AVAYA

Using Avaya J169 and J179 SIP IP Phones in Open SIP

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

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

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and

product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

The Bluetooth™ word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Avaya Inc. is under license.

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 how to use Avaya J169/J179 IP Phone features in an Open SIP environment.

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

Chapter 2: Avaya J169/J179 phone overview

Phone overview

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

The phone supports 96 buttons. The primary display of the phone provides 96 buttons by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to three button modules, and each button module supports displaying 24 buttons of the 96 buttons.

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

Physical specifications

- 8 buttons with red and green dual LEDs
- 320 x 240 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:

  - Messages

  - Recents

  - Headset

  - Speaker

  - Mute

Related links

[Understanding Avaya J179 IP Phone](#)
[Configuring the Avaya J100 Expansion Module](#)

Physical layout of a J169/179 IP Phone

No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail
2	Phone display	Displays two areas: • Top Bar: It is always visible, displays communication status, time, date, and device status. • Application area displays the following: - Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. - Application content area: It displays menus, lists, pop-up windows, images, or other application content. - Soft key labels area: It displays labels with information about the state of soft key buttons.
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. The default action depends on the application and the context.
4	Soft keys	Used to select the corresponding label of context-specific actions. With the **Help** soft key, you can view a short description of the features available on your phone.
5, 7	Navigation cluster	Used to navigate on the **Phone** screen and other menus. • **Up** and **Down Arrow** keys: To scroll up and down. • **Right Arrow** and **Left Arrow** keys: To move cursor in the text input field, and to toggle values in the selection fields. • **OK** button: The center button of the navigation cluster. Used to select the action assigned to the first soft key.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. • (**+**): To increase the volume. • (**-**): To decrease the volume.
15	Mute button	Used to mute or unmute the outgoing audio.
16	Handset	Used to receive or 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, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays the list of all calls.

Connection jacks for J169/179 IP Phone

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

The image schematically describes which device to connect to which jack.

| 1 | 2 | 3 | 4 | 5 |
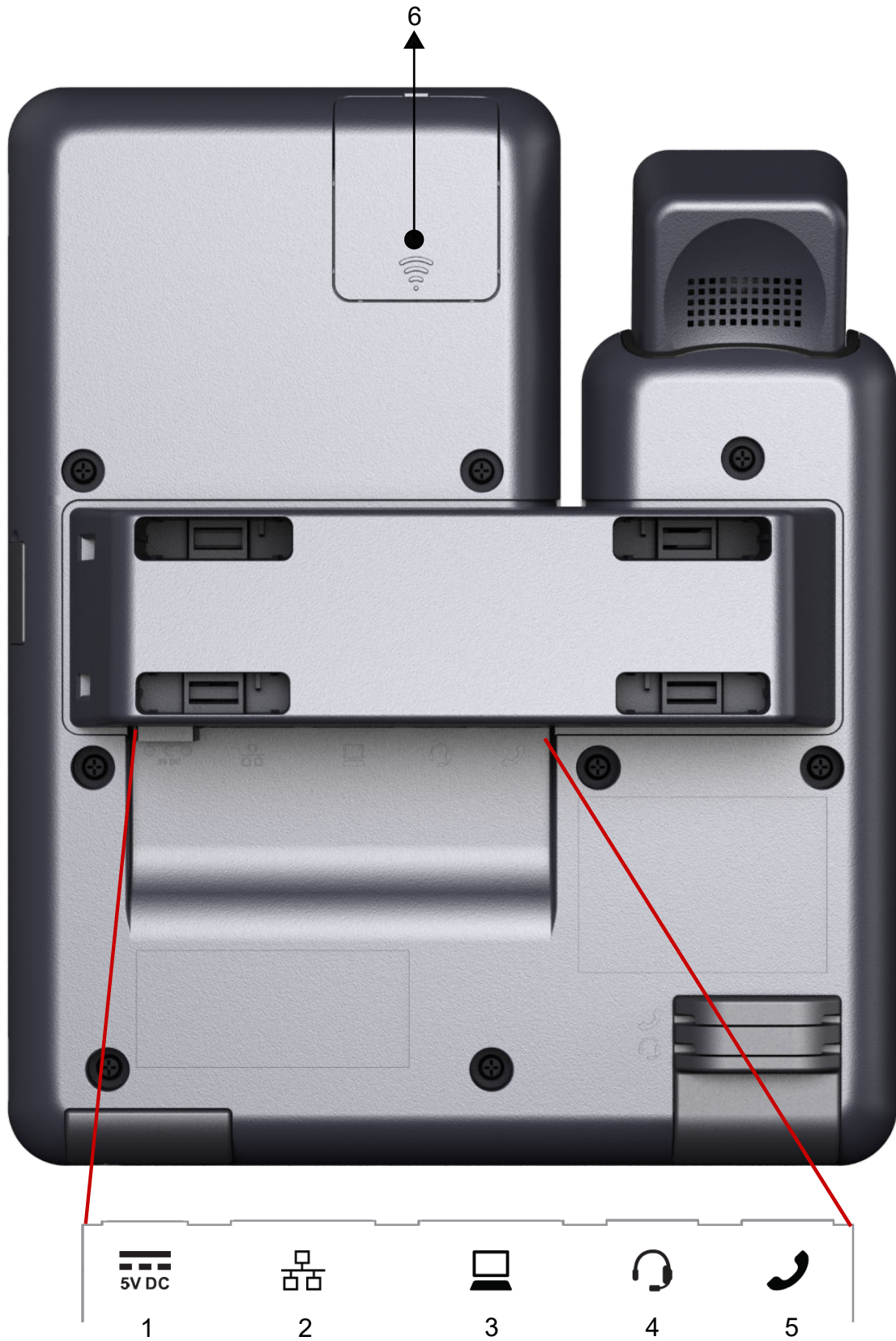
No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer. ✳ **Note:** PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support. ✳ **Note:** WLAN Module Panel is not provided in the Avaya J169 IP Phone.

Optional components

You can use the following components to your phone. These components are not a part of your phone package and needs to ordered separately. You might need assistance of your system administrator to install few of these items:

- PSAC12R–050 – 5V DC Power adapter
- Avaya J100 Expansion Module
- PoE power supply
- Avaya J100 Wireless Module (Wi-Fi Module)

Chapter 3: Getting Started

Entering the provisioning details

About this task

Enter the provisioning server address if the phone prompts, for example, when you connect to the network for the first time.

Before you begin

Obtain the provisioning server address from the system administrator.

Procedure

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press one of the following:

   • **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.

   • **No**: To obtain the provisioning server address from the DHCP server.

   In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

   If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

   If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

   If you do not have a numeric enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

   The phone displays the `Starting` message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.

2. On Enter provisioning details screen, press one of the following:

   • **Config**: To enter the provisioning server address.

- **Never**: To never prompt for the provisioning server address.

- **Cancel**: To cancel the prompt and display the Login screen.

3. After you have pressed **Config**, enter the provisioning server address in the **Address** field.

   The address is an alphanumeric URL like http://myfileserver.com/j100/.

   ➕ **Tip:**

   To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.

   To enter the forward slash symbol (/) in the field, press the / soft key.

4. **(Optional)** Enter the **Group** number.

   Obtain the Group number from your system administrator. The value ranges from 0 to 999. 0 is the default value. If you do not enter any value in this field, the phone uses the default value.

5. Press **Save**.

   The phone continues to boot and connect to the provisioning server address for provisioning configuration.

Related links

Setting Up the Avaya J179 IP Phone

Identifying the device type during phone boot-up

About this task

Avaya J100 Series IP Phones screen displays the device type during the phone boot-up. This feature is supported only in the phone software version 4.0.3 and later.

Procedure

1. Set up the phone hardware.

2. Plug the Ethernet cable to the phone.

   The phone powers up and starts to initialize.

   The phone primary screen displays one of the following as the backsplash screen:

   - A screen with Avaya text for Avaya SIP phones

   - A screen with Open SIP text for Open SIP phones

Logging out of your phone

About this task

Use this procedure to log out of your extension.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll to **Log out**, and press **Select**.

4. In the confirmation window, press **Log out**.

Related links

Logging in to your phone on page 23
BroadWorks Call center on page 121

Logging in to your phone

Before you begin

Your extension and password are provided by your administrator.

Procedure

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**.

Related links

Logging out of your phone on page 23

Locking your phone

About this task

You can lock your phone to prevent unauthorized use of the phone when you are away. Locking your phone does not log you out, you can still receive all calls and make calls to emergency numbers.

To lock the phone, press **Main menu**, and select **Applications** > **Lock**.

Unlocking your phone

About this task

You can unlock your phone using a PIN or a password. Depending on the configuration made by your administrator, the phone screen displays the field for entering either a PIN or a password. A PIN is a digit-only value whereas a password can be an alphanumeric value.

If you do not know or remember your PIN or password, contact your administrator.

You cannot unlock the phone if you enter an incorrect PIN or password.

Your administrator sets a limit to the number of incorrect attempts. If you exceed the limit, the phone temporarily blocks you from attempting to unlock the phone for a period that your administrator specifies.

To unlock the phone, press **Unlock** and enter the PIN or password.

Setting the network mode

About this task

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

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

Before you begin

Ensure that the system administrator gave you access to perform this task.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Network** and press **Select**.

4. Scroll to **Network mode**.

   The **Network mode** setting shows the following options:

   - **Ethernet**: To connect to an Ethernet network.

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

5. Press one of the following:

   - **Toggle**

   - **Right Arrow** key

   - **Left Arrow** key

6. When **Network mode** displays **Wi-Fi**, the following lines are shown on the **Phone** screen:

   - **SSID**: The name of the Wi-Fi network that the phone is either currently connected to, or will attempt to connect to if you start the connection process.

   - **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.

7. After selecting the network mode, press **Save**.

8. When you switch **Network mode** from **Ethernet** to **Wi-Fi**, see Connecting to a Wi-Fi network section.

9. When you switch **Network mode** from **Wi-Fi** to **Ethernet**, press **Save**.

10. When the phone prompts for permission to restart, press **OK**.

    Press **Cancel** to go back to previous step.

Related links

Connecting to a Wi-Fi network

About this task

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network

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

Before you begin

- Ensure that the system administrator gave you 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 that the phone will attempt to connect to.

- Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

Procedure

1. Press the **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**.

5. Scroll to the required **Wi-Fi network**, and press **Connect** to start the connection process.

6. Press **OK** to restart the phone.

7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.

Getting Started

8. If the security is 802.1x EAP, enter the following:

- **Identity**: Either your personal user ID or the shared user ID provided by your system administrator.

- **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your system administrator.

- **Password**: Either your personal password or the shared password provided by your system administrator.

Result

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

Related links

Setting the network mode on page 24

Setting the network configuration

About this task

To set the network configuration to Auto or Manual. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

When network configuration is Auto, every time the phone restarts, it will connect to the pre-configured network that your administrator has set up.

When network configuration is Manual, every time the phone restarts, it will connect to the network that you manually configured by Setting the network mode on page 24 or Connecting to a Wi-Fi network on page 25, irrespective of the pre-configured network that your administrator has set up.

⊛ **Note:**

Any time you manually change the connected network, the phone will automatically set **Network config** to **Manual**.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Network** and press **Select**.

4. Scroll to **Network config**.

The Network configuration shows following two options:

- **Auto**: To automatically connect a network.

- **Manual**: To manually connect to a network.

5. Press one of the following:

- **Toggle**

- **Right** arrow key

- **Left** arrow key

6. Press one of the following:

   - **Save**

   - **OK**

   > ✳ **Note:**
   >
   > If you do not want your phone to restart and stay in the Manual mode when you switch **Network config** from **Auto** to **Manual**, press **Save**.
   >
   > If you switch **Network config** from **Manual** to **Auto**, press **Save** and then do either of the following:
   >
   > - If the currently-connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stay in the Auto mode.
   >
   > - If the currently-connected network is not the same as the pre-configured network that your administrator has set up, the phone will prompt you for permission to restart before connecting to the pre-configured network.

Related links

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**

Related links

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: • Text input fields to move the cursor position. • Selection fields to toggle field values and select options in lists and menus. • Half-width displays to move the selection left or right. • Scrolling between pages when navigating the phone screen, provided that page scrolling mode is switched on by your administrator. The directional keys are context-sensitive.
Up Arrow and **Down Arrow**	Use these keys to scroll vertically in lists, menus, and pop-up windows.

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.
	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.

Related links

Text input

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

Input field

Depending on the application and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that can be modified. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

Hint text

Depending on the application and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

Text truncation

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.

- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.

- Displays the new character on the left side of the current character.

- Deletes the character on the right side of the cursor when you press **Backspace**.

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 and then 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.

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
🔲	**Features**	To access administrator activated features.
🔲	**Applications**	• To access phone applications such as Contacts, Recents, and Activate screen saver. • To sign off the phone, to protect your settings, or to let another user log in.
⚙️	**Settings**	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
🔳	**Network information**	To check network settings.

