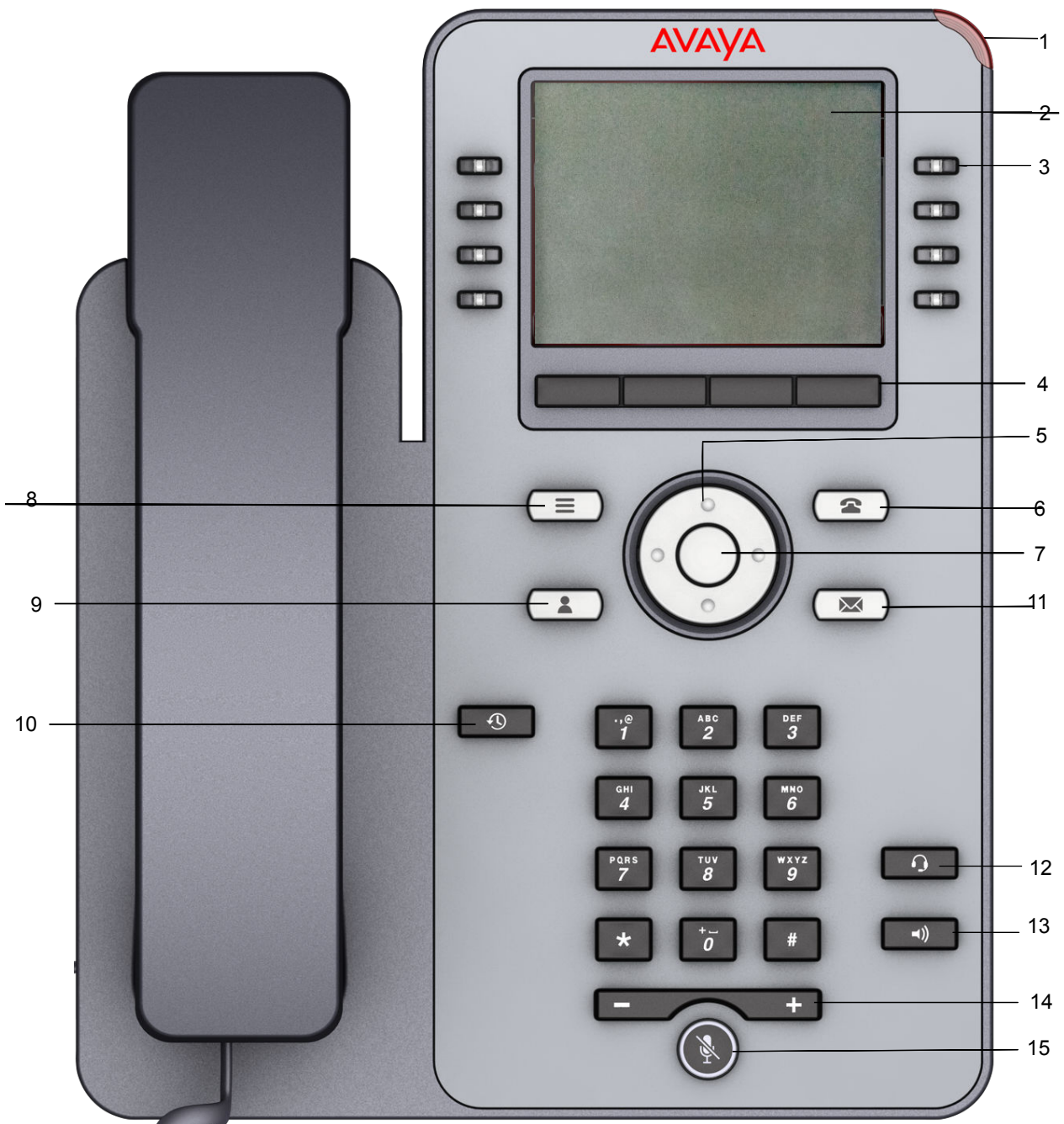
The Avaya J169/J179 IP Phone is a SIP-based phone, intended to be used for business communications. The phone supports eight call appearances with four lines of call display. The phone can support up to three button modules, and each button module supports 24 call appearances.

