AVAYA

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

Release 4.1.9 Issue 1 July 2025 © 2024-2025, Avaya LLC All Rights Reserved.

Main menu

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

😵 Note:

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

Icons	Name	Description
88	Features	To access the administrated features.
	Applications	 To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver. To sign off the phone, to protect your settings, or to let another user log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
H	Network information	To check network settings.
۶	Administration	To access administration settings.

lcons	Name	Description
\bigcirc	About	To view the phone software version.

General phone icons

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

😵 Note:

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

lcon	Description
¥	Microphone is muted.
Č,	Missed call on your phone. You can see the Missed Call icon in the Recents application.
C	Missed call reason on your phone. You can see the additional context for the missed call.
2	Incoming call indicates you answered this call. You can see the Incoming Call icon in the Recents application.
2	Outgoing call indicates you made this call. You can see the Outgoing Call icon in the Recents application.
<u> </u>	The Bridged Call icon indicates the line is used for a call on another phone.
4	Incoming call is alerting.
4	Outgoing call indicates you made this call.
0	Call is active.
	Call is on hold.
2	Call is on hold during a conference or transfer call setup.
	Conference is active.

Description lcon Conference is on hold. -Use the **Right** or **Left** navigation $\langle D \rangle$ arrow to see more pages, screens, or options. Scroll left for more options. 0 Scroll right for more options. \circ Team icon indicating the team member 0 is available. Team icon indicating the team member G is busy on a call and unavailable. Team icon indicating the team member 0 is not on a call, but is forwarding incoming calls. Team icon indicating the team member 0 is busy on a call and is forwarding incoming calls. Indicates that the phone is not A connected to the call server and operates in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone encountered a failure and preserved the media session until the user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available. The FC500 feature is on. Ð The Do not disturb feature is on. The Send All Calls feature is on. 3 The Send NN feature is on. The Call forward feature is on. (→ Table continues...

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lcon	Description
H	Indicates that the call uses a wideband codec for excellent voice quality.
	Indicates a low network performance or local network issues that might result in lower call quality.
()	The Limit Number of Concurrent Calls (LNCC) feature is on.
CTRL	Indicates that the SLA Mon [™] agent took control of the phone.
REC	Indicates that the call is recorded for SLA Mon [™] .
0	Indicates that the audio of this call is secure.
2	Indicates that the audio alert for incoming calls is off.
*	Indicates the Bluetooth feature is on.
9	Indicates that you missed a call. The number in the icon indicates the number of missed calls. In the example icon, the agent missed 9 calls.
Ð	Indicates that you missed a call. The plus sign (+) in the icon indicates that the number of missed calls is more than 9.
₩ [*]	Autodialing feature.
2	Toll call.
%	Toll-free call.
	Caller ID validation passed.
!	Caller ID validation failed
?	Unknown caller ID validation.

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J179 IP Phone:

😵 Note:

Avaya J169 IP Phone does not support the Wi-Fi feature.

lcon	Description
((:-	Non-secure Wi-Fi network is detected.
1	Secure Wi-Fi network is detected.
0	Wi-Fi network is out of range or offline.

Getting Started

Logging in to your phone with the SSO QR code or URL

You can log in to your phone with your Single sign-on (SSO) credentials using your mobile device or computer. Your phone administrator configures the SSO feature for your extension. After the SSO authentication, the phone automatically logs you in.

Ensure the following:

- Your phone administrator configures the SSO feature.
- Your mobile device can scan a QR code.
- 1. On the Single Sign On screen, press Login.

The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.

- 2. Depending on your choice of device, do the following:
 - If you are using a mobile device, scan the QR code. When the QR code scan displays a URL on your mobile device, tap the URL.
 - If you are using your computer, press **Link**. Enter the URL in your computer browser and follow the prompts.

The screen displays the SSO login page of your organization.

3. On the SSO login screen, enter your corporate username and password.

The phone screen displays the Successful authentication message.

 Follow the screen prompts. You are logged in to your phone.

Logging in to a phone as a Guest user with SSO login

With the Guest user SSO login feature, you can log in to a phone as a guest user with the SSO authentication for a specified period.

Ensure that your administrator configures the Guest user SSO login feature.

- 1. Press Main Menu.
- 2. Scroll to Applications and press Select.
- 3. Scroll to Guest login and press Select.
- 4. On the Single Sign On Guest login screen, press one of the following to set the duration in hours:
 - Right arrow key: To increase the duration value.
 - Left arrow key: To decrease the duration value.
- 5. Press Enter.

The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.