Table continues…

Icons	Name	Description
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

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

😳 **Note:**

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

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see this icon in the Recents application.
	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.
	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
	Bridged call; indicates this line is being used for a call on another phone.
	Incoming call is alerting.
	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.
	Use the **Right** or **Left** navigation arrow to see more pages / screens / options.

Table continues…

Icon	Description
	Scroll left for other options.
	Scroll right for other options.
	Indicates that the phone is not connected to the SIP proxy server and is operating in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone has encountered a failure and has 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.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the audio alert for incoming calls is off.
	Guest Login feature.
	Indicates the Bluetooth feature is on.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature

Bluetooth icons

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

😊 **Note:**

Avaya J169 IP Phone does not support the Bluetooth feature.

Icon	Description
	Bluetooth headset is connecting.
	Bluetooth headset is connected.
	Default Bluetooth headset.
	Unpaired Bluetooth headset.
	Bluetooth headset is disconnected, but headset is paired.

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.

Icon	Description
	Non-secure Wi-Fi network is detected.
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Chapter 5: Handling incoming calls

Answering a call

About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio-visual alerts.
- Displays the caller's name or number.

✴ **Note:**

When the Incoming call pop-up window is displayed, the only visual alert is the flashing beacon LED. If you press **Ignore**, both the beacon LED and line key LED start flashing.

Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK** button.
- Press the **Answer** soft key.
- Press **Headset**.

You cannot answer BLF and SCA calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

Answering a call when on another call

About this task

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

Procedure

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.

Ignoring a call

About this task

When you do not want to answer a call or you are on another call, you can ignore the new incoming call. When you ignore a call, only the ring alert on your phone stops, you can still answer this call within its ring time by using the Navigation cluster to select the call and answer it.

Procedure

On the Incoming call screen, press one of the following:

- **Ignore** soft key
- **+** volume button
- **-** volume button

The phone turns off the audio alert.

> ✳ **Note:**
>
> If you ignore a call using the Bluetooth headset, to answer the ignored call, press **Answer** or **Headset** button on the phone.

Declining a call

About this task

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

This feature is available on BroadSoft, 3CX and Asterisk environments. You can also decline a call for the following active features:

- Shared call appearance
- BroadWorks Anywhere
- BroadWorks Mobility

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Procedure

On the incoming call screen, press **Decline** soft key.

Result

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

Chapter 6: Handling outgoing calls

Making a call by using the manual dial mode

About this task

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

- Do one of the following:
    - Lift the handset.
    - Press **Speaker**.
    - Press **Headset**.
- Dial the number, and press the **Call** soft key or **OK** button.

    Or

- Just dial the number, and press the **Call** soft key or **OK** button.

    If your system administrator has enabled the digit mapping feature the phone can automatically correct wrongly dialed numbers or prevent you from dialing certain numbers.

Related links

Setting the dialing mode on page 131
Basic call handling

Making a call by using the auto-dial mode

About this task

In an auto-dial mode, when you initiate a call by off-hook, you hear a dial tone until you press any digit from the dial pad. You can edit a partially entered dialed input after initiating a call. You hear a DTMF feedback tone for the digits pressed on the dial pad. The phone automatically places the call when it detects that the dialing string is complete or when there is a time out.

To initiate a call quickly, you can press the # key to indicate the end of the dial, and the phone places the call.

Procedure

1. Do one of the following:

   • Lift the handset.

   • Press **Speaker**.

   • Press **Headset**.

2. Dial the number.

   Or

3. Just dial the number.

Redialing a number

About this task

You can redial the most recently dialed number.

Before you begin

Ensure that the call history is not empty.

Procedure

1. Press **Redial** soft key.

   The phone dials the most recently dialed number.

2. **(Optional)** To see the list of dialed numbers:

   a. Scroll to the number you want to redial.

   b. Press **Call**.

Related links

Setting redial options on page 132

Making a call by using speed dial

Before you begin

Ensure you have speed dial numbers assigned to your contacts.

Procedure

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

Related links

Assigning speed dial entries on page 133

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.

2. Scroll to the contact you want to call.

3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

   For example, press `76484` to search for someone whose name is Smith.

4. Press **Call**.

Making a call from the corporate database Contacts list

About this task

Depending on the configuration by your administrator you may be able to search and call contacts from other remote contacts lists or directories.

Procedure

1. Press **Contacts**.

2. Press **Search**.

3. Enter the digits on the dial pad that correspond to the name of the person you want to call.

   For example, press 76484 to search for someone whose name is Smith.

4. Press **Search** again.

   The phone displays the contact saved in the corporate database.

5. Press **Call**.

Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Home screen
- Lock screen

In an Open SIP environment, you can make an emergency call only when you are logged in to your phone.

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** soft key.

Using the **Emerg** soft key, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** soft key is unavailable.
- The **Emerg** soft key is available. You want to call an emergency number that is not the highest priority number set by the system administrator.

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

Making an emergency call

Before you begin

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

Procedure

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.

Making an international call
Procedure

1. Press and hold the **0** key to enter the plus sign (+).

2. Dial the number that you want to call.

Chapter 7: Broadsoft Call recording indicator

The Broadsoft server provides call recording functionality. If your system administrator has enabled this feature, the phone can notify you when a call recording takes place. If your active call is being recorded, the phone shows a call recording icon for this call appearance and an application header notifying you that the call is on record.

Call recording starts automatically. For more information on call recording, contact your system administrator.

Chapter 8: Call related features

Muting and unmuting a call

About this task

If you mute a call on the phone, you must unmute it using the **Mute** button. If you mute the call on the Bluetooth headset, you must unmute it on the headset.

Procedure

1. To mute an active call, press **Mute**.

   The **Mute** button is lit.

2. To unmute the call, press **Mute** again.

Related links

[Basic call handling](#)

Placing a call on hold and resuming the call

About this task

During a call, you can place the call on hold. When you put a call on hold, both you and the caller cannot hear each other on the call. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call by using the up and down arrow keys to scroll to the required call.

Procedure

1. To put an active call on hold, press the **Hold** soft key, or press the line key of the active call.

2. To resume the held call, press the **Resume** soft key, or press the line key of the held call.

Chapter 9: Contacts

Directory

Directory lists global contacts of your organization. You can search and view any global contact from the group Directory. You cannot modify any global contacts in the Directory group.

Contact your administrator for the latest global contacts in the group Directory.

BroadWorks Directory

With the BroadWorks Directory feature, you can search and view personal, group, and enterprise contacts. You can gain access to the following types of directories:

- Enterprise directory: To search and view the Active Directory global address list of an enterprise.
- Group directory: To view work, extension, and mobile numbers of contacts. You can place a call to anyone in this directory.
- Group common directory: To view names and phone numbers of the common contacts listed in the Group common directory.
- Enterprise common directory: To view names and phone numbers of common contacts listed in the Enterprise common directory.
- Personal directory: To view names and phone numbers of the contacts in the personal directory of the user. You can add, delete, or edit the contacts in this directory.

Adding a new contact

About this task

Add a contact to your local contacts list. You can save up to 250 contacts. In an Open SIP environment, the local contacts are synchronized with the network file server.

Procedure

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. In your Contacts list, press **New**

4. Use the dial pad to enter the contact's first and last name in the corresponding fields.

   • Press the number key that corresponds to the letter or number that you want to enter.

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

   • To enter a space, press 0.

   • Enter the remaining letters or numbers.

   • To enter a symbol, press **More** > **Symbol**. Use the navigation arrows to highlight the symbol that you want to enter, and press **Insert**.

   • To delete the last character, press the **Backspace** soft key.

5. Enter the extension.

   The contact extension can include uppercase and lowercase letters, numbers 0 - 9, and special symbols, such as comma (,), plus (+), and dot (.).

6. Press **Save**.

Related links

[Adding a contact to the local group](#) on page 48

Adding a contact from the Recents list

About this task

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

Procedure

1. Press **Recents**.

2. Scroll to the required number, and press **+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**.

Editing a contact

Procedure

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. Select the contact.

4. Press **Details** > **Edit**.

5. Scroll to the field to edit.

6. Use the dial pad and soft keys to change the contact information.

7. Press **Save**.

Doing a quick search for a contact

About this task

Using the Quick Search feature of the phone, you can quickly search for a saved contact from the Contacts list without entering the entire name of the contact.

Before you begin

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

Procedure

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 the key corresponding to the first letter of the first or last name of the contact on the dial pad.

Result

The phone displays all the contacts whose first or last name begins with the letter associated with the pressed key.

Viewing local contact details

Procedure

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. Scroll to the required **Directory**, and press **Members**.

4. Press **Details**.

Searching for a contact

About this task

Use this procedure to search contacts from the following:

- My contacts: J100 local contact entries
- My Exchange: exchange integration, My contacts
- Global Exchange: exchange integration, global contacts
- LDAP: LDAP directory
- Enterprises: Broadsoft Enterprise directory
- Group: Broadsoft Group directory

Procedure

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 **Search** > **More** > **Sources**.

4. In **Contact sources**, press **Toggle** for the required directory.

5. Press **Save**.

6. Use the dial pad to enter the name, and press **Search**.

7. **(Optional)** To add the contact to the local Contacts list, press **+Contact**.

Related links

[Using Contacts](#)

Combining contacts

About this task

Use this procedure to merge the phone number of the current contact with the existing local contact.

Before you begin

Ensure the Contacts list is not empty.

Procedure

1. Press **Contacts**.

2. **(Optional)** To navigate through **Main menu**, do the following:

   a. Scroll to **Applications** and press **Select**.

   b. Scroll to **Contacts** and press **Select**.

3. Scroll to the contact that you want to combine, and press **Details** > **More** > **Combine**.

   The select mode displays the Contacts list without the current content.

4. To combine the current contact, scroll to the existing contact, and press **Select**.

   The current contact will be deleted from the Contacts list and merged with the local contact.

Deleting a contact

Procedure

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. Select the contact to delete.

4. Press **Details** > **More** > **Delete**.

5. Press one of the following:

   - **Delete**: To delete the contact.

   - **Cancel**: To cancel the action.

Creating a local Contacts group

Procedure

1. Press **Contacts**.

2. **(Optional)** To navigate through **Main menu**, 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**.

Adding a contact to the local group

Before you begin

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

Procedure

1. Press **Contacts**.

2. **(Optional)** To navigate through **Main menu**, do the following:

   a. Scroll to **Applications** and press **Select**.

   b. Scroll to **Contacts** and press **Select**.

3. Press **Groups**.

4. Select the group, and press **+Members**.

5. Scroll to the contact you want to add, and press **Add**.

6. **(Optional)** To add more contacts, repeat Steps 4 and 5.

Related links

Removing a contact from the local group

Before you begin

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

Procedure

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. Scroll to the group, and press **Members**.

   The phone displays the list of contacts in the group.

5. Select a contact, and press **Remove**.

   The contact will be removed from your Contacts list.

Assigning a ringtone to a contact

About this task

Use this procedure to assign a ringtone to a contact. You can assign a ringtone only to a contact that is saved in the Contacts list.

Procedure

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. Select the contact, and press **Details**.

4. Scroll to the active ringtone, and press **Edit**.

   The Phone screen displays the Select ringtone window.

5. Scroll down to the ringtone that you want to assign, and press **Select**.

6. **(Optional)** To play the ringtone, press **Play**.

7. Press **Save**.

LDAP Directory

With the LDAP Directory feature, you can search contacts in available Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory option appears at the top of the **Contacts** application list.

You can also select an LDAP directory as your contact search source. This selection disables other search sources. When LDAP directory is an active search source, if you select another search source, this selection disables LDAP directory search.

You can enter multiple search keywords and view up to 49 attributes for each match, such as personal names, addresses, job titles and telephone numbers.

You can add frequently used LDAP contacts to your local **Contacts** with the help of the **+Contact** soft key.

You can combine any found LDAP contact with an existing local contact with the help of the **Combine** soft key.

In 3PCC environment, this feature is not available for CCMS mode.

Setting LDAP Directory as the contact search source

About this task

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Procedure

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. To select LDAP Directory as a source for contact search, press **Search** > **More** > **Sources**.

4. Scroll to **LDAP contacts**, and press **Toggle**.

   LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: `LDAP selected — other search sources disabled`.

5. Press **Save**.

Searching LDAP contacts

About this task

You can search the LDAP directory using the Contacts application on your phone, and specify the LDAP directory as a search source. Alternatively, the user can open the LDAP directory application and refine the search of the LDAP directory directly.

Before you begin

Set LDAP directory as the contacts search source.

Procedure

1. Press **Contacts**.

2. **(Optional)** To navigate through **Main Menu** list, do one of the following:

   - Scroll to **Applications**, and press **Select**.
   - Scroll to **Contacts**, and press **Select**.

3. If you are searching from a LDAP Directory, scroll to **LDAP Directory**, and press **Select**.

   The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

   `No contacts in the group.`

4. Press **Search**.

5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.

   When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.

6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

   The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: `No match found`.

   If more than 20 matches are found in the LDAP directory, the phone displays the following message: `We found too many matches. Select from the list or press Back to refine your search.`

7. **(Optional)** Press **Details** to view contact information for a selected match.

8. **(Optional)** Press **+Contact** from the **Details** view to add an LDAP contact to the list of your local contacts.