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

Physical specifications

- Eight call appearances
- 320 x 240 pixels graphical LCD
- Four softkeys
- Dual 10/100/1000 network ports
- Optional 5V DC Power support
- 48V GSPPOE power adapter support
- Magnetic Hook Switch
- Up to three button module support

Physical layout



No.	Name	Description
1	Beacon LED	Displays a red light for the following visual alerts: • Incoming call • Voice mail and messages
2	Phone display	Displays two areas: 1. Top Bar: It is always visible, and displays communication status, time and date, and device status. 2. Application area displays the following: • Application header: It displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen. • Application content area: It displays menus, lists, pop-up windows, images, or other application content. • Softkey labels area: It displays labels with information about the state of the Soft Keys button.
3	Line Keys	Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts: • Red light: Disabled features. • Green light: Incoming call and enabled features. • Red and Green light: Phone is off-hook.
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. The administrator must activate the Help feature.
5, 7	Navigation cluster	Used to navigate on the phone screen. • 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 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, speaker, or ringtone. • (+) : To increases the volume. • (-): To decrease the volume.
15	Mute Button	Used to mute and unmute the outgoing audio.

Application keys provide direct access to the corresponding applications.

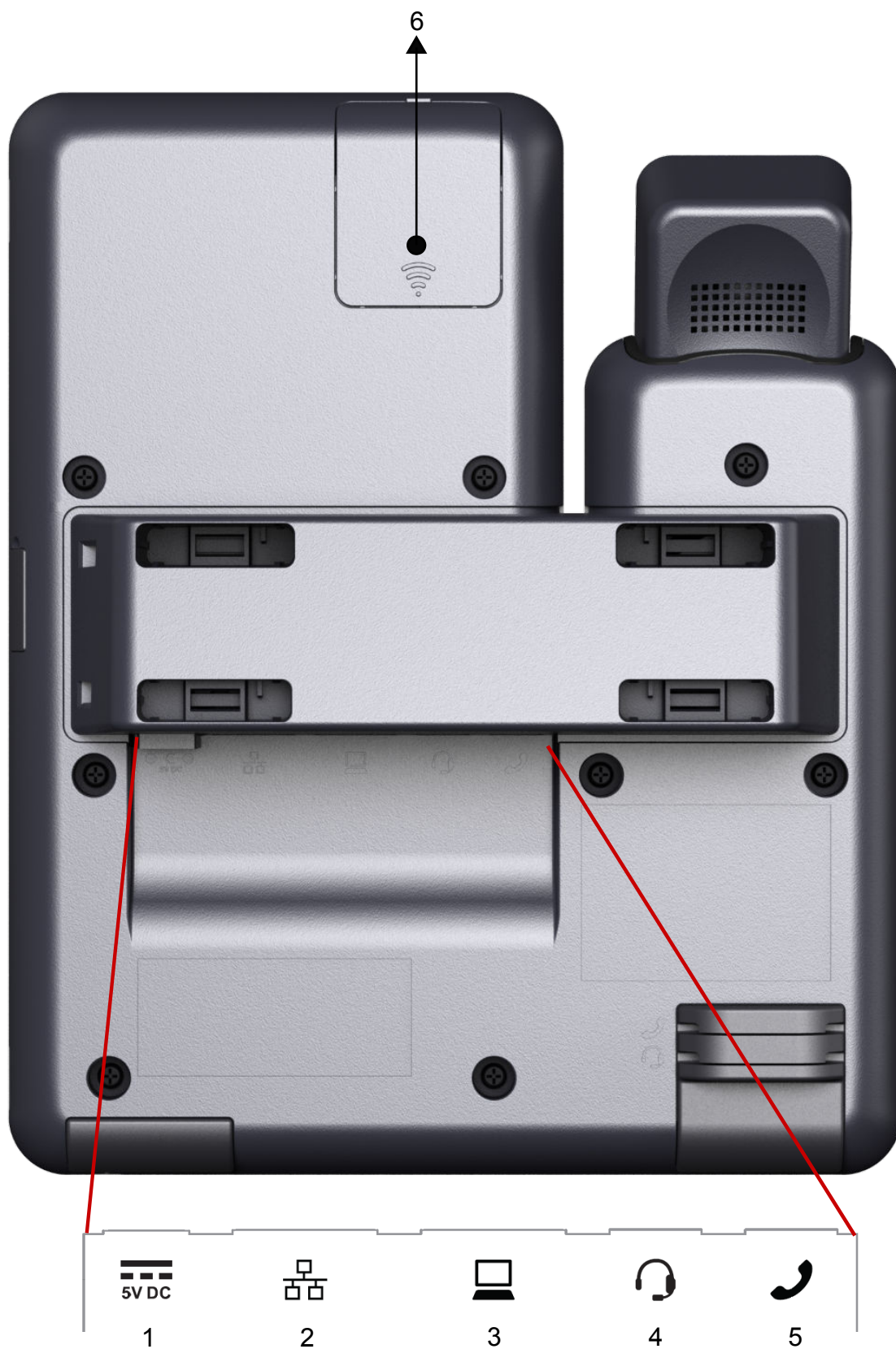
No.	Application keys	Description
6	Phone key	Displays the phone screen.
8	Main Menu	Displays a list of options, such as Features, Applications, Settings, and Network Information.
9	Contacts	Displays the entries in your contact list.
10	Recents	Displays all call history list.

