# AVAYA

# Using Avaya J169/J179 IP Phone H.323

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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

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

2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

*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 ISEDétablies 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.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

**Japan Statements**

*Class B Statement*

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
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:**

Please be careful of the following while installing the equipment:

• Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.

• Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

• 接続ケーブル、電源コード、AC アダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。

• 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

**México Statement**

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.

**Brazil Statement**

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

**Power over Ethernet (PoE) Statement**

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

**Taiwan Low Power Radio Waves Radiated Devices Statement**

802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

**Taiwan Low Power Radio Waves Radiated Devices Statement**

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前述合法通信，

指依電信管理 法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及 醫療用電波輻射性電機設備之干擾。

## 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.

## ENERGY STAR® compliance statement



As an ENERGY STAR partner, Avaya Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency. Information on the ENERGY STAR program can be found at www.energystar.gov. ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency.

## EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from https://support.avaya.com or Avaya Inc., 2605 Meridian Parkway Suite 200. Durham, NC 27713 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

BT transmitter

- Frequencies for 2402-2480 MHz, transmit power: < 6.0 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 in Avaya J100 Series IP Phones– Use Only Limited Power Supply Phihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

## Trademarks

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## Device Usage Consent

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

# Contents

# Chapter 1: Introduction

## Purpose

This document describes the features of the Avaya J169/J179 IP Phone and also provides instructions on how to use this phone.

This document is for end users.

# Chapter 2: Phone overview - Avaya J169/ J179 IP Phone

Avaya J169/J179 IP Phone is a phone for business communications.

The phone supports line 96 buttons. The primary display of the phone provides 96 buttons that you can access by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to three button modules, and each button module displays 24 line buttons out of the 96 buttons.

✱ **Note:**

Avaya J169/J179 IP Phone supports either JBM24 Button Module or Avaya J100 Expansion Module (JEM24).

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

**Physical specifications**

- Eight buttons with red and green dual LEDs
- 320x240 pixel display
- Dual-position stand, optional wall mount stand
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Second Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- Four soft keys
- Hard buttons for phone:
    - Messages
    - Contacts
    - Recents
    - Navigation cluster
    - Headset
    - Speaker
    - Volume
    - Mute
    - Main menu

- Phone key
- LED buttons for phone:
  - Recents
  - Headset
  - Speaker
  - Mute

**Related links**

       Using Avaya J169/J179 IP Phone H.323       

# Physical layout



| No. | Name | Description |
|-----|------|-------------|
| 1 | Beacon LED | Displays a red light for the following visual alerts: <br>• Incoming call<br>• Voice mail and messages |

*Table continues…*

| No. | Name | Description |
|---|---|---|
| 2 | Phone display | Displays two areas:<br><br>1. Top Bar: Displays communication status, time and date, and device status. This area is always visible.<br><br>2. Application area: Displays the following:<br><br>  • Application header: Displays the context-specific application title and one or more subtitles. The header is always empty on the Phone screen.<br><br>  • Application content area: Displays menus, lists, pop-up windows, images, or other application content.<br><br>  • Softkey labels area: 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 an LED that displays the following visual alerts:<br><br>• Red light: Disabled features.<br><br>• Green light: Incoming call and enabled features.<br><br>• Red and Green light: Off-hook status of the phone. |
| 4 | Soft keys | Used to select the corresponding label of context-specific actions.<br><br>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 the phone screen.<br><br>• **OK** button: To select the action assigned to the first soft key.<br><br>• **Up** and **Down** arrow keys: To scroll up and down.<br><br>• **Right** and **Left** arrow keys: To move the cursor in the text input field, and to toggle values in the selection fields. You can also access the **Feature** screen. |
| 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 or handset to headset. |
| 13 | Speaker | Used to turn on the speaker. |
| 14 | Volume | Used to adjust the volume of a handset, headset, speaker, or ringtone.<br><br>• The plus key (**+**): To increases the volume.<br><br>• The minus key (**-**): To decrease the volume. |
| 15 | Mute button | Used to mute and unmute the outgoing audio. |
| 16 | Handset | Used to receive and make calls. |

Application keys provide direct access to the corresponding applications.

| No. | Application keys | Description |
|---|---|---|
| 6 | Phone key | Displays the Phone screen. |
| 8 | Main Menu | Displays a list of options:<br><br>• Options & Settings<br><br>• Browser<br><br>• Network information<br><br>• Guest Login<br><br>• VPN Settings<br><br>• Log Out<br><br>• About Avaya IP Deskphone |
| 9 | Contacts | Displays the entries in your Contacts list. |
| 10 | Recents | Displays the list of calls in the Call History list. |

**Related links**

# Connection jacks for J100 IP Phones

The following image illustrates the connection jacks that are present on the back panel of an Avaya J100 Series IP Phones.