9. **(Optional)** Press **Combine** from the **Details** view to select an existing local contact and merge it with the selected LDAP contact.

Chapter 10: Do not disturb and Call forward

Do not disturb

You can use the Do not disturb feature to avoid audio notifications when you receive a call. When the Do not disturb (DND) feature is active, all incoming calls are redirected to the voice mail, and the caller hears a busy tone.

Additionally, you can configure a ring reminder to get a short ring burst when the incoming call is sent to the voice mail.

Related links

Activating and deactivating Do not disturb on page 52
Activating the ring reminder on page 53

Activating and deactivating Do not disturb

About this task

Use this procedure to prevent the phone from ringing when you get a call. When the Do not disturb (DND) feature is activated, all incoming calls are sent directly to the voice mail, and the caller hears a busy tone.

Before you begin

Ensure that the system administrator activates the Do not disturb feature for your extension.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to **Features**, and press one of the following:

   - **Select**
   - **OK**
   - The corresponding line key

3. Scroll to **DND** feature. Press one of the following to activate or deactivate the feature:

   - **Enable** to activate the feature.
   - **Disable** to deactivate the feature.

Related links

Do not disturb on page 52

DND icons

The following table displays the DND icons for the Avaya J100 Series IP Phones.

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

State	Phone icons
DND	
DND ring reminder	

Related links

Activating the ring reminder

About this task

⊛ **Note:**

Ring Reminder is available only in BroadSoft environment.

Procedure

1. Press ≡ **Main menu**.

2. Scroll to **Features**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to **DND** feature, and press **Config**.

4. For the **Ring reminder** setting, press **Toggle** to activate the ring reminder.

5. Press **Save**.

Related links

Call forwarding

With the Call forwarding feature, you can divert incoming calls to another number.

The phone supports the following Call forward types:

- Call forward: Diverts all incoming calls to another number.

- Call forward Busy: Diverts incoming calls to another number if you are on a call.

- Call forward No Answer: Diverts incoming calls to another number if you do not answer the call within the set time.

Example

For example, with an active Call forwarding feature on the phone when you receive a call, the phone redirects the call to the assigned call forwarding number.

Related links

[Call Forward icons](#) on page 54
[Forwarding a call to another extension](#) on page 54
[Forwarding call when busy](#) on page 55
[Forwarding unanswered calls](#) on page 56

Call Forward icons

The following table displays the Call forward icons for the Avaya J100 Series IP Phones.

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

State	Phone and button module icons
Call forward	
Call forward ring reminder	

Related links

[Call forwarding](#) on page 53

Forwarding a call to another extension

Before you begin

Ensure that the administrator has enabled the call forwarding feature.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to ⊞ **Features**, and press one of the following:

   - **Select**

   - **OK**

- The corresponding line key

3. Scroll to the **Call forward** feature, and press **Config**.

4. Configure the following fields:

    - **Destination**: Enter the call forwarding number.

    - **Ring reminder**: Press **Toggle** to activate the ring reminder.

5. Press **Save**.

6. Press **Enable**.

Related links

[Call forwarding](#) on page 53

Forwarding call when busy

About this task

Forward incoming calls to a specified number if you are busy on another call.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to ▦ **Features**, and press one of the following:

    - **Select**

    - **OK**

    - The corresponding line key

3. Scroll to **Call forward-Busy** feature, and press one of the following:

    - **Enable**

    - **OK**

4. In the **Destination** field, enter the call forwarding number.

5. Press **Enter**.

Related links

[Call forwarding](#) on page 53

Forwarding unanswered calls

About this task

Forward incoming calls that are not answered at the primary number to a specific call forwarding number.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

1. Press ▭ **Main menu**.

2. Scroll to **Features**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to the **Call forward-NA** feature, and press one of the following:

   • **Config**

   • **OK**

4. Configure the following fields:

   • **Destination**: Enter the call forwarding number.

   • **Number of rings**: Enter the number of rings after which the call is forwarded.

5. Press **Save**.

6. Press **Enable**.

Related links

[Call forwarding](#) on page 53

Chapter 11: Recents

Call log

Depending on the call type, call log provides the following information about the last 100 calls on your phone:

- Caller name
- Caller number
- Call time-stamp
- Call duration

Avaya J100 Series IP Phones software version 4.0.3 and later always encrypts the content of the call log file.

If you downgrade the software of your phone to a version earlier than 4.0.3, you will lose the call log details.

Related links

[Using call log](#)

Making a call from Recents

Procedure

1. Press **Recents**.

2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.

3. Press **Call**.

Viewing the Recents details

About this task

In the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

  > **✱ Note:**
  >
  > Duration is not available for a missed call.

Procedure

1. Press **Recents**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:

   a. **Applications**, and press **Select**.

   b. **Recents**, and press **Select**.

3. Select the call that you want to view.

4. Press **Details**.

   The phone displays the details of the selected call.

Deleting a call record from Recents

Procedure

1. Press **Recents**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:

   a. **Applications**, and press **Select**.

   b. **Recents**, and press **Select**.

3. Select a number that you want to delete.

4. Press **Details**.

5. Press **Delete**.

6. Select one of the following when the phone prompts for confirmation:

   • **Delete**: To delete the entry.

      The phone deletes the number from the call history list.

   • **Cancel**: To cancel and return to the previous menu.

Clearing the Recents list

Procedure

1. Press **Recents**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:

   a. **Applications**, and press **Select**.

   b. **Recents**, and press **Select**.

3. Press **Delete**.

4. Select one of the following when the phone prompts for confirmation:

   • **Delete**: To delete all entries.

   • **Cancel**: To cancel and return to the previous menu.

Chapter 12: Conference calls

Adding a person to an active call

About this task

You can 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** > **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](#)

Adding a person on hold to a conference call

About this task

You can add a held call to a conference call.

Procedure

1. On the Phone screen, select your active call.

2. Press **Conference** or **Add** button if you are already in a conference.

3. Press **Held Call** soft key to see a list of held calls.

4. Select the call on hold that you want to add to the conference.

5. Press one of the following:

   - **Join**

   - **OK**

   The held call is added to the conference call.

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.

Viewing the details of a conference

About this task

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

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

Procedure

1. On the Phone screen, select your active call.

2. Press **Conference** soft key.

3. Do one of the following:

   - Dial the telephone number.

   - Call the person from the Contacts list.

   - Call the person from the Recents list.

4. When the person answers, press **Join** or **OK** to add the person to the existing call.

5. Press **Add** and repeat the steps to add another person to the conference.

6. Press the **Details** button to access the details of the participants.

Comments on this document? infodev@avaya.com

Chapter 13: Advanced features

You can access advanced features available on your phone from the Features screen and some advanced features from the Applications screen.

Most of the features are configured by the system administrator.

The LED next to the feature name indicates whether the feature is currently on or off.

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

1. Press **Main menu**, and scroll to **Features**.

2. Press **Select**.

3. Scroll to see the features that are configured for your extension.

Active call shortcut keys

With Active call shortcut keys, you can use Busy Lamp Field, Autodial, and Contacts keys as shortcuts during an active or, in some cases, an active or a held call to perform the required action.

> ✳ **Note:**
>
> You can use Autodial keys as shortcuts in the 3PCC environment.

The following actions can be performed by pressing these keys:

- Transferring an active call to the selected user immediately or after talking to this user first

- Adding the selected user to an active call to set up a conference call
- Parking an ongoing or a held call to the selected extension

  ✱ Note:

  Call park shortkey action is supported only in the Broadworks environment.

To configure any of these shortcut actions, contact your system administrator.

Making a call transfer with a shortcut key

About this task

If the caller needs the information that you cannot provide, you can transfer the ongoing call to another user using a BLF key, an Autodial key, or a contact as shortcuts.

✱ Note:

The actual key used for a shortcut action depends on the current configuration.

Depending on the configuration set by the system administrator, the phone might make a blind transfer or an attended transfer immediately after the **Transfer** soft key is pressed. Contact your system administrator for more details.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call transfer.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:

   - Press the BLF, Autodial or Contact line key.

   - Scroll to the required BLF, Autodial line or contact, and press **Transfer**.

   The phone displays the `Transfer now or talk with [BLF user extension]?` confirmation window.

2. Press one of the following:

   - **Now**: To immediately transfer the call to the selected user.

     The phone displays the Incoming Call screen with the extension the call was transferred to until the user answers the call.

   - **Talk**: To place the call on hold, and to talk with the user first.

3. **(Optional)** If the user does not answer the BLF shortcut transferred call, press one of the following in the Incoming Call screen:

   - **Pickup**: to answer the call on your phone.

- **Ignore**: to end the call.

Making a conference call with a shortcut key

About this task

If you need to include the other agent in your conversation with the caller, you can add a BLF user, an Autodial user, or a contact to an active call to set up a conference call.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as conference call. Contact your system administrator for more details.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
   - Press the BLF, Autodial or Contact line key.
   - Scroll to the required BLF, Autodial line or contact, and press **Conf**.

   The phone puts the existing call on hold.

2. When the user answers the call, press **Join**.

Parking a call with a shortcut key

About this task

Use this procedure to park an ongoing or a held call to a BLF user, an Autodial user, or a contact.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call park. Contact your system administrator for more details.

Procedure

While on an active call or a held call, depending on the configuration, do one of the following on the Phone screen:

- Press the BLF, Autodial or Contact line key.
- Scroll to the required BLF, Autodial line or contact, and press **Park**.

The call is parked to the selected user, and you are available for a new call.

Activating the screen saver

Procedure

1. Press the **Main menu**.

2. Press **Applications**.

3. Scroll down to **Activate screen saver**, and press **Select**.

BroadWorks advance call control

With the BroadWorks advance call control feature, you can control the calls of your IP phone remotely from your desktop soft client.

You can use the following features remotely from your soft client:

- Remote call initiation: You can initiate an outgoing call from the phone remotely by using the soft client. If you initiate a second call from the phone by using a soft client then the phone puts the first call on hold and starts the second call.
- Remote call hold and resume: You can hold an active call on the phone remotely by using the soft client. Also resume a held call on the phone remotely by using the soft client. When there are several held calls, you can choose the call to resume by using the soft client.
- Remote call answer: You can answer an incoming call on the phone remotely by using the soft client. When you are on active call and receive another call, you can answer the second call remotely by using the soft client. The first call is put on hold while you answer the second call.
- Remote call conference: You can use the soft client to remotely initiate a conference call on an already active call.
- Remote call transfer: You can use the soft client to remotely transfer an already active call.
- Remote call release: You can use the soft client to remotely terminate an already active call.

Contact your administrator to enable the BroadWorks advance call control feature.

For more information on using the BroadSoft soft client, see https://supportcenter.broadsoft.com/

Limitations

If you are using the soft client for the remote call initiation, ensure that you do not have any active Call Forward—Always and DND local features of the phone. However, you can use BroadWorksCall Forward and DND features.

Anonymous Call Block

With the Anonymous Call Block feature, you can reject calls from anonymous parties who have explicitly restricted their caller ID. Callers without caller identification are informed that you are not accepting calls. Your phone will not display any audio or visual notification of the attempted call.

The calling party will hear the following announcement: "The party you are trying to reach does not accept unidentified call, please try your call again later".

> ❗ **Important:**
>
> This feature is not applied to calls from or within the group.

Autodialing a pre-assigned number

About this task

The autodialing feature enables you to quickly call the pre-assigned numbers. While your phone is off-hook, on-hook, and from line key. Your system administrator might set up few frequently called numbers, such as the IT Help Desk for autodialing. These numbers are displayed on the phone screen.

Before you begin

Ensure that your system administrator has set up few frequently called numbers to use this feature.

Procedure

Do one of the following to autodial a number:

- If your phone is on-hook, choose the number which appears on your phone screen, and press the **Call** soft key or the **OK** button.

- If your phone is off-hook, the autodialing screen appears, press the required line key.

- You can choose a number from the Expansion Module and press the required line key.

BroadWorks Anywhere

With the BroadWorks Anywhere feature, you can make and receive calls using any phone from any location. You can use this feature to:

- Configure other phones to work in conjunction with your business phone.
- Make calls from phones using your BroadWorks business phone number as the Calling Line ID.
- Move calls across phones.
- Specify phones on which you can attend calls.

> ✳️ **Note:**
>
> To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See <u>https://www.broadsoft.com/</u> for more information.

Enabling and disabling BroadWorks Anywhere

Procedure

1. Press ▤ **Main menu**.

2. Scroll to ▦ **Features**, and press **Select**.

3. Scroll to **BroadWorks Anywhere**, and press one of the following:

   - **Enable**: To enable the feature.

     The green LED light turns on if one location is configured, else the user is redirected to the feature configuration to perform one of the following:

     - Press **Add**: To add a location.

     - Press **Delete**: To delete a location.

     - Press **Edit**: To modify a location.

     - Press **Toggle**: To enable or disable a location.

     ✱ **Note:**

       The **BroadWorks Anywhere** feature is enabled only if a location is enabled.

   - **Disable**: To disable the feature.

     The red LED light turns on, indicating that the feature is available, but inactive.