- 6. Depending on your choice of device, do the following:
 - For a mobile device, scan the QR code. When the QR code scan displays a URL, tap the URL.
 - For a computer, press **Link**. Enter the URL in your computer browser and follow the prompts. The screen displays the SSO login page of your organization.
- 7. On the SSO login screen, enter your corporate username and password.

The phone screen displays the successful authentication message.

Follow the screen prompts.
 You are logged in to your phone.

Logging in to your phone with corporate credentials

You can log in to your phone with the extension and password that your phone administrator provides if the Single sign-on (SSO) feature is not active.

- 1. On the Login screen, in the **Username** field, type your extension.
- 2. Press Enter.
- 3. In the **Password** field, type your password.
- 4. Press Enter.

Logging out of your phone

You can log out of your primary extension when you log in through a Single sign-on (SSO) or SIP login. You can also log out of the SIP login as a guest user.

🙁 Note:

After a guest user logs out, the phone logs back the primary user.

- 1. Press Main Menu.
- 2. Scroll to **Applications** and press **Select**.
- 3. Scroll to Log out and press Select.
- 4. In the confirmation window, press $\mbox{Log out}.$

Locking your phone

Lock the phone while you are logged in to prevent unauthorized usage. Locking the phone does not log you out. You can receive all incoming calls and make calls to emergency numbers.

😵 Note:

If your administrator has enabled the Block Incoming Calls feature, you cannot answer incoming calls when the phone is locked.

If the Single sign-on (SSO) feature is active on your phone, you cannot lock the phone before setting a PIN.

Contact your phone administrator if you cannot see the **Lock** option in the **Application** menu.

- 1. Press Main menu.
- 2. Select Applications > Lock.

Operations

Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

Press and hold the dial pad key assigned to the number you want to call.

Making an emergency call

Ensure that the **Emerg** soft key is assigned by your administrator.

Do one of the following:

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

Answering a call when on another call

You can receive a call on a secondary call appearance only if the call appearance is free.

Press one of the following:

- The Answer soft key
- OK Button

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

Adding a person to an active call

You can add participants to an active call to set up a conference call.

Start a call.

1. During a call, on the Phone screen, press **More** > **Conference**.

The phone puts the existing call on hold.

- 2. To make a call to a participant, do one of the following:
 - Dial the phone extension by using the dial pad.
 - Call the person from the Contacts list or the Recents list.
- 3. When the third participant answers the call, press the **Join** soft key.
- 4. To add another person, press **Add** and repeat Steps 2 and 3.

Related links

Making Conference Calls (video)

Contacts

Adding a contact from the Recents list

Use this procedure to add a number to your Contacts list from your call history.

- 1. Press Recents.
- 2. Scroll to the required number and press +Contact.
- 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 this field and add other information.

4. Press Save.

Creating a local Contacts group

1. Press Contacts.

- 2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to Applications and press Select.
 - b. Scroll to Contacts and press Select.
- 3. Press Groups.
- 4. Press NewGroup.
- 5. In the Enter group name field, type your group name.
- 6. Press Save.

Advanced features

Call forwarding to your cell phone using EC500

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

- Ensure that your administrator enables the feature.
- Ensure that the system administrator sets your personal phone number as your destination number.
- 1. Press the Main menu and scroll to Features.
- 2. Press Select.
- 3. Scroll to EC500 and press Select.

Making a priority call

Use the Priority Calling feature to provide users with a special internal call alert. The called party hears a distinctive ringing when the calling party uses Priority Calling.

The call rings even at an extension with Do not disturb enabled.

Ensure that the administrator enabled the feature invocation target selection.

- 1. Press the Main menu.
- 2. Scroll to Features and press Select.
- 3. Scroll down to **Priority Call**, press **OK**, or press the corresponding line button.

You can see the Select a destination dialogue box.

- 4. Do one of the following to enter the number you want to set as a priority:
 - Press the **Dial** soft key to use the dialpad and manually enter the number.
 - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
 - Press the **Browser** soft key to select the destination number from the browser application.
 - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

The Priority feature is activated.

- 5. Press **Enter** or **OK** to activate the feature in case of manual dialling.
- 6. (Optional) To cancel the priority call, press the Cancel soft key.

Listening to your voicemail

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

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.
- 1. To log in to your voicemail, press the **Message** button.
- 2. Follow the voice prompts to playback your voice messages.