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.<br><br>⊛ **Note:**<br><br>The Wi-Fi module is not supported in the Avaya J169 and J179 H.323 phones. |

**Related links**

# Optional components

You can use the following optional components with phone:

⊛ **Note:**

Ensure to use only the phone compatible components.

- PSAC12R–050 – 5V DC Power adapter
- Three JBM24 Button Module or Avaya J100 Expansion Module (JEM24)
- PoE power supply

**Related links**

# Avaya J100 phone display modes

The Avaya J100 Series IP Phones have three types of phone screen width options:

- **Full**: In full-width mode, the phone screen shows in full line with the current call. The feature screen also displays only one feature per line. Use the corresponding line key to select.

- **Half**: In half-width mode, the phone screen and the feature screen appears in two columns. Use the adjacent left or right line key to select the call or feature.

- **Feature Half**: Feature half is a combination of full and half-width modes. The phone screen appears in full-width mode, and the feature screen appears in half-width mode with two columns. Use the left or right line key to select.

**Half** and **Feature Half** mode works only when the **Text Size** is set to **Normal**. Users cannot see the **Phone Screen Width** option when the text size is set to **Large**.

**Related links**

# Chapter 3: Getting Started

## Logging in to your phone

**About this task**

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

The phone stops at the discovery mode in the following conditions:

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

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

**Procedure**

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

## Logging out of your phone

**About this task**

If the administrator has enabled the offline call-log feature on the phone, the phone downloads the call log database when you log in. The offline call-log database stores incoming calls when you were offline. These calls are added to the call history as missed calls.

**Procedure**

1. Press **Main menu**.

2. Press **Log Out** to choose Log Out.

3. Press **Log Out** or **OK**.

   If you logged into the phone as a guest user, the phone restores the original settings on logout.

# Logging in as a guest user

**About this task**

Use this procedure to log in to another phone as a guest and use the features and functionality available on your phone.

⊛ **Note:**

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

**Procedure**

1. Press **Home**

2. Press **Main menu**.

3. Select **Guest Login**.

4. Enter your extension number.

5. Press **Enter**.

6. Enter your password.

7. Press **Enter**.

8. Scroll left or right to select the duration from 1 to 12 hours for using this phone.

   You can log out at any time despite the duration that you select.

9. Press **Enter**.

# Chapter 4: Navigation

## Cursor navigation

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

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

## Navigation cluster

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

| Key name | Description |
|---|---|
| **Left Arrow** and **Right Arrow** | Use these keys in:<br><br>• Text input fields to move the cursor position.<br><br>• Selection fields to toggle field values and select options in lists and menus.<br><br>• Half-width displays to move the selection left or right.<br><br>• Scrolling between pages when navigating the phone screen, provided your administrator switches on the page scrolling mode.<br><br>The directional keys are context-sensitive. |
| **Up Arrow** and **Down Arrow** | Use these keys to<br><br>• Scroll vertically in lists, menus, and pop-up windows.<br><br>• Move the selection up and down the same column. |

*Table continues…*

| Key name | Description |
|---|---|
| **OK**, center button of the navigation cluster. | Unless otherwise specified, use this key for the first or left-most soft key action.<br><br>If there are two or more pages of soft keys, the **OK** key is active only when the phone screen displays the first page of soft keys. |

# Line keys

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

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.
- In page scroll mode, scroll on to the next or previous page. The selected item remains highlighted.

**Input line**

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

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

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

# Navigation tips

When navigating through the options and features on your deskphone display, use the navigation arrow buttons on your phone to select feature or options.

The deskphone displays navigation icons (▸) on the phone display to indicate that you can scroll to more options or information.

# Main menu

The following table lists the Main menu icons used in :

| Name | Description |
|------|-------------|
| **Options & Settings** | To access administrator activated features and change your phone settings such as customize button labels, adjust brightness, and audio settings. |
| **Network Information** | To check network settings. |
| **VPN Settings** | To change the VPN settings. |
| **Log Out** | To log out of the phone extension to protect your settings or let another user login. |
| **About Avaya IP Deskphone** | To view the phone model, software version, default device type, and the default server type. |

# General icons

The following table lists the icons of Avaya J169/J179 IP Phone.