4. **(Optional)** To enable or disable **BroadWorks Anywhere** feature, press the corresponding line key.

Configuring BroadWorks Anywhere locations

About this task

A location is a phone number that you can use with your primary business number. Use this procedure to configure locations for the BroadWorks Anywhere feature.

Procedure

1. Press the ▤ **Main menu**.

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

3. Scroll to ▦ **Features**, and press **Select**.

4. Scroll to **BroadWorks Anywhere**.

5. Scroll to **Locations**, and press **Select**.

6. Press **Add**, and configure the following:

   - **Phone number**: The phone number that you want to use for BroadWorks Anywhere.

- **Description**: A brief description about the phone number.

- **Alternate phone number**: The alternate phone number that you want to use for BroadWorks Anywhere.

- **BroadWorks call control**: The BroadWorks server controls the call. Press **Toggle** to enable the server-based call control.

- **Use diversion inhibitor**: To prevent call redirection for unanswered calls.

- **Answer confirmation required**: A confirmation digit is required to prevent redirection of incoming call to non BroadWorks device.

7. Press **Save**.

   The phone number is added as a location.

8. To cancel the changes and go back to the previous menu, press **Cancel**.

Changing location details

About this task

Use this procedure to change saved location details.

Procedure

1. Press the ≡ **Main menu**.

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

3. Scroll to ⊞ **Features**, and press **Select**.

4. Scroll to **BroadWorks Anywhere**, and press **Select**.

5. Scroll to **Locations**, and press **Select**.

6. Press **Edit**.

   The Location Edit screen displays the configured locations.

7. Change the following:

   - **Description**: To change the description, press **Backspac** and then edit the description.

   - **BroadWorks call control**: Press **Toggle** to enable or disable the BroadWorks call control server.

   - **Use diversion inhibitor**: Press **Toggle** to enable or disable this field.

   - **Answer confirmation required**: Press **Toggle** to enable or disable this field.

8. Press **Save**.

Deleting locations

Procedure

1. Press ⬛ **Main menu**.

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

3. Scroll to ⬛ **Features**, and press **Select**.

4. Scroll to **BroadWorks Anywhere**, and press **Select**.

5. Scroll to **Locations**, and press **Select**.

6. Press **More**.

7. Press **Delete**.

8. In the confirmation window, press **Delete**.

Configuring BroadWorks Anywhere Alerting

About this task

Alerting indicates if the locations are notified of click to dial call and group paging calls. Use this procedure to configure Alerting for the BroadWorks Anywhere feature.

Before you begin

Ensure to enable a location.

Procedure

1. Press ⬛ **Main menu**.

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

3. Scroll to ⬛ **Features**, and press **Select**.

4. Scroll to **BroadWorks Anywhere**, and press **Select**.

5. Scroll to **Alerting**, and press **Select**.

6. Press **Toggle** for the required Alerting option:

   • **Include click to dial**: To set the alerting of the location when making a click to dial call.

   • **Include group paging**: To set the alerting of the location for the group paging calls.

7. Press **Save**.

   Alerting is set to the location.

BroadWorks Mobility

With the BroadWorks Mobility feature, you can use your personal mobile device in conjunction with your desk IP phone. You can make calls from your personal mobile using a BroadWorks business number as the calling ID.

Limitations

The following are the limitations of the BroadWorks Mobility feature:

- Only an administrator can enable or disable the Mobility feature.
- Only an administrator can add the mobile numbers for the Mobility feature.

★ **Note:**

To activate the feature, contact your system administrator or go to the BroadSoft web interface to activate the feature. See https://www.broadsoft.com/ for more information.

Enabling and disabling BroadWorks Mobility alerting

Procedure

1. Press ☰ **Main menu**.
2. Scroll to ▦ **Features**, and press **Select**.
3. Scroll to **BroadWorks Mobility**, and press one of the following:
   - **Enable**: To enable the feature.

     The green LED light turns on, indicating that some or all configured mobile alerting are enabled.
   - **Disable**: To disable the feature.

     The red LED light turns on, indicating that all configured mobile alerting are disabled.

     ★ **Note:**

     If the LED does not light, contact your administrator.

Configuring BroadWorks Mobility

About this task

Use this procedure to configure the mobile device you want to use in conjunction with your office phone.

Before you begin

Ensure your administrator has enabled the BroadWorks Mobility feature for your extension.

Procedure

1. Press ▭ **Main menu**.

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

3. Scroll to ▦ **Features**, and press **Select**.

4. Scroll to **BroadWorks Mobility**, and press one of the following:

5. Scroll to **Mobile identity alerting**, and press **Select**.

6. Do the following:

   • Press **Toggle** for the required mobility numbers.

   • Press **Back** to go back to the previous menu.

7. Scroll to **Profile identity alerting**.

8. Configure the following fields:

   • **Device to ring**

   • **Include shared call appearance**

   • **Include BroadWorks Anywhere**

   • **Include executive assistant**

   • **Mobile identities alerted**

Profile identity alerting field description

Name	Description
Device to ring	Specifies that the device must ring when the phone number gets a call. Use the **Right Arrow** or **Left Arrow** key to select one of the following: • **Fixed**: To set the office phone or fixed devices to ring when the phone number gets a call. Per your requirement you can select SCA, BroadWorks Anywhere, and executive location for fixed. • **Mobile**: To set the mobile phone to ring when the phone number gets a call. • **Both**: To set both the mobile phone and the fixed device to ring when the phone number gets a call.
Include shared call appearance	Specifies that all SCA devices are alerted. Ensure to set **Device to ring** to either **Fixed** or **Both**.

Table continues…

Name	Description
Include BroadWorks Anywhere	Specifies that all BroadWorks Anywhere locations are alerted.
	Ensure to set **Device to ring** to either **Fixed** or **Both**.
Include executive assistant	Specifies that all executive assistant locations are alerted.
	Ensure to set **Device to ring** to either **Fixed** or **Both**.
Mobile identities alerted	Specifies the list of mobile identities that are alerted.

Editing Mobile identity alerting

Before you begin

Ensure Mobile identity is configured.

Procedure

1. Press ☰ **Main menu**.

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

3. Scroll to ⊞ **Features**, and press **Select**.

4. Scroll to **BroadWorks Mobility**, and press **Select**.

5. Scroll to **Mobile identity alerting**, and press **Select**.

6. Scroll to the required mobility number, and press **Edit**.

7. Edit the required fields using **Toggle**:

   • **Description**

   • **Alert agent calls**

   • **Alert click to dial calls**

   • **Alert group paging calls**

   • **Use mobility calling line ID**

   • **BroadWorks call control**

   • **Use diversion inhibitor**

   • **Answer confirmation required**

   • **Device to ring**

   • **Include shared call appearance**

   • **Include BroadWorks Anywhere**

- **Include executive assistant**
- **Mobile identities alerted**

Mobile identity alerting field description

Name	Description
Description	Specifies the description of the mobility number. To change the description, press **Backspac** and edit the description.
Alert agent calls	Specifies that the mobile is alerted for group and virtual service calls.
Alert click to dial calls	Specifies that the mobile is alerted for a click to dial call.
Alert group paging calls	Specifies that the mobile is alerted for group paging call.
Use mobility calling line ID	Specifies that the mobile number is used as the calling line identity when a call is made from this mobile device.
BroadWorks call control	Specifies that the call control is with the BroadWorks and not with the mobile device.
Use diversion inhibitor	Specifies that the call is not redirected for an unanswered call.
Answer confirmation required	Specifies that a confirmation digit is required after a mobile call leg is answered.
Device to ring	Specifies that the device must ring when the phone number gets a call. Use the **Right Arrow** or **Left Arrow** key to select one of the following: - **Fixed**: To set the office phone or fixed devices to ring when the phone number gets a call. You can select SCA, BroadWorks Anywhere, and executive location for fixed. - **Mobile**: To set the mobile phone to ring when the phone number gets a call. - **Both**: To set both the mobile phone and the fixed device to ring when the phone number gets a call.
Include shared call appearance	Specifies that all SCA devices are alerted. Ensure to set **Device to ring** to either **Fixed** or **Both**.

Table continues…

Name	Description
Include BroadWorks Anywhere	Specifies that all BroadWorks Anywhere locations are alerted. Ensure to set **Device to ring** to either **Fixed** or **Both**.
Include executive assistant	Specifies that all executive assistant locations are alerted. Ensure to set **Device to ring** to either **Fixed** or **Both**.
Mobile identities alerted	Specifies the list of mobile identities that are alerted.

BroadWorks Anywhere and Mobility icons

The following table displays the BroadWorks Anywhere Mobility icons for the Avaya J100 Series IP Phones and the Avaya J100 Expansion Module.

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar to each other, but Avaya J169 IP Phone has grayscaled icons and Avaya J179 IP Phone has color icons. The button module inherits the display properties from the phone it is connected to.

State	Phone icons	Button Module icons
BroadWorks Anywhere		
BroadWorks Mobility		
Call Retrieve		

Calendar

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

When Exchange Calendar is active, appointments are displayed in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, change calendar settings, or access the Calendar.

Accessing calendar

About this task

Use this procedure to open calendar on your phone.

Before you begin

Ensure that your administrator has activated **Exchange credentials** on your phone.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll down to **Calendar**, and press **Select**.

   If you are accessing calendar for the first time, the phone displays Exchange credentials screen to access your Microsoft® Exchange Server.

Configuring the Microsoft® Exchange Server calendar

Before you begin

- Ensure that the administrator activates the feature. Contact your administrator for details.

- Get the following details from your administrator:

  - User name

  - Password

  - Domain name

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Exchange credentials**, and press **Select**.

5. Type the following details:

   - **Exchange username**: Enter your email ID.

   - **Exchange password**: Enter your password.

   - **Exchange domain**: Enter the domain name, for example, `avaya.com`.

6. **(Optional)** To enable or disable **Name/Password Prompt**, do one of the following:

   - **Toggle**: To enable or disable the prompt.

   - The **Right Arrow** key: To enable the prompt.

- The **Left Arrow** key: To disable the prompt.

7. Press **Save**.

Reviewing your Calendar event

About this task

Use this procedure to view your calendar appointments. You can set the **Enable Exchange Calendar** and **Enable Reminder** option to **Yes** to get a pop-up reminder of your upcoming calendar appointments.

Before you begin

Ensure Microsoft® Exchange is configured on your phone.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll to **Calendar**, and press **Select**.

   The phone displays the appointments in the start-time order.

4. To scroll from one appointment to another, press one of the following:

   - The **Up Arrow** key.

   - The **Down Arrow** key.

5. Select the calendar event, and press one of the following:

   - **Call**: To call the extension number available in the appointment.

   - **Details**: To view the details of the calendar event.

   - **Month**: To view the Calendar Event Month screen.

   - **Exit**: To exit from the event screen.

6. In the Calendar Event Month screen, press one of the following:

   - **Today**: To view calendar event of the current date.

   - **Day**: To view calendar event of the selected day.

Call Park

Using the Call Park feature, you can park an active call at a parking extension. You can dial the parked extension number from any phone to retrieve the call.

The phone supports two types of call parking:

- Park call: To park a call to a specific extension. You can choose your own extension or another person's extension number to park a call. When you park a call, the extension where the call is parked will show a visual and audio alert.

- Group Call Park: To park a call to the first available extension in the group.

Call Park icons

The following table lists the Call Park feature icons for J169, and J179 IP phones:

Name	Phone Icon	Button Module Icon
Call Park		
Group Park		
Parked Call		
Unpark Call		

Call park notifications

Park and Unpark call notifications

You can set specific notifications for the Call Park feature. These notifications can be in the form of audio and visual alerts.

- If visual notification is enabled and a call is parked to your extension, the phone displays the parked call name and number on the Phone screen. In the notification popup screen press **Unpark** to unpark the call immediately.

- If a call is parked to your extension, the corresponding **Unpark** line key LED displays a green light. The phone also plays an audio tone depending on the notification settings.

✱ **Note:**

If you park an active call to your own extension, the phone will not play any audio ringing or incoming call style notification, but Unpark line key LED will be green and beacon LED will blink.

Customizing parked call notification

About this task

Use this procedure to customize the various incoming call indicators when a call is parked to your extension number.

Procedure

1. Press ⧉ **Main menu**.

2. Scroll to **Settings**, and press one of the following:

   - **Select**

   - **OK**

3. Scroll to **Phone**, and press one of the following:

   - **Select**

   - **OK**

4. Scroll to **Alerting on calls**, and press one of the following:

   - **Select**

   - **OK**

5. Scroll to **Call park**, and press one of the following:

   - **Select**

   - **OK**

6. Scroll to **Park notification**, and select one of the following:

   - **None**: To set no additional indication. The phone displays default green LED light on the corresponding line key of the **Unpark** feature and the beacon light blinks.

   - **Audible**: To enable audio notification.

   - **Visual**: To enable visual notification. When a call is parked to your extension number, you can view the parked call details on a pop-up screen similar to the primary line incoming call.

   - **Both**: To enable both audio and visual notification.