Connection Jacks

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

 Note:

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.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the Wi-Fi module.  Note: WLAN Module Panel is not provided in Avaya J169 Phone.

Optional components

You can use the following optional components with phone:

- 5V DC Power adapter
- Button module (JBM24)
- J100 Wireless 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. For example, when you connect the phone to the network for the first time.

Before you begin

Get the file server address from the system administrator.

Procedure

1. To open the Auto Provisioning screen, press one of the following:
 - **Yes**: Connects to the DES server.
 - **No**: Connects 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 the file server address.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays 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 Log Out 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 softkey 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 password.

Procedure

1. On the Login screen in the **Username** field, type your extension.
2. Press one of the following:
 - **Enter**
 - **OK**
 - **#**
3. In the **Password** field, type your password.
4. Press one of the following:
 - **Enter**
 - **OK**
 - **#**

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

Procedure

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

4. Press one of the following:
 - **Select**
 - **OK**
5. Press **Log Out** soft key to confirm.

Chapter 4: Navigation

Main Menu

 Note:

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

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• 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 to log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	Network Information	To check phone settings or network settings.
	Administration	To access administration settings.
	About	To display the phone software version.

General phone icons

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

 Note:

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

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.

Table continues...

Icon	Description
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	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 correctly. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. 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.
	Indicates that the user enabled the Limit Number of Concurrent Calls (LNCC) feature. User can enable LimitInCalls on the Features screen to control the number of concurrent incoming calls, and to change Multiple Call Appearance phone to a Single Call Appearance phone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.
	Indicates that the ringtone is off.
	Indicates Guest login.

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 grayscaled icons and the Avaya J179 IP Phone has colored icons:

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

Wi-Fi icons

 Note:

J169 phone does not supports Wi-Fi feature.

Icon	Wi-Fi Status	Description
	Wi-Fi connected	Indicates that the phone is connected to an unsecured wireless network.
	Wi-Fi connected	Indicates that the phone is connected to a secured wireless network.
	No Wi-Fi signal	Indicates that there is no wireless network available

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**.

Before you begin

Set the dialing mode on the phone to **Auto** or **Manual**.

Procedure

- If the dial mode is set to **Auto**, dial the required number of digits.
The phone initiates the call when the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number and press the **Call** softkey.

Related links

[Setting the dialing mode](#) on page 57

Making a call without using the dial mode

Procedure

1. Lift the handset or press **Speaker**.
2. Dial the number.

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

Redialing a number

Before you begin

Ensure that the call history is not empty.

Procedure

1. Press **Redial**.

The phone dials the most recent dialed number.

2. For a redial list, scroll to the number, and press one of the following:

- **Call**
- **OK**

Related links

[Setting redial options](#) on page 58

Making a call using speed dial

Before you begin

Assign speed dial numbers 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 59

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.
2. Scroll to the contact you want to call.
3. **(Optional)** Press **Search**, and 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 one of the following:

- **Call**
- **OK**

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 only available 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.
4. Press **Search** again.

The phone displays the contact saved in the corporate database.

5. Press one of the following:

- **Call**
- **OK**

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:

- Status screen
- Lock screen

In 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** softkey. Otherwise, the **Recents** softkey replaces the **Emerg** softkey. Using the **Emerg** softkey, 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** softkey is unavailable.
- The **Emerg** softkey is available. You want to call an emergency number that is not the highest priority number set by the system administrator.

In an IP Office environment, the **Emerg** softkey is not available. You must dial the emergency number by using the dial pad.