The icons are similar on both the phones, but Avaya J169 IP Phone displays the icons in gray scale and Avaya J179 IP Phone in color.

| Icon | Description |
|------|-------------|
|  | Microphone is muted. |
|  | Missed call on your phone. |
|  | Incoming call; indicates you have answered this call. |
|  | Outgoing call; indicates you have made this call. |
|  | Indicates the number of bridged calls. |
|  | The EC500 feature is activated. |
|  | Incoming call alert. |
|  | Call is active. |
|  | Call is on hold. |
|  | Conference is active. |
|  | Conference is on hold. |

*Table continues…*

| Icon | Description |
|---|---|
| ◀▶ | The Right and Left navigation arrows for viewing more pages/screens/options. |
| ▲ | End of a list; scroll up to see other options. |
| 🔇 | The volume is turned off. Pressing on the **Volume** down button continuously causes the volume to turn off. |
| 🌙 | Pressing this softkey turns the display backlight off. |
| ☏ | Indicates that your phone is in the Unnamed Registration state caused by not entering an extension or password within 60 seconds after the prompt. Log in with a valid extension and password. |
| HD | Indicates that the call is using a wideband codec for excellent voice quality. |
| ◢ | Indicates a low network performance that might result in lower call quality. |

# Accessing the Features screen

## About this task

Use this task to gain access to the **Features** screen.

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

## Procedure

On the Phone screen, use the right navigation button to gain access to the **Features** screen.

To return to the main Phone screen, press **Phone** or scroll to the left.

# Chapter 5: Call operations

## Answering a call

**Procedure**

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset, or you can press the corresponding line key (LED) to answer the call.

- If you are on a call, and the phone displays the incoming call, from the Phone screen scroll to the line with the incoming call and press **Ans Hold** or press the corresponding line key (LED) to automatically put the first call on hold when you answer the new call. Also, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.

- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

**Related links**

[Ignoring a call](#) on page 23

## Ignoring a call

**About this task**

You can ignore the incoming call when you are already on a call or do not want to answer a call. When you ignore a call, only the ring alert on your phone stops, to answer this call within its ring time, use the Up and Down arrow keys to select the call and answer it.

**Before you begin**

Ensure that you are on the Phone screen.

**Procedure**

1. **(Optional)** If you are not on the Phone screen, press the **Phone**.

   On the Phone screen, the **Answer** and the **Ignore** soft keys are displayed.

2. On the incoming call screen, press the **Ignore** soft key.

   The phone turns off the audio and visual alert.

**Related links**

# Making calls

## Making a call

**Procedure**

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.

2. Dial the number to call.

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

## Making an emergency call

**About this task**

If your administrator configured emergency calling for your phone, the **Phone** screen displays the **Emerg** softkey to dial a preset emergency services number.

> ✴ **Note:**
>
> You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone.

**Procedure**

1. On the Phone screen, press **Emerg**.

2. To end the emergency call, press **Drop**.

## Calling a person from the Contacts list

**Procedure**

1. Press **Contacts**.

2. Select the person or primary number that you want to call.

3. **(Optional)** To call a non-primary number, select the person, press **Details**, then select the desired number.

4. Find the contact that you want to call by typing the name of the person as listed.

For example, if you added John Smith to your Contacts list as "Smith, John", start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.

5. Press **Call**.

# Calling a person from the call history

**Procedure**

1. Press **Recents**.

2. Scroll to the left or right to view the list of all calls, or separate lists of missed, answered or outgoing calls.

3. Scroll up or down to select the person or number you want to call.

4. Select the person or number you want to call.

5. Press the **Call** softkey or the **OK** button or press the corresponding line key.

# Making a call using edit dialing

**Before you begin**

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

**Procedure**

1. On the Phone screen, enter the number you want to call.

2. To edit the number, press **Bksp** to erase one character at a time.

3. To remove the entire number, press **Clear**

4. Press **Call**.

# Calling a person from the directory

**Procedure**

1. From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.

2. Use the dialpad keys to start typing the last name of the person you want to call.

   Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.

3. Select **Next** to view the names alphabetically in the directory.

4. Press **OK** or enter the next letter.

5. Select **Make Call** when you see the name to which you to want to make a call to.

6. Press **OK** to dial the call.

# Redialing a number

**Procedure**

1. From the Phone screen, press **Redial**.

   The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial.

2. If you are working with a redial list, scroll to the number to call and press **Call** or **OK** or press the corresponding line key (LED).

   Your system administrator can disable Redial functionality.

# Clearing a number

**Procedure**

Press **Clear** to erase all dialed digits and enter a new number.

**✱ Note:**

You can clear a number using the backspace button if you have enable the Edit Dialing feature on your deskphone.

# Making a call using a Click to dial link

**About this task**

You can use the Click to Dial feature to make a call from a WML browser or any other screen that provides a dialing link. Usually, a handset icon indicates a line with this type of link.

**Procedure**

1. Select the line with the link for the person or number you want to call.

2. Press the line button corresponding to the line with the link or press **OK**.

**Result**

The phone starts a call to the person or number associated with the click to dial link.

# Transferring a call

**Procedure**

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.

2. Press **Transfer**.

3. Dial the number if you know the number or call the person from the contacts list or from the history list.

4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

# Muting a call

### About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you.

### Before you begin

You need to contact your phone administrator to configure this feature.

### Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.

2. Press **Mute** again to unmute the call.

   ⊛ **Note:**

   If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off.