7. Press one of the following:

   - **Save**

   - **OK**

Customizing ringtones for the audio notification

About this task

Select a unique, custom ringtone for the audio notification of the parked call.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press ⧉ **Main Menu**.

2. Scroll to **Settings**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to **Audio**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

4. Scroll to **Personalize ringing**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

5. Scroll to **Call park**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

6. Select the required configured shared line, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

7. Press one of the following to choose the required ringtone:

   • **Select**

   • **OK**

   • The corresponding line key

8. Press **Save**.

Parking a call

About this task

Use this procedure to park a call to a parking extension, so that the parked call can be retrieved from any other phone in your organization. After you park the call, the extension on your phone is available to take up another call. This feature is available in BroadSoft environment.

Before you begin

- Ensure that the administrator activates the feature. Contact your administrator for details.
- Ensure that you are on a call or held a call.

Procedure

1. Press ⬚ **Main menu**.

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

3. Scroll to **Call park**, and press one of the following:

   - **Park**

   - **OK**

   - Corresponding line button

4. **(Optional)** If the phone has more than one call that can be parked, scroll to the required number from the list, and press **Select**.

5. In the Park Call screen, enter the parking extension.

   Entering hash (#) or leaving the parking extension empty will self-park the call.

6. Press **Park**.

Related links

[Call Parking](#)

Parking a call to a call park group

About this task

Use this procedure to park a call to a first available extension of a parking group member. This feature is available in BroadSoft environment.

Before you begin

- Ensure that the administrator activates the feature. Contact your administrator for details.
- Ensure that you are on a call or held a call.

Procedure

1. Press ⬚ **Main menu**.

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

3. Scroll to **Group call park**, and press one of the following:

   - **Park**

   - **OK**

   - Corresponding line button

Result

After a call is parked to one of the extensions of a call park group members, the phone receives the voice message of that parking extension number.

Next steps

Share the notified parking extension number with your group members to retrieve the parked call.

Unparking a call

About this task

When a call is parked to your extension, you receive an audio or visual notification on the Phone screen. Use this procedure to unpark a call.

Before you begin

Get the parking extension number to retrieve a parked call.

Procedure

1. Press ☰ **Main menu**.

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

3. Scroll to **Call unpark**, and press one of the following:

   • **Unpark**

   • **OK**

   • Corresponding line button

4. Enter the parking extension number.

   Entering hash (#) or leaving the parking extension empty will unpark the call that is parked against your own extension.

Related links

[Call Parking](#)

Call Retrieve

With the Call Retrieve feature, you can seamlessly pull a call from its current location to the primary location of your BroadWorks business number. You can also pull an active call from your mobile phone to your IP phone or a soft phone. To do this, you must have the multiple appearance service active on your BroadWorks business number. You can retrieve a call using the Call Retrieve feature menu or by using the FAC code.

> **Note:**
>
> The Call Retrieve feature is available only if either BroadWorks Anywhere feature or BroadWorks Mobility feature is enabled.

Limitations

The following are the limitations for the Call Retrieve feature:

- If you are on an active call and receive another call, you can answer that call from the configured location. To retrieve this call from its current location using the Call Retrieve feature, place the current call on hold and then press **Call Retrieve**.

- Disable Broadworks Call Control Services for the Call Retrieve feature to function properly. To disable Call Control Services, toggle **BroadWorks call control** to off. See Changing location details on page 69 or Editing Mobile identity alerting on page 73 for more details.

Using Call Retrieve

About this task

Use this procedure to retrieve a call from your logged in location.

Before you begin

Ensure that at least one of the multiple appearance services is active.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to ⊞ **Features**, and press **Select**.

3. Scroll to **Call retrieve**, and press **Select**.

Call Transfer

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

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.

- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Related links

Handling multiple lines

Making a consultative transfer

About this task

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

Procedure

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

   The phone displays the Enter transfer destination screen.

   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.

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

About this task

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

Procedure

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.

Call Waiting

With the Call Waiting feature, you can get a notification about another incoming call even when you are on a call. If this feature is enabled, the caller is put on waiting instead of hearing a busy tone.

The phone displays incoming call screen, plays incoming call ringtone, and the beacon LED flashes.

Enabling and disabling the Call Waiting feature

Procedure

1. Press ☰ **Main menu**.

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

3. Scroll to **Call waiting**, and press one of the following:

   • **Enable**: To enable the Call Waiting feature.

   • **Disable**: To disable the Call Waiting feature.

Distinctive Ringing

With the Distinctive Ringing feature, you can assign a different call ringtone for the following features.

• Priority Alert Ringing: To assign a different ringtone as a priority notification for specific incoming calls by contrast to normal calls.

• Alternate Number Ringing: To enable a different ringtone for alternate numbers of a contact.

• Ring Splash: To enable a short ringtone as a reminder on the phone when you enable features like Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb.

• Silent Alerting: To disable the audio notification and to get a visual notification of an incoming call.

• Distinctive Alert Waiting Tone: To set a distinctive ringtone for the caller when the called party is busy. The called party is alerted with a call waiting tone.

Setting a distinctive ring tone

About this task

Use this procedure to set a ring tone for different uses.

Before you begin

You must assign a phone number as a priority number to hear the priority alert tone.

Procedure

1. Press the **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:

   - **Priority alert**: To select a ringtone for the priority number. The default ringtone is **Long Long Double**.

   - **Alternate number 1**: To select the different ringtone for the first alternate number of a contact. The default ringtone is **Short Short Long**.

   - **Alternate number 2**: To select a different ringtone for the second alternate number of a contact. The default ringtone is **Short Long Short**.

   - **Ring reminder**: To select a short ringtone for selective features. The default ringtone is **Short**.

   You can hear the alternate number ringtone if you have saved an alternate number in the required contact in the Contacts list.

6. Press one of the following:

   - **Select**

   - **OK**

7. Scroll to the ringtone, and press **Select**.

8. **(Optional)** To play the ringtone, press **Play**.

9. Press **Save**.

Dynamic Park and Page

With the Dynamic Park and Page feature, you can park calls and announce the parked calls to other users. Park and page use a set of park slot numbers, that your system administrator configures. When you park a call in one of the park slots, you or any other user who receives the page can dial that park slot number to unpark the call.

Parking and paging an active call

About this task

You can park an active call in an administrator-configured slot. You can page this parked call to any user or administrator-configured page target group.

You cannot use this feature while on an active conference call.

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Ensure that you are on an active call.

Procedure

1. Press **Main menu**, and scroll to **Features**.

2. Press **Select**.

3. Scroll to **Dynamic Park and Page**, and press **Select**.

   The phone parks the call in one of the parking slots, and you receive an audio notification of the parked extension.

   The phone is in the page mode.

4. Do one of the following to select the user or page target group that you want to page:

   • Select the required page target group, and press **Page**.

   • Dial the extension number of the user or page target group that you want to page, and press **Page**.

   • Press **Contacts**. Select the required user, and press **Page**.

   • Press **Recents**. Select the required user, and press **Page**.

   The phone pages the parked call details to the selected user or the page target group.

Retrieving a parked call

About this task

If you have parked a call, you can retrieve the parked call before paging it. Other users can retrieve a parked call after receiving the page.

The phone displays the page details on the Application header, which is the second line from top of the phone screen.

You cannot use the following features on a paged call:

• Conference

• Hold

- Transfer
- Private Hold

Before you begin

Ensure that you have parked a call using the Dynamic Park and Page feature.

Procedure

Dial the park slot number that is assigned for the parked call. The park slot number is in the page details.

The call is unparked.

Receiving a page call

About this task

If you are receiving a page, the phone automatically answers the call and displays the page details on the Application header, which is the second line from top of the phone screen.

You cannot use the following features on a paged call:

- Conference
- Hold
- Transfer
- Private Hold

Enabling Auto Answer

Before you begin

Ensure that the system administrator activates the Auto Answer option for your extension.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
   - **Select**
   - **OK**
3. Use the **Down Arrow** key to go to the Auto Answer screen.
4. Press **Select**.

Flexible Seating

If configured by the system administrator, you can log in from another agent's phone to your extension and have your primary phone settings there.

The phone used for guest login is called a host phone. If the system administrator activated the Flexible Seating feature on the host phone, you can log in to your primary phone extension from its Features menu.

The top bar of the host phone displays the Host or the Guest icon depending on the guest status.

> ✳ **Note:**
>
> This feature is available in BroadSoft environment.

Flexible Seating icons

The following table displays the Flexible Seating icons in the top bar and the Features menu of the phone.

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

Name	Icon	Description
Host		The top bar of the host phone displays the Host icon if the feature is available but the guest has not logged in.
Guest		When the guest logs in, the top bar of the host phone displays the Guest bellicon.
Flexible Seating		The Features menu of the host phone displays the Flexible Seating icon if the feature is configured by the system administrator.

Logging in to your primary phone extension from the host phone

About this task

Use this procedure to access your primary phone features from another phone. After logging in, the host phone is reconfigured with your primary phone settings.

If you want to use your primary phone again, you must log out of your primary phone extension on the host phone or turn off the host phone.

Before you begin

Ensure the following:

- The system administrator has auto-provisioned the host phone with the Flexible Seating Host account.
- The system administrator has activated Flexible Seating for the host phone.
- You have turned off your primary phone.

Procedure

1. Press **Main menu**.

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

3. Scroll to **Guest login**, and press **Select**.

4. On the Guest login screen, in the **Username** field, type your phone extension.

5. Press **Enter**.

6. In the **Password** field, type your password.

7. Press **Enter**.

   The phone displays the `Guest login is in progress` notification. After logging in, you are directed to the Phone screen of your primary phone.

Logging out of your primary phone extension using a host phone

About this task

You must log out of your primary phone extension on the host phone or turn off the host phone if you want to resume using your primary phone.

Procedure

1. Press **Main menu**.

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

3. Scroll to **Guest logout**, and press **Select**.

   The phone displays the `Guest logout in progress` notification and rolls back to the host settings.

Group Paging

Group Paging is a group feature that allows unidirectional paging for a group of users by dialing a group paging directory number (DN) or an extension. The feature can be configured by a group administrator or higher.

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

> **Important:**
>
> Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Configuring Long term acoustic protection

About this task

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Long term 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

     Administrator configured value will be chosen as the default value.

   - **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.

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

- **8 hours**: Sets the acoustic protection to 8 hours.

6. Press **Save**.

Related links

[Setting a headset profile](#) on page 148

Multicast Paging

With the Multicast Paging feature, you can receive a page that will be automatically played on the phone. If configured by the system administrator, you can send a multicast page to a group of phones in the network.

An incoming multicast page is played on the phone speaker. When the page is played, the Phone screen displays the `Page from <group name>` notification during the whole time of transmission.

All configured multicast groups that you can send a page to are available in the Features menu. You can add, move or delete the multicast page keys from the Phone screen by the common customization procedure.

Active calls with a lower priority than the multicast page are put on hold, all lower-priority incoming calls are ignored.

A multicast page is ignored if the agent is on an active call and has the Do Not Disturb status, or making an emergency call.

Sending a multicast page

About this task

You can send a multicast page to a group of users by activating the Multicast Paging group on the Phone screen. If the required group is not added on this screen, you can access all multicast page groups configured for your phone in the Features menu.

Procedure

1. Do one of the following:

   - Lift the handset.

   - Press **Speaker**.

   - Press **Headset**.

2. **(Optional)** If you use the handset, press **End Call** to cancel dialing.

3. On the Phone screen, scroll to the required multicast page group, and press **Select**.

   The phone displays the `Paging <group name>` box.

4. To end the multicast page, do one of the following:

   • Press **End Call**.

   • If you use the handset as an audio device, hang up.

Pre-configuration of keys

With the Pre-configuration of keys feature enabled, the Phone screen displays a pre-determined set of phone keys for accessing features, applications, and line appearances. BLF lines and autodialing phone extensions can be also added and accessed with this feature.

The phone key configuration can be forced by the system administrator. If pre-configured keys are forced, mapping and labels cannot be customized.

If pre-configured keys are not forced, you can change their mapping and labels as required.

The forced keys have a priority over customizable keys. This does not apply to Call Appearance, Shared Call Appearance and Busy Lamp Field keys as they will not be dropped but moved to a different location.

Contact your system administrator if you need to replace, move, or relabel the forced keys.

Push-To-Talk

With the Push-To-Talk feature, you can call another user and have your call answered automatically.

✱ Note:

You can make only audio calls with this feature.

Retrieving a voice message

About this task

Use this procedure to listen to your voicemail messages. Few voicemail configuration has the web interface to access it, please contact your administrator for more information.

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.

Related links

[Using Voice Mail](#)
[Configuring your Voice Mail Password from the Web Interface](#)
[Accessing Voice Mail through the Voice Mail Web Interface](#)

Shared call appearance

With the Shared Call Appearance (SCA) feature, your primary extension can be private or shared. Up to ten additional shared extensions can be configured to appear on your phone. All extensions are shared with other phones connected to the same network.

Depending on the configuration of your phone, any of your shared extensions can be used to:

- Dial outgoing calls.
- Answer incoming calls.
- Perform all the usual operations on a local call, including hold, transfer, and conference.
- View the status of calls on other phones with the same shared line.
- Barge into a call on another phone with the same shared extension.
- Put local calls on private hold to block others from barging into the call.