Making an emergency call

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

Do one of the following:

- On the Phone screen, press the **Emerg** softkey, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

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.

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.

Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK**.
- Press the **Answer** softkey.

Answering a call when on another call

Procedure

Press one of the following:

- The **Answer** softkey

- **OK**

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

Ignoring a call

About this task

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

Procedure

On the Incoming phone screen, press **Ignore** softkey.

The phone turns off the audio alert.

Call related features

Muting and unmuting a call

Procedure

1. To mute an active call, press **Mute**.
The **Mute** button is illuminated.
2. To unmute the call, press **Mute** again.

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 one of the following:
 - **Resume**
 - **OK**

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**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **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** softkey.
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 31

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 the last name and add information in the **Last name**.
4. Press one of the following:
 - **Save**
 - **OK**

Editing a contact

Before you begin

Ensure that the Contacts list contains at least one contact.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Select the contact that you want to edit.
4. Press **Details > Edit**.
5. Choose the field that you want to edit.
6. Use the dial pad and softkeys to change the contact information.
7. Press **Save**.

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**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Select the contact that you want to view.

4. Press **Details**.

- To call a contact, press **Call**.
- To edit a contact, press **Edit**.
- To delete a 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 or enterprise directory.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. For a contact in the local contacts, enter the name of the contact.
The phone displays the contact according to your input.
4. For a contact in the enterprise directory, do the following:
 - a. Press **Search**.
 - b. Use the dial pad to enter the name, and press **Search** again.
 - c. **(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**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **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

Before you begin

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

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Select the contact you want to delete.
4. press **Details > 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**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **New Group**.
6. In the **Enter group name** field, type your group name.
7. 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**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Select the group, and press **+Members**.
6. Scroll to the contact you want to add, and press **Add**.
7. **(Optional)** To add more contacts, repeat steps 4 and 5.

Related links

[Adding a new contact](#) on page 28

Removing a contact from the local group

Before you begin

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

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Scroll to the group, and press **Members**.
6. Select a contact, and press **Remove**.

The phone displays the list of contacts in the group.

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 only assign a ring tone to a contact that is saved in the Contacts list.

Procedure

1. Press **Contacts**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **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 one of the following:
 - **Save**
 - **OK**

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 number 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** softkey.
3. When the third participant answers the call, press the **Join** softkey.
4. To add another person, press **Add** and repeat Step 2 and 3.

Adding a person on hold to a conference call

Procedure

1. In 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 the others continue in the conference call.

Procedure

1. Press **Hold** during a conference call.
2. Do one of the following:
 - Press **Resume**.
 - Press **OK**.
 - Select the call appearance to resume the conference call.

Dropping the last participant from a conference call

About this task

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The phone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

Procedure

1. From the Phone screen, select your active call.
2. Press **Drop** when the conference is up.

The phone drops the last added person from the conference.

Viewing the details for a conference

About this task

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

Note:

Depending on which server your extension is configured in, you might not see the details of a conference. If you are not able to view the details of a conference, 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 these steps to add another person to the conference.
6. Press the **Details** button to access the details on 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 number that you want to call.
3. Press one of the following:
 - **Call**
 - **OK**

Viewing call history details

About this task

You can view 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 number 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

With the Feature screen, you can access advanced features. The administrator configures the features and call appearances on your phone.

However, you can also access advanced features in the Applications screen.

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

Accessing the Feature screen

About this task

Use this procedure to gain access to the Feature screen.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
 - **Select**
 - **OK**
3. Scroll to see the features that are configured for your extension.
 - The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on.
 - The red LED next to the Feature button blinks while the feature label is displayed on the screen.

SLA Mon™ overview

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.

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. 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 that extension, where the call appearance will show the incoming call as a priority call.

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 one of the following:
 - **Select**
 - **OK**
3. Scroll to **Whisper page**, and press **Select**.
4. Enter the extension number that you want to call.
5. Press one of the following:
 - **Enter**
 - **OK**
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 receive an incoming call of your Avaya phone on your personal phone, when you are away from your desk.

Before you begin

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

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
 - **Select**
 - **OK**
3. Scroll to **EC500**, and press one of the following:
 - **Select**
 - **OK**
 - Corresponding line button

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 one of the following:
 - **Select**
 - **OK**
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 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.

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.

With the Extended Call Pickup feature, you can also answer another pickup group's call by using their extension number.