   The Mute button light is on when you mute the call, and the top line displays the Mute icon.

# Putting a call on hold

### Procedure

1. Press **Phone** to view the main Phone screen, if necessary.

2. Select the active line you want to put on hold.

3. Press **Hold**.

   ⊛ **Note:**

   The phone might display a hold timer when you put a call on hold.

4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call.

# Contacts

## Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name.

⊛ **Note:**

When you press the **Contacts** button you might not see all of the functions that are described in this chapter. The functions are not available because your administrator has disabled changes to Contacts.

# Adding a new contact

**About this task**

You can add up to three numbers to a contact.

**Procedure**

1. Do one of the following:

   - If this is your first Contacts list entry, press **Contacts** > **New**.

   - If you already have entries in your Contacts list, press **Contacts** > **More** > **New**.

2. In the **Name** field, enter the name using the dial pad.

   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.

   - If the characters are on the same key, pause before entering the next character.

   - To enter a space, press **0**.

   - Enter remaining letters or numbers.

   - To delete the last character, press the **Bksp** softkey.

3. In the **Number** field, enter the extension number.

   The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), + , * , #, $, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.

4. Press **More** > **Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.

   * **Note:**

   > When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.

5. In the **Type** field, choose the type of number entered (General, Work, Mobile, Home).

6. If you have another number of this contact, scroll down and repeat steps 3 to 4.

7. If you have another number of this contact, scroll down and repeat steps 5 to 6. You can add up to two additional numbers to one contact entry, but you can designate only one number as primary.

8. Press **Save**.

# Deleting a contact

**Before you begin**

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

**Procedure**

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **Details** > **More** > **Delete**.
4. Press one of the following:
   - **Delete**: To delete the contact.
   - **Cancel**: To cancel the action.

# Editing a contact

**Procedure**

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit** or **Details** > **Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. 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. Select the contact that you want to view.
3. Press **Details** to see the information available for that contact.

   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

# Searching for a contact

**Procedure**

1. Press **Contacts**.

2. Using the dial pad, start typing the name which you want to search.

**Next steps**

Press **Call** to call the person or press **More** > **Edit** to edit contact information.

# Call History

## Viewing the call history

**Procedure**

1. Press **Recents**.

    You can go to the top of the list by pressing **Recents** again.

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

    ⭐ **Note:**

    Depending on how your administrator configured the system, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.

3. Scroll up or down to view the entries on the list.

## Viewing call history details

**Procedure**

1. Press **Recents**.

2. Select the number you want to view.

3. Press **Details**.

    If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number.

4. To return to the list view, press **Back** .

## Adding an entry from the call history to your contacts list

**Procedure**

1. Press **Recents**.

2. Select the number you want to add to your Contacts list.

3. Press **+Contact**.

4. If necessary, edit the name and telephone number.

5. Press **Save**.

# Removing an entry from call history

### Procedure

1. Press **Recents**.

2. Select the number you want to delete.

3. Press **More**, and then press **Delete**.

4. Press **Delete** to confirm the deletion.

# Clearing all call history entries

### About this task

Clearing all entries from the call history deletes all the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, the phone deletes only the entries for outgoing calls. However, if you are viewing the All Calls list, pressing **Clear All** deletes all calls.

### Procedure

1. Press **Recents**.

2. Press **Clear All**.

3. Press **Clear All** or **OK** to confirm.

# Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

### Procedure

1. Press **Home**.

2. Press **Main Menu**.

3. Select **Options & Settings** > **Application Settings**.

4. To select the type of call history logging that you want to turn off, perform one of the following actions:

   • To turn off logging your calls, select **History**.

   • To turn off logging the bridged lines, select **Log Bridged Calls**.

5. Press **Change** or **OK** or the corresponding line key to turn call history logging on or off.

6. Press **Save**.

# Conferences

## Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options might be available through Expanded Meet-Me Conferencing. Contact your administrator for more information about this feature.

## 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. During an active call, press **Hold**.

2. When the second person answers the call, press the **Conf** softkey and select the line key of the person on hold.

   The person on hold is added to the conference call.

## Dropping a person from a conference call

**Procedure**

1. From the Phone screen, select your active conference call.

2. Press **Details**.

   Ensure that your administrator has configured the **Details** softkey.

3. Select the person you want to drop.

4. Press **Drop** soft key.

# Dropping or Disconnecting the last participant from a conference call

**About this task**

Depending on the configuration made by your administrator, you can disconnect the last participant who joined the conference call. After you disconnect the last participant, you cannot disconnect other participants. You can disconnect a participant again after you add another participant to the conference call.

**Before you begin**

Ensure that the administrator enabled the feature.

**Procedure**

1. From the phone screen, select your active conference call.

   You will see the **More** soft key.