Incoming calls to any shared extension alert all phones configured with this extension.

😊 **Note:**

SCA is available only in Avaya J139 IP Phone, Avaya J159 IP Phone, Avaya J169/J179 IP Phone, and Avaya J189 IP Phone.

To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See https://www.broadsoft.com/ for more information.

Limitation

The features that are configured on your phone, such as Call park, apply only to your primary extension and cannot be used on additional shared extensions.

Conference and Transfer can only be performed within a single extension. For example, you cannot start a conference with a call on your primary extension and a call on an additional shared extension.

Related links

[SCA icons and visual LED indication](#) on page 95
[Joining a call in a shared line](#) on page 96
[Putting a call on private hold and resuming a call](#) on page 96

SCA icons and visual LED indication

The following table displays the SCA state icons and LED indicators for the Avaya J100 Series IP Phones and Avaya button module.

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.

State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call		Off	Off
Outgoing ringing		On	On
Media preserved active		On	On
Hold		Off	Blink
Media preserved hold		On	Blink
Remote held		Off	Blink
Private hold		Off	Blink
Remote held private		Off	On
Bridge active		On	On
Active conference		On	On
Transfer pending		Off	Flutter
Conference pending		Off	Flutter
Active call		On	On
Conference hold		Off	Blink
Bridge hold		On	Blink
Not registered		Off	Off
Failed		On	Broken flutter

Related links

Joining a call in a shared line

About this task

Join a call that is active on another phone on an extension which you are sharing. These calls are identified by the In-use icon

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.

2. Press **Barge in**.

3. **(Optional)** Press the corresponding line key beside the held call that is active on the other phone.

Related links

Putting a call on private hold and resuming a call

About this task

If you are on call using a shared extension, use this procedure to put your call on private hold. Putting a call on private hold prevents any other phone with the same shared extension from barging into the call while it is on hold. The private hold feature can be useful when transferring a call or preparing to create a conference call.

A unique icon indicates a call on private hold on another phone on the same shared extension. When a call is on private hold on another phone, the Barge-in softkey is not available and the green LED does not blink.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.

2. During a call, press **More**.

3. Press **Priv Hold**.

Next steps

To retrieve a call held privately on a shared extension, press **Resume** or the corresponding line key beside the held call.

Related links

[Shared call appearance](#) on page 94

Customizing ringtones for the SCA extension

About this task

Select a unique, custom ringtone for each additional shared extension. By default, incoming calls on shared extensions will use the same ringtone that is configured for your primary extension, whether it is private or shared.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press ▭ **Main menu**.

2. Scroll to **Settings**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to **Audio**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

4. Scroll to **Personalize ringing**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

5. Scroll to **Shared lines**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

6. Select the required configured shared line, and press one of the following:

   • **Select**

- **OK**
- The corresponding line key

7. Press one of the following to choose the required ringtone:

- **Select**
- **OK**
- The corresponding line key

8. Press **Save**.

Related links

[Shared call appearance](#) on page 94

Customizing SCA lines

About this task

All additional shared lines that are configured on the phone will appear on your default screen on one or more lines, based on the configured call appearances for each shared extension.

The label and location of each of these lines can be individually modified using the customization feature.

Related links

[Shared call appearance](#) on page 94

Customizing incoming call alerts for shared lines

About this task

You can set up the way the phone alerts you about the incoming calls to a shared line. You can select a different type of alerting for each shared line on your phone and set it up for immediate or delayed indication.

Before you begin

Make sure your system administrator has enabled this feature on your phone and has assigned at least one extension line to you.

Procedure

1. Press ☰ **Main menu**.

2. Navigate to **Settings** > **Phone** > **Alerting on calls**.

3. Scroll to **Shared lines** and press **Select**.

4. Scroll to the shared line you want to set up and press **Select**

5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:

   • **Audible** — the phone plays a ringtone when there is an incoming call on a shared line.

   • **Visual** — the phone displays a pop-up message when there is an incoming call on a shared line.

   • **Both** — the phone uses both indication types.

   • **None** — the phone does not alert you about incoming calls on this shared line.

   • **Default** — the phone uses the administrator set value.

6. Scroll to **Indication delay**.

7. Enter the number of seconds for incoming call alert delay.

8. Press **Save** to save your settings.

9. **(Optional)** Press **Cancel** to revert to default settings.

Related links

[Shared call appearance](#) on page 94

Viewing SCA configuration

About this task

View the configuration of the additional SCA extensions. Depending on the phone's settings, you can view or modify the SCA configuration.

Before you begin

Ensure that your administrator has configured a shared primary extension.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to **Settings**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to **Shared lines**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

4. Press **Edit** or the corresponding line key to view the following configuration information for the selected shared line:

   • **Enabled/Disabled**

- **Line/Port**
- **Display name**
- **Auth username**
- **Auth password**
- **Call appearances**
- **Barge in**

Related links

[Shared call appearance](#) on page 94

Shared Parking

You can park an active call to a Shared Parking room from which other agents can retrieve it to talk to the caller. The Phone screen displays the shared room as a BLF line. The line icons reflect the current status of the shared room: idle or busy.

You can move a Shared Parking line occupied by the room and change its label from the Phone keys customization menu.

To monitor the shared room, you must have the Shared Parking feature configured on the phone. Contact your system administrator for more details.

Related links

[Customizing phone keys](#) on page 135

Shared Parking icons and indication

The following table shows the Shared Parking icons for Avaya J169/J179 IP Phone Avaya J189 IP Phone and button modules depending on the shared room state. The icons are identical to the corresponding Idle and Parked call BLF icons. In addition to visual indication, the phone plays an audio alert in the same way as for a BLF line when it has a parked call.

Shared room state	Phone and Avaya J100 Expansion Module icons	JBM24 Button Module icons	Red LED for the line key	Green LED for the line key
Idle			Off	Off
Busy			Off	Blink

Parking a call to a shared room

About this task

You might need to park an active call to the shared room so that other agents having access to that room can resume it.

Before you begin

- Make a call.
- Ensure the Shared Parking room is idle.

Procedure

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Park**.
- Press the corresponding line key.

The call is parked to the shared room. The Shared Parking line displays the Busy icon.

Unparking a call from a shared room

About this task

If you have access to the shared room, you can resume a call parked to that room by the agent who answered it first.

Before you begin

Ensure the Shared Parking room has a parked call.

Procedure

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Unpark**.
- Press the corresponding line key.

The call is unparked from the shared room, and you can talk to the caller. The Shared Parking line displays the Idle icon.

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones supports Avaya Diagnostic Server with SLA Mon™ agent.

SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint diagnostics
  - To remotely control IP phones to assist end users with IP phone configuration and troubleshooting.
  - To remotely generate single and bulk test calls between IP phones.
  - To remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network monitoring
  - To monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
  - To monitor hop-by-hop QoS markings for voice and video traffic.

WML browser

Wireless Markup Language (WML) is an XML-based markup language used by Avaya J100 Series IP Phones.

The WML browser feature allows you to view WML web pages.

With the WML browser feature, you can access the Home page, Click to Dial and Add to Contacts applications.

All WML browser elements are designed by the system administrator. Contact your system administrator if you want to change the pre-configured layout.

If your system administrator has enabled this option, you can pick up incoming calls with WML browser open, using off-hook or headset button from the WML browser view.

Accessing the WML browser

About this task

You can access pre-configured WML browser applications which are added to your phone in addition to applications in the Settings menu.

Before you begin

Ensure the system administrator has configured the Browser application.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll to **Browser**, and press **Select**.

4. Use the following controls to access the Browser application elements:

   a. **Up** and **Down** navigation arrows to scroll the Home page up or down

   b. **Left** and **Right** navigation arrows to navigate the history

   c. **OK** button to go to a page link or select an option

   d. **Home** to go to the Home page

   e. **Refresh** to reload the current card

   f. **Exit** to return to the Applications menu

Using a Guest Login

About this task

Use this procedure to log in as a guest on another phone to access your applications and call history for a limited time.

> ✳ **Note:**
>
> You need to re-login if the phone reboots.

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll to **Guest login** and press **Select**.

4. Enter your extension and password.

5. Press one of the following to set the duration in hours:

   • **Right** arrow key: To increase the value.

   • **Left** arrow key: To decrease the value.

6. Press **Enter**.

Chapter 14: Busy Lamp Field

With the Busy Lamp Field (BLF) feature, you can monitor the call status of other phones connected to the same network.

> ! **Important:**
>
> BLF lines are not call appearance lines and cannot be used to make calls.

In the Broadsoft environment, you can add a BLF user from the Phone screen.

In the Asterisk environment, the system administrator adds the new BLF user.

Depending on the configuration, you can use BLF lines to the following tasks:

- Monitor the activity status of the phone.
- Receive incoming calls for another user that is Directed Call Pickup.
- Speed Dial of a BLF user in an idle state.
- View outgoing call status.
- Barge-in on an active call.
- Unpark a call in the Broadsoft environment.

The administrator configures the action of the BLF line key. Depending on the configuration, when you press the BLF line key, the phone does one of the following:

First soft key is the key on the bottom left corner of the phone screen.

- Performs the first soft key action.
- Highlights the corresponding line.
- Does not take any action if the corresponding line is already highlighted.

  However, in this case you can use the **Ok** button on the phone to perform the action of the first soft key.

Related links

BLF icons and visual LED indication

The following table displays the BLF state icons and LED indicators for the Avaya J100 Series IP Phones and Avaya J100 Expansion Module.

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.

State	Phone icons	Button Module icons	Red LED for the line key	Green LED for the line key
Idle			Off	Off
Incoming call			Off	Blink
Outgoing call			Blink	Off
Active / hold			On	Off
Parked call			Off	Blink
Unavailable			Off	Off

Related links

[Busy Lamp Field](#) on page 104

Adding a Broadsoft BLF user

About this task

In the Broadsoft environment, you can add a new BLF monitored user by the common customization process of adding a new line key on the Phone screen.

> ✱ **Note:**
>
> To add a BLF user in the Asterisk environment, contact your system administrator.

Before you begin

Ensure that your administrator enables the BLF feature for your extension.

Procedure

1. On the Phone screen, do one of the following:

   • Navigate to an empty line, and press **Custom**.

   • On the Avaya J100 Expansion Module, press the button corresponding to an empty line.

   Depending on the way your administrator configures your phone, the phone adds a new BLF user to the first available line or to the selected line.

2. Press **Add** > **More**.

3. Press **BLF**.

4. **(Optional)** If there are many user names, press **Search**.

5. **(Optional)** Enter the search criteria in one or both the search fields:

   - **First name**

   - **Last name**

6. Press **Search**.

7. Navigate to the name of the required user, and press **Select**.

Customizing BLF incoming call indication

About this task

Use this procedure to customize the incoming call indicators in Broadsoft, Open SIP, and Asterisk environments.

⊛ **Note:**

This setting applies to all your monitored users.

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Procedure

1. Press ⊜ **Main menu**.

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

3. Scroll to **Phone**, and press **Select**.

4. Scroll to **Alerting on calls**, and press **Select**.

5. Scroll to **Busy lamp field**, and press **Select**.

6. Scroll to **Incoming indication**, and press one of the following:

   - **None**: To set the BLF pick up indication to none.

   - **Audible**: To set the BLF pick up indication as an audible ringtone only.

   - **Visual**: To set the BLF pick up indication to visual.

     When the monitored phone receives an incoming call, you can view the incoming call details on a pop-up screen similar to the primary line incoming call. There is no ringtone on **Visual** mode.

   - **Both**: To set the BLF pick up indication to both audible and visual.

   - **Default**: To set the BLF pick up indication, selected by your system administrator.

   Regardless of the above settings, the monitoring phone's line key displays the monitored user's state icons and LED visual indicators.

7. Press **Save**.

Customizing Presence parked call indication

About this task

Use this procedure to customize the various indicators when a call is parked at the monitored user's extension number.

⊛ **Note:**

This setting applies to all your monitored users.

Procedure

1. Press ⊟ **Main menu**.

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

3. Scroll to **Phone**, and press **Select**.

4. Scroll to **Alerting on calls**, and press **Select**.

5. Scroll to **Presence**, and press **Select**.

6. Scroll to **Parked indication**, and select one of the following:

   • **None**: To set the Presence parked call indication to none.

   • **Audible**: To set the Presence parked call indication as an audible ringtone.

   • **Visual**: To set the Presence parked call indication to visual.

     When a call is parked at monitored user's extension number, you can view the parked call details on a pop-up screen similar to the primary line incoming call.

   • **Both**: To set the Presence parked call indication to both audible and visual.

   • **Default**: To set the Presence pick up indication, selected by your system administrator.

7. Press **Save**.

Customizing the ring tone

Before you begin

Ensure your administrator enables customizing the ring tone.

Ensure **BLF incoming call indication** or **BLF parked call indication** is set to **Audible** or **Both**.