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 one of the following:
 - **Select**
 - **OK**
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 of another 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 one of the following:
 - **Select**
 - **OK**
3. Scroll to **Extended Call Pickup**, and press **Select**.
4. To answer another pickup group's call, enter the extension number of the pickup group.
5. Press one of the following:
 - **Enter**
 - **OK**

Call Forward

With the Call Forward feature, you can divert incoming calls to another number. The phone supports the following Call Forward types:

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

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 one of the following:
 - **Select**
 - **OK**
 5. In the **Destination** field, enter the number where you want to forward the incoming calls.
 6. Press one of the following:
 - **Save**
 - **OK**
- The phone generates a confirmation tone and returns to the Features menu.
7. To disable any of the Call Forward feature, go to the respective screen and press one of the following:
 - **Select**
 - **OK**

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 one of the following:

- **Select**
- **OK**
- Corresponding line button

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 one of the following:
 - **Select**
 - **OK**
 - Corresponding line button
4. Enter your phone extension number.
5. Press **Select**.

Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

Types of Call Transfer are:

- **Attended transfer:** To put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.
- **Unattended transfer:** To transfer an active call without establishing a call with the call-transfer recipient.
- **Blind transfer:** To transfer an active call to an attended or unattended call-transfer recipient.

Making an attended transfer

About this task

Use this procedure to hold an active call and establish a second call with the call-transfer recipient before transferring the call.

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.
- If the recipient's call is on hold, press **Held call**.
- Call the person from the Contacts or Recents.

The first call is put on hold, and the recipient's phone starts ringing.

3. After the recipient answers your call, press **Complete**.

The phone transfers the call to the selected number.

Making an unattended transfer

About this task

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

Procedure

1. While on a 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.
- If the recipient's call is on hold, press **Held call**.
- Call the person from the Contacts or Recents.

The first call is put on hold, and the recipient's phone starts ringing.

3. Press **Complete**.

The phone transfers the call to the selected number.

Making a blind transfer

About this task

Use this procedure to transfer an active call to an attended or unattended call-transfer recipient.

Before you begin

Ensure that the blind transfer feature is activated by your administrator.

Procedure

1. While on a 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.
- If the recipient's call is on hold, press **Held call**.
- Call the person from the Contacts or Recents.

3. To immediately transfer a call, press **Now**.

The call-transfer recipient's phone starts ringing, and the phone transfers the first call to the recipient.

4. To transfer a call to an attended recipient, do the following:

a. Press **Talk**.

The first call is put on hold, and the call-transfer recipient's phone starts ringing.

b. After the recipient answers your call, press **Complete**.

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 is available to connect. You must use this feature only when your call is unattended by the receiver.

Before you begin

Ensure that the feature is activated by your administrator.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
 - **Select**
 - **OK**
3. Scroll to **Automatic Callback**, and press **Select**.

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

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 one of the following:

- **Select**

- **OK**

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 one of the following:

- **Enter**

- **OK**

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.

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.

Retrieving a voice mail

About this task

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.

Before you begin

- 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.

Procedure

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

Making a call by using URI dialing

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** softkey to make the call.

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.

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 Busy Indicator and Bridged Appearance, but not from the Team button.

Making a precedence call by using Main menu

Procedure

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

3. Select **Call Priority**.
4. In the Precedence Selection screen, select the priority level.
5. Enter the extension from one of the following:
 - **Contacts**
 - **Recents**
 - Dial extension from dialpad

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.

Team Button

If the administrator has configured the Team Button feature for your phone, you can monitor another phone to:

- See if the monitored phone redirects calls to another phone.
- See if the monitored phone has an active call.
- Answer any of the calls that are ringing on the monitored phone.
- Make a speed dial call to the monitored phone by pressing the Team Button softkey when the monitored phone does not have an active call.
- Transfer an active call to the monitored phone by pressing the Team Button softkey.

The call redirection feature, SAC, CFWD, 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 SMGR:

- 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 SMGR, see *Administering Avaya Aura® System Manager*.

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 one of the following twice:
 - **Select**
 - **OK**

Viewing the status of monitored stations

Procedure

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

Note:

The Team button screen remains active till 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 one of the following twice:
 - **Select**

- **OK**

Result

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. 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.

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 one of the following:

- **Select**
- **OK**

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** softkey.
 - 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 you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word **Busy** next to the extension number.

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. If that extension is in use, the Busy Indicator displays next to the **Busy**.