2. Press **More** > **Drop** when the conference is active.

**Result**

The participant who was added last gets disconnected from the conference.

**Related links**

Making Conference Calls (video)

# Putting a conference call on hold and resuming a call

**About this task**

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

**Procedure**

1. Press **Hold** soft key during a conference call.

2. Do one of the following:

   • Press **Resume**.

   • Select the call appearance to resume the conference call.

# Muting a person on a conference call

You may be able to silence a person on a conference call using the Silence softkey. The individual muting feature is not available on all systems. If you do not see **Silence** softkey when you choose a person, you cannot mute that person.

**Procedure**

1. From active conference screen, select the line of the person you want to mute during a conference call.
2. Press **Details**.

   Ensure that your administrator has configured the **Details** softkey.
3. Select the line of person you want to mute, press **Silence** soft key.
4. Press **Silence** again to take the person off mute.

# Using Voicemail

## Receiving your messages

### About this task

The **Message** button and the Message Wait indicator at the upper right corner glows red to indicate that you have a message.

### Procedure

Press the **Message** button to access your voice messages.

## Listening to your voicemail

### About this task

Use this procedure to listen to your voicemail on your phone.

For more details on using your voicemail services see, *Avaya OneCloud-ReadyNow Messaging Service User Guide*.

### Before you begin

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

### Procedure

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

# Chapter 6: Advance features

## Call forwarding

You can forward your incoming calls to another number or to voice mail. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

**Related links**

[Activating call forwarding](#) on page 35
[Activating Send All Calls](#) on page 35

## Activating call forwarding

**Procedure**

1. Gain access to the Features screen.
2. Scroll to choose **Call Forward**.
3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **#**.

   ⊛ **Note:**

   You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

**Related links**

[Call forwarding](#) on page 35

## 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. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

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 **Do not disturb**.

   > ✱ **Note:**
   >
   > If you want the feature label to read as **Send all calls**, contact your administrator to relabel the feature name.

3. Press **Select** or **OK** or the corresponding line key to activate the feature.

**Related links**

[Call forwarding](#) on page 35

# Activating EC500 for simultaneous ringing on multiple phones

**About this task**

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

**Procedure**

1. From the Phone screen, go to the **Features** screen.

2. Scroll to **EC500**, and press **Select**.

# Using bridged call appearances

## Using bridged call appearances

In addition to your own call appearances, your phone might show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and enables you to determine if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your phone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

## Answering a call on a bridged line

### About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer** or **OK** button.

### Procedure

1. Select the bridged call that you want to answer.

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press **Answer**.

## Making an outgoing call on a bridged line

### About this task

When you make a call on a bridged line, you are using another phone user's line. The caller ID associated with the call you are making might show the call as coming from you or coming from the person whose line you are using.

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

1. Select the bridged line you want to use.

2. Press **OK** or select the corresponding call appearance to get a dial tone.

3. Dial the phone number, or call the person from the Contacts list, or call the person from the Recents list or select the **Redial** softkey.

## Joining a call on a bridged line

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

1. Select the bridged call in progress that you want to join.

2. Press the **Bridge** softkey or **OK** or press the corresponding line key.

## Independent alerting for each bridged call appearance

You can configure a unique alerting option for each bridged call appearance on your phone if the administrator has enabled the Independent alerting feature for your extension.

The following four options are available:

- **On**: The phone plays a ringtone on an incoming call on the bridged appearance.

- **Off**: The phone does not play an alert ringtone on an incoming call on the bridged appearance.

- **Delayed**: The phone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.

- **Abbreviated**: The phone plays a single beep to indicate a call on the bridged appearance.

⊛ **Note:**

For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

# Chapter 7: Customizing your phone

## Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Application Settings**
- **Screen & Sound Options**
- **Advanced Options**

The **Call Settings** menu includes choices for automatically displaying the Phone screen when, you get an incoming call, when you place a call, when you answer a call, turning call timers on or off, controlling how Redial works, turning **Visual Alerting** on or off, and more.

The **Application Settings** menu includes choices for personalizing button labels, turning call **History** on or off and including bridged calls in your call **History**.

**Screen & Sound options** includes choices for adjusting brightness, ring pattern, large font, full-width/half-width/feature half mode, button clicks, and tones.

The **Advanced Options** menu includes choices for backing up and restoring your settings, options.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

## Call Settings

### Setting Go to Phone Screen on Calling

**About this task**

You can configure the **Go to Phone Screen on Calling** option to **Yes** to automatically display the Phone screen when you make a call.

**Procedure**

1. Press **Main menu** > **Options & Settings**.
2. Press **Select** or **OK**.
3. Select **Call Settings**.
4. Press **Select** or **OK**.

5. Select **Phone Screen on Calling**.

6. Select **Go to Phone Screen on Calling**.

7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.

8. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

## Setting Go to Phone Screen on Ringing

### About this task

Set **Go to Phone Screen on Ringing** to **Yes** to automatically display the Phone screen when you get an incoming call.

### Procedure

1. Press **Main menu**.

2. Select **Options & Settings**.

3. Press **Select** or **OK**.

4. Select **Call Settings**.

5. Press **Select** or **OK**.

6. Select **Go to Phone Screen on Ringing**.

7. Press **Change** or **OK**.

8. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

## Setting Go to Phone Screen on Answer

### About this task

Configure the **Go to Phone Screen on Answer** option to **Yes** to automatically display the Phone screen when you answer a call.

### Procedure

1. Press **Main menu** > **Options & Settings**.

2. Press **Select** or **OK**.

3. Select **Call Settings**.

4. Press **Select** or **OK**.

5. Select **Go to Phone Screen on Answer**.

6. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.

7. Press **Save**.

# Displaying call timers

### About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

### Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings** > **Call Settings** > **Display Call Timers**.

3. Press **Change** to select **Yes** or **No**.

4. Press **Save**.

# Setting redial options

### About this task

Use this task to view a list of last four numbers that you dialed or to dial the last dialed number when you use the redial feature.

### Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings** > **Call Settings** > **Redial**.

3. Press **Change** to select one of the following options:

   - **One Number**: To dial the last dialed number.

   - **List**: To display the last four dialed numbers.

4. Press **Save**.

# Configuring visual alerts

### About this task

Use this task to cause the LED in the top right corner of the phone to flash when the phone gets incoming calls.

### Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings** > **Call Settings** > **Visual Alerting**.

3. Press **Change** to select **On** or **Off**.

4. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

# Setting the audio path

## About this task

Sets your phone to receive calls on the Speaker or the Headset.

## Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Setting** > **Call Settings** > **Audio Path**.

3. Press **Change** to select **Headset** or **Speaker**.

4. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

# Setting contact names to display during calls

You can set your deskphone to display the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

## Procedure

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options & Settings** or **Phone Settings**.

4. Press **Select** or **OK**.

5. Select **Call Settings**.

6. Press **Select** or **OK**.

7. Select **Pair Contacts to Calls**.

8. Press **Change** or **OK** to change the setting to **On** or **Off**.

9. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

# Setting dialing options

## About this task

Your phone has the following dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- If you set the Edit Dialing feature, you can enter the number or a part of it, edit the entered digits if needed, and press the corresponding softkey to dial.

  When on-hook dialing is enabled, Edit Dialing is not available.

## Procedure

1. Press **Main Menu**.

2. Navigate to **Options & Settings** > **Call Settings** > **Edit dialing**.

3. Press **Change** to select **On** (Enabled) or **Off** (Disabled).

4. Press **Save**.

**Related links**

# Setting Headset Signaling

## About this task

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

😎 **Note:**

Not all the headsets support audible alerts.

## Procedure

1. Press **Home**.

2. Press **Main menu**.

3. Navigate to **Options and Settings** > **Call Settings** > **Headset Signaling**.

4. Select from the three settings using the corresponding buttons:

   - **None**: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
   - **Switchhook** and **Alerts**: On an incoming call, the phone plays an alert tone in the headset every 5 seconds.
   - **Switchhook only**: The phone does not send the ringing tone to the headset. The headset switch-hook button is non functional.

5. Press **Save**.

**Related links**

# Application Settings

## Activating call log history

You can activate the call log history through the Settings menu so that you can track the calls made to, or from the phone and use the call history to make outgoing calls again.

**Procedure**

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options and Settings**.

4. Select **Application Settings**.

5. Select **History**.

   The phone sets the option to **Off** by default. Press **Change** to change the setting to **On**.

6. Press **Save** to save the change.

**Related links**

Options & Settings on page 39

## Activating call log for bridged calls

### About this task

You can use the call logs to track the calls on the bridged extension. Follow this procedure to activate the call log for bridged calls through the **Settings** menu.

**Procedure**

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options & Settings**.

4. Select **Application Settings**.

5. Navigate to **Log Bridged Calls**.

   The phones sets the option to **No** by default. Press **Change** to change the setting to **Yes**.

6. Press **Save** to save the change.

**Related links**

Options & Settings on page 39

## Personalizing labels

### About this task

You can change the labels that the phone displays for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to *My Line*. If

you have a button module attached to your phone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*.

**Procedure**

1. Press **Main Menu**.

2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.

4. Select **Application Settings**.

5. Select **Personalize Labels**.

6. Press **Change** or **OK**.

   The phone displays the labels which you can edit.

7. Select the label you want to edit.

   If the label you want to edit is on the **Features** menu, scroll right to access the **Features** menu, and select the label you want to edit.

8. Press **Edit**.

9. Edit the label.

   Press **More** then **Clear** to clear all text fields and start again.