Procedure

1. Press ⊟ **Main menu**.

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

3. Scroll to **Audio**, and press **Select**.

4. Scroll to **Personalize ringing**, and press **Select**.

5. Scroll to one of the following, and press **Select**:

   - **BLF incoming call**
   - **BLF parked call**

6. Scroll to a suitable ringtone, and press **Select**.

7. Press **Save**.

BLF call operations

Making a call to a monitored user

Before you begin

Ensure that the status of the monitored user is ⊝ idle.

Procedure

Press **Call** or the corresponding BLF line key.

The phone automatically blocks an available primary line and dials the extension of the monitored user.

Related links

[Busy Lamp Field](#) on page 104

Picking up an incoming call

About this task

Use this procedure to pick up an incoming call for the monitored user.

Before you begin

Ensure that the administrator has activated the direct call pick up operation on your phone.

Procedure

Press **Pickup** or the corresponding BLF line key.

> **Note:**
>
> If your monitored user holds a local conference call, you can receive multiple incoming calls for each held participant.

Related links

[Busy Lamp Field](#) on page 104

Barging in on an active call

About this task

Use this procedure to barge in on an active call if the monitored user is busy 📞.

Before you begin

Ensure that the administrator has activated the direct call pick up with barge in operation on your phone.

Procedure

Press **Barge in** or the corresponding BLF line key.

Related links

[Busy Lamp Field](#) on page 104

Unparking a call

About this task

Use this procedure to unpark a parked call for the monitored user.

A call parked by the monitored user is indicated with the parked call icon 👹 and the blinking of the green LED of the corresponding line key.

Before you begin

Ensure that the administrator has activated the Call Retrieve feature.

Procedure

Press **Unpark** or the corresponding BLF line key.

Related links

[Busy Lamp Field](#) on page 104

Prioritizing incoming calls over a BLF call

About this task

Use this procedure to prioritize your own incoming calls over BLF calls or parked BLF calls. When this feature is enabled, the phone displays your own incoming calls on top of the BLF calls.

Before you begin

Ensure that the administrator activates the feature. Contact your administrator for details.

Procedure

1. Press **Pickup** or **Ignore** or a corresponding BLF key.

2. **(Optional)** Press **Next** or a corresponding BLF key to switch to the next incoming call if there are several calls.

Related links

Busy Lamp Field on page 104

Chapter 15: Shared call appearance

With the Shared Call Appearance (SCA) feature, your primary extension can be private or shared. Up to ten additional shared extensions can be configured to appear on your phone. All extensions are shared with other phones connected to the same network.

Depending on the configuration of your phone, any of your shared extensions can be used to:

- Dial outgoing calls.
- Answer incoming calls.
- Perform all the usual operations on a local call, including hold, transfer, and conference.
- View the status of calls on other phones with the same shared line.
- Barge into a call on another phone with the same shared extension.
- Put local calls on private hold to block others from barging into the call.

Incoming calls to any shared extension alert all phones configured with this extension.

✴ **Note:**

SCA is available only in Avaya J139 IP Phone, Avaya J159 IP Phone, Avaya J169/J179 IP Phone, and Avaya J189 IP Phone.

To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See https://www.broadsoft.com/ for more information.

Limitation

The features that are configured on your phone, such as Call park, apply only to your primary extension and cannot be used on additional shared extensions.

Conference and Transfer can only be performed within a single extension. For example, you cannot start a conference with a call on your primary extension and a call on an additional shared extension.

Related links

SCA icons and visual LED indication

The following table displays the SCA state icons and LED indicators for the Avaya J100 Series IP Phones and Avaya button module.

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.

State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call		Off	Off
Outgoing ringing		On	On
Media preserved active		On	On
Hold		Off	Blink
Media preserved hold		On	Blink
Remote held		Off	Blink
Private hold		Off	Blink
Remote held private		Off	On
Bridge active		On	On
Active conference		On	On
Transfer pending		Off	Flutter
Conference pending		Off	Flutter
Active call		On	On
Conference hold		Off	Blink
Bridge hold		On	Blink
Not registered		Off	Off
Failed		On	Broken flutter

Related links

[Shared call appearance](#) on page 94

Joining a call in a shared line

About this task

Join a call that is active on another phone on an extension which you are sharing. These calls are identified by the In-use icon

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.

2. Press **Barge in**.

3. **(Optional)** Press the corresponding line key beside the held call that is active on the other phone.

Related links

[Shared call appearance](#) on page 94

Putting a call on private hold and resuming a call

About this task

If you are on call using a shared extension, use this procedure to put your call on private hold. Putting a call on private hold prevents any other phone with the same shared extension from barging into the call while it is on hold. The private hold feature can be useful when transferring a call or preparing to create a conference call.

A unique icon indicates a call on private hold on another phone on the same shared extension. When a call is on private hold on another phone, the Barge-in softkey is not available and the green LED does not blink.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.

2. During a call, press **More**.

3. Press **Priv Hold**.

Next steps

To retrieve a call held privately on a shared extension, press **Resume** or the corresponding line key beside the held call.

Related links

[Shared call appearance](#) on page 94

Customizing ringtones for the SCA extension

About this task

Select a unique, custom ringtone for each additional shared extension. By default, incoming calls on shared extensions will use the same ringtone that is configured for your primary extension, whether it is private or shared.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press ▤ **Main menu**.

2. Scroll to **Settings**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

3. Scroll to **Audio**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

4. Scroll to **Personalize ringing**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

5. Scroll to **Shared lines**, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

6. Select the required configured shared line, and press one of the following:

   • **Select**

   • **OK**

   • The corresponding line key

7. Press one of the following to choose the required ringtone:

   - **Select**

   - **OK**

   - The corresponding line key

8. Press **Save**.

Related links

[Shared call appearance](#) on page 94

Customizing SCA lines

About this task

All additional shared lines that are configured on the phone will appear on your default screen on one or more lines, based on the configured call appearances for each shared extension.

The label and location of each of these lines can be individually modified using the customization feature.

Related links

[Shared call appearance](#) on page 94

Customizing incoming call alerts for shared lines

About this task

You can set up the way the phone alerts you about the incoming calls to a shared line. You can select a different type of alerting for each shared line on your phone and set it up for immediate or delayed indication.

Before you begin

Make sure your system administrator has enabled this feature on your phone and has assigned at least one extension line to you.

Procedure

1. Press ⊟ **Main menu**.

2. Navigate to **Settings** > **Phone** > **Alerting on calls**.

3. Scroll to **Shared lines** and press **Select**.

4. Scroll to the shared line you want to set up and press **Select**

5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:

    • **Audible** — the phone plays a ringtone when there is an incoming call on a shared line.

    • **Visual** — the phone displays a pop-up message when there is an incoming call on a shared line.

    • **Both** — the phone uses both indication types.

    • **None** — the phone does not alert you about incoming calls on this shared line.

    • **Default** — the phone uses the administrator set value.

6. Scroll to **Indication delay**.

7. Enter the number of seconds for incoming call alert delay.

8. Press **Save** to save your settings.

9. **(Optional)** Press **Cancel** to revert to default settings.

Related links

[Shared call appearance](#) on page 94

Viewing SCA configuration

About this task

View the configuration of the additional SCA extensions. Depending on the phone's settings, you can view or modify the SCA configuration.

Before you begin

Ensure that your administrator has configured a shared primary extension.

Procedure

1. Press ☰ **Main menu**.

2. Scroll to **Settings**, and press one of the following:

    • **Select**

    • **OK**

    • The corresponding line key

3. Scroll to **Shared lines**, and press one of the following:

    • **Select**

    • **OK**

    • The corresponding line key

4. Press **Edit** or the corresponding line key to view the following configuration information for the selected shared line:

- **Enabled/Disabled**
- **Line/Port**
- **Display name**
- **Auth username**
- **Auth password**
- **Call appearances**
- **Barge in**

Related links

Shared call appearance on page 94

Chapter 16: Simultaneous Ring Personal

With the Simultaneous Ring Personal (SRP) feature, you can list up to 10 phone numbers or SIP-URI addresses you want to receive calls to in addition to your primary phone. This feature may be used when, for example, you are not at your desk phone and you need to answer a call from your cell phone. Simultaneous ring can be turned off when you are at your desk on a call.

> **❗ Important:**
>
> If your cell phone has the voice mail which is activated before your office voice messaging, the voice messages will be recorded in your cell phone database.

> **✳ Note:**
>
> If Simultaneous Ring Personal is activated, the corresponding LED on the phone is green. If the feature is disabled, the LED is red. Contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See https://www.broadsoft.com/ for more information.

Related links

Accessing Simultaneous Ring Personal from the phone menu

About this task

Use this task to access Simultaneous Ring Personal page from the phone menu for configuring the settings, viewing and editing the list of simultaneous ring numbers.

Procedure

1. On the phone, go to **Main menu** > **Features**.

2. Scroll to **Simultaneous ringing**, and press **Config**.

Related links

Disabling Simultaneous Ring Personal during an active call

About this task

Use this procedure to turn off Simultaneous Ring Personal when you are on an active call.

Procedure

1. On the phone, go to **Main menu** > **Features** > **Simultaneous ringing** > **Config**.

2. On the Simultaneous ringing page, scroll to **Do not ring with active call**.

3. Press **Toggle** to disable or enable the setting.

   The changes will be saved automatically.

Related links

Simultaneous Ring Personal on page 118

Adding a Simultaneous Ring number

About this task

Use this procedure to add a number or a SIP-URI address for a simultaneous ring.

> 🛈 **Important:**
>
> You can add maximum 10 numbers or SIP-URI addresses.

Procedure

1. On the phone, go to **Main menu** > **Features** > **Simultaneous ringing** > **Config**.

2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.

3. Press **Add**.

4. In the Add number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:

   • Press **Abc** or **abc** or **ABC** or **123** to enter letters or numbers.

   • Press **Backspace** to delete the symbols entered.

5. **(Optional)** Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.

6. Press **Save**.

Related links

Simultaneous Ring Personal on page 118

Editing Simultaneous Ring numbers

About this task

Use this procedure to edit a number or a SIP-URI address for a simultaneous ring.

Procedure

1. On the phone, go to **Main menu** > **Features** > **Simultaneous ringing** > **Config**.

2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.

3. Scroll to the number or a SIP-URI address you want to edit, and press **Edit**.

4. In the Edit Number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:

   • Press **More** and press **Abc** or **ABC** or **abc** or **123** to enter letters or numbers.

   • Press **Backspace** to delete the symbols entered.

5. Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.

6. Press **Save**.

Related links

[Simultaneous Ring Personal](#) on page 118

Deleting a Simultaneous Ring number

About this task

Use this procedure to delete a number or a SIP-URI address for simultaneous ringing.

Procedure

1. On the phone, go to **Main menu** > **Features** > **Simultaneous ringing** > **Config**.

2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.

3. Scroll to the number or the SIP-URI address you want to delete, and press **More** > **Delete**.

4. In the confirmation window, press **Delete**.

Related links

[Simultaneous Ring Personal](#) on page 118

Chapter 17: BroadWorks Call center

You can use the BroadWorks call center feature using the following IP Phone models:

- Avaya J159 IP Phone
- Avaya J169/J179 IP Phone
- Avaya J189 IP Phone

The administrator enables the call center feature.

Depending on your requirement and the user license, the administrator assigns you to one of the following call centers:

- Basic call center: Support a simple call distribution and queuing scenario for a small work group. Inbound calls are distributed based on the agent's line state.
- Standard call center: Support a normal call center environment with flexible routing options and the agent's workflow includes the ACD states.
- Premium call center: Support the most advanced set of routing and call management options for a formal call center environment. It supports ACD states, disposition codes to associate with ACD calls, and outbound calling.

Related links

Logging in to the phone

About this task

As a call center agent, you can login to the phone using your user name and password.

Contact your system administrator to obtain the login credentials if you are logging in for the first time or if you forgot your login credentials.

Before you begin

Ensure that your administrator assigns you to a call center.

Procedure

1. On the login screen, in the **Line/Port** field, type your user name.

2. Press **Enter**.

3. In the **Password** field, type your password.

4. Press **Enter**.

5. In the **Authentication username** field, type your user name.

6. Press **Enter**.

7. **(Optional)** To change the user name or the password, press **Backspac**.

Related links

[BroadWorks Call center](#) on page 121

Logging out of your phone

About this task

Use this procedure to log out of your extension.

Procedure

1. Press the **Main menu**.

2. Scroll to **Applications** and press **Select**.

3. Scroll to **Log out**, and press **Select**.

4. In the confirmation window, press **Log out**.

Related links

[Logging in to your phone](#) on page 23
[BroadWorks Call center](#) on page 121

Call center status

The status of the call center depends on the call flow and the waiting time of the calls in the queue. At any point in time, the call center has one of the following statuses:

- Empty: When there is no call flow.

- Normal: When the call flow and the waiting time of calls in the queue are normal.

- Threshold exceeded: When the call flow is high and/or the waiting time of the calls in the queue has exceeded the threshold limit.

  ⊛ **Note:**

  The system administrator sets the value for threshold limit.

Related links

[BroadWorks Call center](#) on page 121

Viewing the call center status

About this task

You can view the current status of the call center. The call center status provides you the details about the call flow and the call waiting time.