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 **OK**.
 - Press the **Answer** softkey.
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

1. On the phone screen, select an active bridge line number.
2. Press **Bridge**.

Calendar

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

When Exchange Calendar is active, appointments display 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 **Exchange credentials** is activated by your administrator.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll 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 Microsoft® Exchange Server calendar

Before you begin

- Ensure that the feature is activated by the administrator.
- Ensure that you have the following details:
 - 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**
 - **Exchange password**

- **Domain name**
6. **(Optional)** To enable or disable **Name/Password Prompt**, do one of the following:
 - **Change**: To enable or disable prompt.
 - **Right Arrow** key: To enable prompt.
 - **Left Arrow** key: To disable prompt.
 7. Press one of the following:
 - **Save**
 - **OK**

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 **Up Arrow** key or **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 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.

Using guest login

About this task

Use this procedure to log in as a guest on another phone to access your applications for a limited period of 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. Type the following:
 - a. **User name**
 - b. **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 one of the following:
 - **Enter**
 - **OK**

Activating the screen saver

Procedure

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

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** to select one of the following options:
 - **Manual**: Press the **Call** softkey to start a call.
 - **Auto**: The dialed digits must match the dialplan to start a call.
6. Press **Save**.

Related links

[Making a call by using the dial mode](#) on page 23

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 number(s) to redial.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **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 recent eight dialed numbers.

6. Press **Save**.

Related links

[Redialing a number](#) on page 23

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 using speed dial](#) on page 24

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 one of the following:
 - **Save**
 - **OK**

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**.

Customizing phone keys

About this task

Use this procedure to add, move, or delete 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 select the application.
8. To move the selected key, do the following:
 - a. Press **Move**.
 - b. Use the Navigation keys to move the selected line key.
 - 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 label a key, do the following:
 - a. Press **Relabel**.
 - b. Type the name of the label, and press **OK**.
10. To delete a key, press **Delete**.

Restoring key settings

About this task

Use this procedure to clear customized keys and restore them to administrator settings

Procedure

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

4. Press **Restore**.
5. Press one of the following:
 - **Select**
 - **OK**

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 to **Presence Integration**, and press **Select**.
5. Scroll 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 the **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 turn on or off the call history.
 - **Right Arrow** key: To turn on the call history.
 - **Left Arrow** key: To turn off the 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 one of the following:
 - **Save**
 - **OK**

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 one of the following:
 - **Save**
 - **OK**

Related links

[Enabling and Disabling Calendar reminder](#) on page 64

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 one of the following:
 - **Save**
 - **OK**

Related links

[Enabling and disabling Exchange calendar](#) on page 63

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 reminder tone.
 - **Right Arrow** key: To enable reminder tone.
 - **Left Arrow** key: To disable reminder tone.
6. Press one of the following:
 - **Save**
 - **OK**

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 one of the following:
 - **Save**
 - **OK**

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 one of the following:
 - **Save**
 - **OK**

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 one of the following:
 - **Save**
 - **OK**

Enabling SAC when DND is active

About this task

When your presence status is set to **Do Not Disturb**, use this procedure to enable the **Send All Calls** (SAC) feature to redirect calls.

Before you begin

Ensure that the Send All Calls feature is activated by your administrator.

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 AGC on or off.
6. Press **Change** to turn AGC on or off.
7. Press **Save**.

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**.

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**.

Related links

[List of headset profile](#) on page 68

List of headset profile

Headset Profile	Description
Profile 1	Default
Profile 2	• Plantronics: SupraPlus® Wideband HW251N/ HW261N (HIS) • Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)
Profile 3	• Plantronics: EncorePro® HW291N/HW301N (HIS) • Sennheiser: Circle™ SC 230/260 (CAVA-31)
Profile 4	• Jabra: BIZ™ 2400 (GN1216)

Table continues...