10. Press **Save** or **OK**.

11. **(Optional)** To revert to the default button labels, select **Main Menu** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels**.

    a. Press **Select**.

    b. Press **Default**.

**Related links**

[Options & Settings](#) on page 39

# Restoring default button labels

## About this task

If you have customized the button labels on your phone, you can restore the default button labels. Availability of this feature depends on how the administrator has administered your phone. See your system administrator for more information.

## Procedure

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options and Settings**.

4. Select **Application Settings**.

5. Navigate and select **Restore Default Button Labels**.

6. Press **Change**.

7. Press **Default**.

**Related links**

# Screen and Sound Options

## Adjusting the brightness of the display

**Procedure**

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options & Settings** or **Phone Settings**.

4. Press **Select**.

5. Select **Screen & Sound Options**.

6. Press **Select**.

7. Select **Brightness** or **Contrast**.

8. Press **Change**.

9. Select **Phone** or an attached button module.

10. Scroll to the right or left to adjust the brightness or contrast.

11. Press **Save**.

**Related links**

## Turning button click sounds on and off

**About this task**

Use the procedure to turn on/off button click sound.

**Procedure**

1. Press **Main Menu**.

2. Navigate to **Options & Settings** > **Screen & Sound Options** > **Button Clicks**.

3. Press **Select**.

4. Press **Change** to turn sound on or off.

5. Press **Save**.

**Related links**

# Turning error tones on or off

Your phone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

## Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Error Tones**.

3. Press **Change** to turn error tones on or off.

4. Press **Save**.

**Related links**

# Changing text size

## About this task

Use this procedure to change font size of the text in phone display.

⊛ **Note:**

This feature applies to English language.

## Procedure

1. Press **Main menu**.

2. Scroll to **Options & Settings** and press **Select** soft key.

3. Scroll to **Screen & Sound Options** and press **Select** soft key.

4. Scroll to **Text Size**.

   ⊛ **Note:**

   The Text Size option is available only if the administrator configures the feature through the settings file.

5. Press **Change** to change the text size.

   You can set the text size to:

   • **Normal**

   • **Large**

6. Press **Save**.

   If you set the value of **Phone Screen Width** to **Half** or **Feature-Half** and **Text Size** to **Large**, the screen width automatically changes from half to full, to allow the larger text size to display properly. In this case, if you prefer a split screen, you must set the **Text Size** to **Normal** .

**Related links**

[Options & Settings](#) on page 39

# Setting the phone screen width

### About this task

Use this procedure to set the phone screen size width. The screen display can be set to full, half and feature-half mode.

### Procedure

1. Press **Main Menu**.

2. Scroll to **Option & Settings** and press **Select**.

3. Scroll to **Screen & Sound Options** and press **Select**.

4. Scroll to **Phone screen width**.

5. Press **Change** to select one of the following options:

   - **Full**: Each call appearance or feature occupies the entire width of a line on the phone screen.

   - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.

   - **Feature Half**: This display option is a combination of full-width and half-width modes. The call appearance screen appears in full-width mode and the feature screen appears in half-width mode.

6. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

# Changing the ring pattern

### About this task

There are two ring tone categories available:

- **Classic**

- **Rich**

Each category contains eight distinctive ring tones. The ring tone currently selected is displayed on the status line with a check mark next to the ring tone.

### Procedure

1. Press **Main menu** > **Options & Settings** > **Screen & Sound Options**.

2. Press **Select** or **OK**.

3. Scroll to **Personalized Ringing** and press **Change**.

4. Use the **Rich/Classic** softkey to toggle between the two sets of categories.

5. Scroll down/up through the patterns and select one.

   The phone plays the ring tones once through the speaker as you scroll through the list.

6. Press **Save** to save your selection.

   The phone takes you to the **Screen & Sound Options** menu.

**Related links**

[Options & Settings](#) on page 39

# Changing the display language

**Procedure**

1. Press **Home**.

2. Press **Main menu**.

3. Select **Options & Settings** or **Phone Settings**.

4. Press **Select**.

5. Select **Screen & Sound Options**.

6. Press **Select**.

7. Select **Language**.

8. Select a display language.

9. Press **Select**.

10. Press **Yes** to confirm the selected language.

**Related links**

[Options & Settings](#) on page 39

# Advanced options

## Backing up and restoring your data files

In addition to the automatic backups of telephone information whenever you change or update phone options and settings, and depending on how your system is administered, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and any applicable button modules, call history, ring tones, and any other phone options and settings you may have set using the **Main Menu**. Likewise, if administered, you can restore your data files to the previous settings using the manual restore option. Performing a manual backup or a manual restore of backed up files is not usually necessary, but your system administrator may ask you to do this in the event of system problems.