Making a precedence call by using the Main menu

- 1. Press Main Menu.
- 2. Scroll to Applications and press Select.
- 3. Select Call Priority.
- 4. On the Precedence Selection screen, select the precedence level.
- 5. Dial the extension from one of the following:
 - Contacts
 - Recents
 - The dial pad

Joining a call on a bridged line

On the phone, do one of the following:

- Press the line button with the active call.
- Select an active bridge line number and press **Bridge**.
- 😵 Note:

Do not use **Headset**, **Handset** or **Speaker** softkeys to join the call on a bridged line. Pressing **Headset**, **Handset** or **Speaker** opens the Dial screen. To cancel dialing and to press the required line button for joining a call, press the **Headset**, **Handset** or **Speaker** softkey again.

Making a consultative transfer

Transfer a call by connecting a call with the transfer recipient.

Ensure that your administrator enables the feature.

 While on an active call, press **Transfer** soft key. The phone displays the Select a destination dialogue box.

The first call is placed on hold.

- 2. Do one of the following and then press the **Call** soft key :
 - Dial the number to transfer the call.
 - Search for the number in Contacts or Recents.
 - Press the **Team** line key to transfer the call to the configured team button.

You must configure the team button to use as your target selection.

3. To initiate a consultative transfer, press **Talk**.

The call transfer recipient's phone starts ringing.

- 4. Do one of the following:
 - Press **Complete** after the recipient answers the call.

The call transfer is complete. This is also called attended transfer.

• Press **Complete** after the recipient's number starts ringing.

The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

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

Ensure that your administrator enables the feature.

1. While on an active call, press **Transfer**.

The phone displays the Enter Transfer Destination screen.

- 2. Do one of the following and then press the **Call** soft key:
 - Dial the number to which you want to transfer the call.
 - Search for the number in the Contacts or Recents list.
- 3. To initiate a blind transfer, press **Now**. The call transfer is complete.

Parking a call

Use Call Park to park an active call from your phone extension.

Contact the administrator to activate Call Park on your extension.

- 1. Press Main menu.
- 2. Scroll to **Features** and press **Select**.
- 3. Scroll to Call Park and press Select.

Depending on the server configuration, the feature LED can provide one of the following indicators:

- The green LED turns on, indicating that the call parking is complete. The green LED stays on until the call is unparked or returned.
- If the administrator configures the parking lot display timer, the green LED turns on and the Call Park feature button displays the parking lot extension number for a specific duration. After this duration, the Call Park button is available for parking.

Retrieve the call from another extension using Call Unpark. If not unparked within the configured duration, the parking lot returns the call to the parking extension .

Unparking a call

Use Call Unpark to retrieve a parked call.

Contact the administrator to activate Call Unpark on your extension. Obtain the extension number where the call is parked.

- 1. Press Main menu.
- 2. Scroll to Features and press Select.
- 3. Scroll to Call Unpark and press Select.
- Enter the extension number and press Select. The call resumes, and the call park LED on the parking extension turns off.

Customization

Changing the phone display mode

You can change the phone display mode to Dark or Light with the Display Mode feature. The font color is black if you set the display mode to Light. The font color is white if you set the display mode to Dark.

Contact your phone administrator if you cannot see the settings to change the display mode.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to **Display** and press **Select**.
- 4. Scroll to Display Mode and press Select.

Press Toggle to switch between Light and Dark.
 Press Save.
 Related links

Modifying your Display Mode (video)

Enabling and disabling Bluetooth

You can use Bluetooth enabled devices with your phone.

😵 Note:

Avaya J169 IP Phone does not support the Bluetooth feature.

Ensure the wireless module is installed in your phone.

- 1. Press Main Menu.
- 2. Scroll to **Settings** and press **Select**.
- 3. Scroll down to **Bluetooth** and press **Select**.
- 4. Scroll to **Bluetooth headset** and press one of the following:
 - Toggle: To enable or disable Bluetooth.
 - Right Arrow key: To enable Bluetooth.
 - Left Arrow key: To disable Bluetooth.

😵 Note:

For some Bluetooth headsets, volume can be adjusted during the first call after rebooting the phone. Toggle the slider of the pop-up panel to the right to increase the volume, and to the left to decrease it.

Pairing a Bluetooth enabled headset with your phone

You can pair a maximum of six Bluetooth-enabled headsets with the phone, but you can use only one headset at a time. The phone displays the list of available devices and paired devices.

- Ensure the wireless module is installed on your phone.
- Ensure that your administrator enables the feature.
- Ensure your Bluetooth headset is in pairing mode.
- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll down to **Bluetooth** and press **Select**.
- Scroll to Devices and press Select. The phone scans and displays the list of Bluetoothenabled devices.
- 5. To pair a device, scroll to the headset and press Pair.
- 6. To disconnect a paired headset, under Paired devices, press **Disconnect**.