Headset Profile	Description
	• Sennheiser: Century™ SC 630/660 (CAVA-31) • VXi: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)
Profile 5	Jabra: GN2000 (GN1216)

Related links

[Setting Headset mic level](#) on page 68

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 one of the following:
 - **Save**
 - **OK**

Setting headset profile

About this task

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

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 one of the following:
 - **Save**
 - **OK**

Setting a personalized ring tone

About this task

Use this procedure to set a ring tone 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 one of the following:
 - **Select**
 - **OK**
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 one of the following:
 - **Select**
 - **OK**
8. Press one of the following:
 - **Save**
 - **OK**

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 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 **(+)** softkey to increase the minutes value.
 - Press **(-)** softkey to decrease the minutes value.
6. To enable clock on the screen saver, scroll to **Clock**, and press **Change**.
7. Press one of the following:
 - **Select**
 - **OK**

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 one of the following:
 - **Select**
 - **OK**

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 one of the following:
 - **Select**
 - **OK**
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 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 one of the following:
 - **Save**
 - **OK**

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 **+** softkey.
6. Press **Save**.

Setting 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. Press one of the following:
 - **Save**
 - **OK**

Setting the network mode

About this task

Use this procedure to set the network mode to **Ethernet** or **Wi-Fi**.

 Note:

J169 phone does not supports Wi-Fi feature.

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 shows following two options:

- **Ethernet**: To connect to a Ethernet network.
- **Wi-Fi**: To connect phone to Wi-Fi network.

5. Press one of the following:

- **Change**
- **Right** arrow key
- **Left** arrow key

6. Press one of the following:

- **Save**
- **OK**

Related links

[Enabling Wi-Fi](#) on page 76

[Setting the network configuration](#) on page 77

Enabling Wi-Fi

About this task

 Note:

J169 phone does not supports Wi-Fi feature.

Before you begin

- Ensure that the Wi-Fi module is installed in your phone.
- Ensure that the feature is activated by your administrator.

Procedure

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

4. Scroll to **Network mode**, and press one of the following.

- **Change**
- **Right arrow key**

5. Press one of the following:

- **Save**
- **OK**

The phone displays the list of Wi-Fi networks available in your organization.

6. **(Optional)** To view Wi-Fi network information, press **Info**.

SSID: Specifies the network name for the WLAN you are using.

7. Use the navigation keys to select a Wi-Fi network, and press **Connect**.

The phone prompts to restart.

8. Press **OK**.

9. Enter the following details:

- a. **Identity**
- b. **Password:** Wi-Fi password
- c. **Anonymous Identity**

10. Press **Connect**.

The phone authenticates user details to connect the Wi-Fi.

11. **(Optional)** To change the Wi-Fi network, do the following :

- a. Scroll to **Wi-Fi networks**, and press **Select**.
- b. Repeat Step 4 to Step 8.

Related links

[Setting the network mode](#) on page 75

Setting the network configuration

About this task

Use this procedure to enable the network configuration to set automatically or manually on your phone.

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:

- **Change**
- **Right** arrow key
- **Left** arrow key

6. Press one of the following:

- **Save**
- **OK**

Related links

[Setting the network mode](#) on page 75

Backup and restore

Backup and restore overview

The phone supports the backup and restoration of the following user-specific data:

- User contacts
- Local ring type
- Local Do Not Disturb status
- Local call forward settings
- Auto-answer mode configuration
- Speed dial settings
- Language
- Time zone and time format
- Date format

Backup process is initiated only after retrieval of user-specific data is successful.

Backing up and restoring data

Before you begin

Ensure that the system administrator sets the URI for backup and restore.

Procedure

1. Press **Main Menu > Settings**.
2. Use the **Down Arrow** key to go the Backup/Restore screen.
3. Press **Select**.
4. Press **Select** again to select one of the following:

- **Manual Backup**
- **Manual Restore**

The phone displays the following messages and returns to the previous screen.

- When **Manual Backup** is not successful: Backup failed
- When **Manual Backup** is successful: Backup successful
- When **Manual Restore** is not successful: Retrieval failed
- When **Manual Restore** is successful: Retrieval successful

Chapter 8: Resources

Documentation

Title	Use this document to:	Audience
Using		
<i>Using Avaya J100 Series IP Phones SIP in Third-party control setup</i>	See information about how to use Avaya J100 Series IP Phones features in third-party call control setup.	For people who want to use Avaya J100 Series IP Phones in third-party call control setup.
Installing and Administering		
<i>Installing and Administering Avaya J100 Series IP Phones in Third-party control setup</i>	See information about preparing Avaya J100 Series IP Phones for installation, deployment, initial administration, and administration tasks including data and security.	For people who want to install, administer, and maintain Avaya J100 Series IP Phones.

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://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**.

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 <http://support.avaya.com> and perform one of the following actions:
 - 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 perform one of the following actions:
 - 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 <http://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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