**Procedure**

1. Press **Main menu** > **Options & Settings**.

2. Press **Select** or **OK**.

3. Select **Advanced Options**.

4. Press **Select** or **OK**.

5. Select **Backup/Restore**.

6. Ensure that you select the **Manual Backup** line, then press **Backup** to start the data file backup.

   The top line displays messages to inform you the backup is in progress and when the backup is complete.

   When the backup is in progress, it shows message `Backup in progress`. When the backup is complete, it shows message `Backup successful` or `Backup failed` depending on the bruri parameter values in the settings file.

7. To restore your data from a backup file, be sure that you select the **Manual Restore** line, then press **Restore**.

   The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration finishes. Your options and settings now reflect their previous values.

   When the restore is in progress, the phone displays `Retrieval in progress`. When the restore is complete, the phone displays either `Retrieval successful` or `Retrieval failed`.

**Related links**

[Options & Settings](#) on page 39

## Turning automatic gain control on or off

### About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

### Procedure

1. Press **Main menu**.

2. Press **Select** to select **Options & Settings** > **Advanced Options** > **Automatic Gain Control**.

3. Select the **Handset, Headset, or Speaker** for which you want to turn AGC on or off.

4. Press **Save**.

**Related links**

[Options & Settings](#) on page 39

## Selecting handset audio equalization

**About this task**

For most people, this option is irrelevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the phone and make it easier to hear the far end.

**Procedure**

1. Press **Main menu** > **Options & Settings**.

2. Press **Ok**.

3. Choose **Advanced Options**.

4. Select **Handset Equalization**.

5. Press **Change**.

6. Select the setting which you want to change by pressing the button against the setting.

   • **Default**— Setting delivers standard audio performance unless otherwise modified by your administrator.

   • **Audio Opt.**— Delivers standard audio performance, regardless of what your administrator has chosen.

   • **HAC Opt.**— Setting delivers "Hearing Aid Compatibility" performance.

   • **Amplified**— Setting allows users to reset the volume level to nominal between calls.

7. Press **Save**.

**Related links**

# Acoustic Protection

Avaya J100 Series IP Phones have the acoustic exposure protection, to protect the user's ears from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limit. The user can set the permissible acoustic limit to dynamic or predefined static values. In dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

> ❗ **Important:**
>
> Only L100 Series Headsets with RJ9 connector supports acoustic exposure protection.

**Related links**

## Configuring acoustic exposure protection

**About this task**

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

**Before you begin**

Ensure to use L100 Series Headsets.

**Procedure**

1. Press **Main Menu**.

2. Scroll to **Options & Settings**, and press **Select**.

3. Scroll to **Advanced Options**, and press **Select**.

4. Scroll to **Acoustic Protection...**, and press **Select**.

5. Choose one of the following and press **Select**:

   • **Default**: Sets the acoustic protection values to one of the following options that your administrator sets:

   > Dynamic
   > 8 hours
   > 4 hours
   > Off

   This configured value is the default setting for acoustic protection that your administrator sets.

   • **Off**: Sets the acoustic protection off.

   • **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

   • **8 hours** : Sets the acoustic protection for 8 hours.

   • **4 hours**: Sets the acoustic protection for 4 hours.

**Related links**

[Acoustic Protection](#) on page 51

# Administrative messages

Your administrator can send or push important messages such as notification of an early office shut down because of bad weather. The administrator can also send information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

• A text message streaming across the top display line, that also accompanies an audible alert.

• An audible alert broadcast through the Speaker or the headset if that device is active.

• An interrupt screen notifying you that you are receiving an audio alert.

While receiving an audible alert, you can change between the speaker, handset, and headset, can stop the transmission of pushed audio content by going on-hook, and can adjust the volume, as you normally do during a call.

# Browser

Your phone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your phone.

Gain access to the browser through **Main Menu**. If you do not see the **Browser** option on Main Menu, Web applications must be available for your phone.

# Chapter 8: Troubleshooting

## Limited access during failover

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

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

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

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

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

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

- You can press the Phone button to access browser web links or pages during failover (if normally available). However, any "click to dial" links will not work until the phone transitions to the alternate server.

- The Message Waiting Indicator is cleared, but voice mail might still be available if the voice mail server to which calls are being sent is not in failover.

  Transitions back to the normal server will restore all original functionality.

# Chapter 9: Related resources

## Documentation

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

| Title | Use this document to: | Audience |
|-------|----------------------|----------|
| Installing and Administering Avaya J169/J179 IP Phone | Avaya J169/J179 IP Phone. | For people who want to gain a high-level understanding of the features, functions, capacities, and limitations. |

## Finding documents on the Avaya Support website

**Procedure**

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.

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 only displays the documents for 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.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:

  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.

  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:

  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

  * **Note:**

    Videos are not available for all products.

# Support

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

# Index

*Comments on this document? infodev@avaya.com*