7. To unpair a paired headset, under Paired devices, press Forget.
Related links
Pairing a Bluetooth Headset to the J179 Phone (video)

Customizing phone keys

Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.

Ensure that the administrator has set Full or Limited customization mode. You cannot customize phone keys in the Blocked mode and can customize labels and Contact and Application favorites in the Limited mode.

- 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.

The customization menu is not available in the Blocked mode.

- 5. Press the Customize key.
- 6. Use the Navigation keys to select the line key.
- 7. **(Optional)** On the phone screen, if the selected line is empty, press **Add** and do the following:
 - To add a contact, press Contact.
 - To add a feature, press **Feature**.
 - The option is not available in the Limited mode.
 - To add an application, press App.

You can use the Navigation keys to scroll to the required functionality and press **Select**.

- 8. To move the selected line 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 set a new label, do the following:
 - a. Press Relabel.
 - b. Type the name of the label.
 - c. If your original language uses extended Latin or non-Latin symbols, press the More > Symbol soft key to open the Symbols menu and select the necessary symbols. Press Insert > More > Save.
- 10. To delete a key, press **Delete** and confirm the deletion.

Related links

Customizing line keys (video)

Setting the network mode

Perform this procedure to set the network mode of your phone to an **Ethernet** or a specific **Wi-Fi** network.

Avaya J169 IP Phone does not support the Wi-Fi feature.

Ensure that the network administrator gives you access to perform this task.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Network and press Select.
- 4. Scroll to Network mode.
- 5. Select the Network mode from the following options:
 - Ethernet: To connect the phone to an Ethernet network.
 - Wi-Fi: To connect the phone to a Wi-Fi network.
- 6. Press one of the following:
 - Toggle
 - Right arrow key
 - Left arrow key
- 7. Press Save.
- 8. When the phone prompts to restart, press **OK** or press **Cancel** to go back.

Connecting to a Wi-Fi network

Perform this procedure to connect your phone to a specific Wi-Fi network.

Avaya J169 IP Phone does not support the Wi-Fi feature.

- Ensure that the network administrator gives you the access to perform this task.
- Select Wi-Fi as your network mode.
- When you set the network mode, note the SSID, as this is the name of the Wi-Fi network the phone attempts to connect to.
- Ensure that the network administrator enables hidden Wi-Fi features.
- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Network and press Select.
- 4. To access the list of available Wi-Fi networks, scroll to **Wi-Fi network** and press **Select**.

The phone displays all available Wi-Fi networks, including the hidden Wi-Fi networks.

- Scroll to the required Wi-Fi network and press Connect to start the connection process. You can connect to the hidden Wi-Fi network.
- 6. To restart the phone, press **OK**.
- If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network. Depending on the type of security in the Wi-Fi networks, obtain the required credentials. Contact your network administrator for more details.
- 8. If the security is 802.1x EAP, enter the following:
 - **Identity**: Your user ID or the shared user ID provided by your administrator.
 - Anonymous Identity: Leave blank or use the shared Anonymous Identity provided by your administrator.
 - **Password**: Your password or the shared password provided by your administrator.

When the authentication is successful, the phone automatically restarts to complete the connection.

Changing the background image

Use this procedure to set the background image for the primary display of the phone.

Also, you can have the same background image as the primary display for the Avaya J100 Expansion Module (JEM24) module, if your administrator makes the required settings. The JEM24 display reflects any changes made to the primary display background. If you select a custom background image for the primary display, the JEM24 displays the default Avaya device image.

- 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 to Primary display and press Select.
- 6. Scroll down to the new image.
- 7. (Optional) To preview the image, press **Preview** and then press **Back**.
- 8. Press Select.
- 9. Press Save.

Turning button clicks on and off

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to **Audio** settings and press **Select**.
- 4. Scroll to Button clicks and press **Toggle** to turn the audio on or off.

5. Press Save.

Setting a personalized ringtone

Use this procedure to set a ringtone for different uses.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Audio settings 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 Select.
- 7. Scroll to the ringtone, and press Select.
- 8. (Optional) To play the ringtone, press Play.
- 9. Press Save.

Setting the display language

- 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 Select.
- 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 the time format

Ensure that your administrator has enabled the time format feature.

- 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 Toggle to select one of the following options:
 - Time format 24 Hour
 - Time format 12 Hour
- 6. Press Save.

Support

Go to <u>www.avaya.com/support</u> for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.