Before you begin

Ensure that your administrator has assigned you to a call center.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Call Center**, and press **Select**.

4. Press **Status**.

Related links

[BroadWorks Call center](#) on page 121

BroadWorks Call Center icons

The following table displays the BroadWorks call center icons for Avaya J169/J179 IP Phone and the Avaya J100 Expansion Module:

State	Phone icons	Button Module icons
Call center	👤	👤
Call tracing	📞	📞
Call disposition	📞	📞
Call escalation	👤	👤

Related links

ACD call information

ACD

Automatic Call Distribution (ACD) is a call distribution feature that selects an available agent using a combination of one of the following:

- The agent's line state, availability, and skill level
- The agent's line state, availability, and a call distribution algorithm

ACD call information

When you receive an ACD call, the phone screen displays the following information about the call:

- Call center name
- Wait time
- Queue size

The phone screen does not display this call information for any other call.

Related links

Viewing the ACD call information from the call details

About this task

When you receive an ACD call, the phone screen displays the call information until you disconnect the call. Later, you can view the call information from the call details.

Before you begin

Ensure that you received an ACD call.

Procedure

1. Press **Recents**.

2. **(Optional)** To navigate through **Main menu**, scroll to the following:

   a. **Applications**, and press **Select**.

   b. **Recents**, and press **Select**.

3. Select the call that you want to view.

4. Press **Details**.

   The phone displays the details of the selected ACD call.

Related links

[BroadWorks Call center](#) on page 121

Setting the agent state

About this task

You can change your state, to indicate your availability or unavailability to take calls depending on your workflow, by selecting a predefined code.

Before you begin

Ensure that you are assigned as an agent to the call center.

Procedure

1. Press the **Main menu**.

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

3. Scroll to the required status, and press **Select**.

4. Scroll to **Call Center**, and press **Select**.

5. Scroll to the required status, and press **Select**.

   ✱ **Note:**

   The LED light against the agent status is green for the active states and red for the inactive states.

Next steps

The top bar of the phone screen displays the agent status.

Related links

[BroadWorks Call center](#) on page 121

Agent state

You can select one of the following states when you are available or unavailable to take a call:

Agent state	Agent Status icon	Description
Available		You are ready to receive ACD calls.
Sign in		You have logged in to the phone as an agent. You can receive only direct calls.
Sign out		You have logged out of the call center as an agent. You are still logged into the phone.
Unavailable		You are unavailable to receive any ACD call.
Wrap up		You are working after a call and not available to accept ACD calls.

Related links

[BroadWorks Call center](#) on page 121

Customer originated trace

You can initiate a call trace on obscene, harassing, or threatening call by using the Customer originated trace feature. You can initiate the feature on an active call or an immediate last call.

Contact your administrator to enable this feature.

Related links

[BroadWorks Call center](#) on page 121
[Initiating the Customer originated trace](#) on page 126

Initiating the Customer originated trace

About this task

To initiate a call trace on obscene, harassing, or threatening active call or an immediate last call.

Before you begin

Ensure you are logged in as an agent.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Customer originated trace**, and press **Select**.

Result

The call trace performed on the active.

For an immediate last call, the call trace is confirmed by an audio alert.

Related links

[Customer originated trace](#) on page 126

Escalation calls to supervisor

You can escalate a call to your supervisor by using the Escalation feature. You can choose your supervisor from the list of assigned supervisors or, if you do not have any preference depending on the availability of the supervisors, the server will assign you a supervisor. During an escalation, while you are calling the supervisor, the original calling party is put on hold.

Related links

[BroadWorks Call center](#) on page 121
[Escalating a call to the supervisor](#) on page 127

Escalating a call to the supervisor

About this task

When you are handling an internal call (not a call centre call), if the call requires you to involve a supervisor, you can use the Escalation feature. You can select the supervisor from the list of available supervisors of your call center, or if you do not have any preference, depending on the availability of the supervisors, the server will assign you a supervisor.

If you are unable to add a supervisor to an active call, please contact your system administrator.

Before you begin

Ensure that you are assigned to a call center.

Ensure that you are assigned to a supervisor.

Ensure that you are escalating an internal call.

Procedure

1. You are on an active call.

2. Press the **Main menu**.

3. Scroll to **Features**, and press **Select**.

4. Scroll to **Escalation**, and press **Select**.

5. The Escalation screen displays the list of supervisors.

6. Scroll to the required supervisor, or **Any**.

7. Press **Select**.

Next steps

The selected supervisor is added to the call.

The server adds an available supervisor to the call.

Related links

Emergency escalation

When you are on a call center call and wants to escalate the current call to their supervisor, can do so by using the Emergency escalation feature. When the you escalate a call, the phone immediately initiates a 3-way conference call. If required, you can select the supervisor from the list of available supervisors of the call center.

Related links

Escalating a call to the supervisor during an emergency

About this task

When you are handling a call center call, if the call requires you to involve a supervisor immediately, you can use the emergency escalation feature. You can select the supervisor from the list of available supervisors of your call center, or if you do not have any preference, depending on the availability of the supervisors, the server will assign you a supervisor.

If you are unable to add a supervisor to an active call, please contact your system administrator.

Before you begin

Ensure that you are assigned to a call center.

Ensure that you are assigned to a supervisor.

Ensure that you are escalating a call center call.

Procedure

1. You are on an active call center call.
2. Press the **Main menu**.
3. Scroll to **Features**, and press **Select**.
4. Scroll to **Escalation**, and press **Select**.
5. The Emergency Escalation screen displays the list of supervisors.

6. Scroll to the required supervisor, or **Any**.

7. Press **Select**.

Next steps

The selected supervisor is added to the call.

The server adds an available supervisor to the call.

Related links

[Emergency escalation](#) on page 128

Call disposition codes

Call disposition codes are available in the premium call centers to address multiple scenarios related to the call center calls. For instance, to capture the result of the call, the call disposition could be the following: Requires Follow-Up, Issue Resolved or Contacted Sales Rep. The system administrator defines the disposition codes for a call center. The agents can enter these codes either during the call or only in a call wrap-up state.

> ✱ **Note:**
>
> The phone refreshes every 30 minutes to load if there are any new disposition codes, or to load the values immediately you can restart the phone.

Related links

[BroadWorks Call center](#) on page 121
[Entering disposition code](#) on page 129

Entering disposition code

About this task

Depending on the type of the active call, you can enter the disposition code to categorise a call. You can enter the disposition codes during an active call or only in a call wrap up state.

Before you begin

Ensure that you are assigned to a premium call center.

Ensure that your administrator has defined the disposition codes for your call center.

Ensure you are entering the disposition codes for a call center call.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Disposition code**, and press **Select**.

4. Scroll to the required **Disposition code**, and press **Select**.

Next steps

The disposition code is added to the call.

Related links

[Call disposition codes](#) on page 129

Hold reminder

As a call center agent, you may handle multiple ACD calls at once and can place calls on hold. If an ACD call remains on hold for a time longer than the administrator set value, there is a ring reminder on your phone screen. You will receive a ring reminder when you are not busy with other calls.

Related links

[BroadWorks Call center](#) on page 121

Chapter 18: Customization

Phone

Setting the dialing mode

About this task

Use this procedure to set the dialing method used to initiate dialing.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Dialing mode**.

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

    • **Manual**: Press the **Call** soft key to start a call.

    • **Auto**: Ensure that the dialed digits match the dial plan to start a call.

    • **Default**: Press the **Call** soft key to start a call.

6. Press **Save**.

Related links

[Making a call by using the manual dial mode](#) on page 37

Displaying call timers

About this task

Use this procedure to display the duration of calls.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Use the **Down Arrow** key to go to the **Display call timers**.

5. Press **Toggle** to activate or deactivate the call timers.

6. Press **Save**.

Setting key repeat delay

Before you begin

Ensure that the key repeat delay settings are activated by your administrator.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Key repeat delay**.

5. Press **Toggle** to select one of the following:

   • **Default**

   • **Long**

   • **Longest**

   • **Off**

   • **Short**

6. Press **Save**.

Setting redial options

About this task

Use this procedure to see the last dialed numbers.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to the **Redial** option.

5. Press **Toggle** to one of the following:

   • **One number**: To call to the last dialed number immediately

- **List**: To see a list of the last eight numbers.

- **Default**: To call to the last dialed number immediately

6. Press **Save**.

Related links

[Redialing a number](#) on page 38

Setting the Audio button

About this task

Use Audio button to define the behavior of the phone Speaker or the Headset during an incoming call.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Audio button**.

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

   - **Answer**: To answer an incoming call by pressing Speaker or Headset.

   - **New call**: To select a new line for a new call when pressing Speaker or Headset during an incoming call.

6. Press **Save**.

Assigning speed dial entries

About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

This feature is only available in the Avaya Aura® environment.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Assign speed dial entries**.

5. Use the **Up** and **Down Arrow** keys to select a speed dial number.

6. Press **Contacts** to select a contact.

7. Press **Select** to assign the contact to the selected speed dial number.

   You can assign only one contact.

Related links

Replacing and clearing a Speed Dial contact

About this task

Use this procedure to replace or remove a Speed Dial contact.

Before you begin

Assign a contact to a Speed Dial number.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Select **Assign speed dial entries**.

5. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.

6. Press one of the following:

   • **Replace**: To replace the contact with another contact.

   • **Clear**: To remove the contact from the Speed Dial.

7. Press **Replace** or **Clear** when the phone prompts for confirmation.

Setting Mute alert

About this task

Use this procedure to receive a notification alert when your phone is on mute and you try to answer a call.

Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Mute alerting** option.

5. Press **Toggle** to select one of the following:

    • **Audible**: The phone beeps to notify that you have muted your phone.

    • **Visual**: The phone displays the mute icon after some time on the phone status line.

    • **Both**: The phone beeps and displays a mute alert message.

    • **None**: The phone disables the mute alert.

6. Press **Save**.

Setting Visual alerting

About this task

Use this procedure to illuminate the beacon LED when there are incoming calls and messages.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Alerting on calls**, and press **Select**.

5. Scroll to **Beacon LED**.

6. Press **Toggle** to enable or disable visual alerting.

7. Press **Save**.

Customizing phone keys

About this task

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

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Phone keys customization**, and press **Select**.

5. Press **Customize key**.

6. Use **Navigation** keys to select the line key.

7. **(Optional)** 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**.

   - 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.

   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 native language uses extended Latin or non-Latin symbols, press **More** > **Symbol** the soft key to open the Symbols menu and select the necessary symbols there. Press **Insert** > **More** > **Save**.

10. To delete a key, press **Delete**, and then confirm the deletion.

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Phone** and press **Select**.

4. Scroll to **Phone keys customization**, and press **Select**.

5. Scroll to **Restore**, and press **Select**.

6. In the confirmation window, press **Restore**.

Applications

Enabling the Away timer

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll down to **Presence integration**, and press **Select**.

5. Scroll down to **Away timer**.

6. Press **Toggle** to turn on the timer.

7. Use the **Down Arrow** key to go to **Away timer value**.

8. Enter the time in seconds.

   You can enter any value from 0 to 999.

9. Press **Save**.

Enabling phone auto-lock

About this task

You can set your phone to auto-lock when not in use. The idle phone automatically locks itself after the set time period elapses.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll down to **Lock**.

5. Enter the time in minutes.

   You can enter any value from 0 to 999.

   If you do not enter any value, the phone uses the administrator set value.

6. Press **Save**.

Turning call history on and off

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Recents**, and press **Select**.

5. Scroll to **Log calls**, and press one of the following:

   - **Toggle**: To toggle call history on or off.

   - **Right Arrow** key: To turn on call history.

   - **Left Arrow** key: To turn off call history.

6. Press **Save**.

Microsoft® Exchange account integration

You can integrate your phone with the Microsoft® Exchange account by using the Microsoft® authentication method. Your system administrator can integrate your phone with the Exchange account from the back-end or provide you the access to enter your Microsoft® Exchange credentials on your phone. After successful authentication, your Exchange calendar and Contacts are integrated with your phone.

Entering Microsoft® Exchange credentials for basic authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the Basic authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on your phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Exchange credentials** and press **Select**.

5. **(Optional)** Press **Toggle** to select the required authentication method.

6. Do the following for the **Basic** authentication method:

   • Enter Exchange username.

   • Enter Exchange password.

   • Enter Exchange domain.

   • Press **Toggle** to select the **Name/Password Prompt** .

   If you select **Name/Password Prompt**, the phone prompts for username and password every time you access the Calendar application.

7. Press **Save**.

Result

Basic authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Entering Microsoft® Exchange credentials for OAuth authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the OAuth authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on the phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure your that you have valid exchange credentials.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Exchange credentials** and press **Select**

5. **(Optional)** Press **Toggle** to select the required authentication method.

6. Enter the following for the **OAuth** authentication method:

   • Email address

   • Sever address

7. Press **Save**.

   The **Save** soft key appears only after you enter the valid details.

8. The phone screen displays the device verification URL https://microsoft.com/devicelogin and the dynamically generated User code for verification.

   The phone screen displays these details for a maximum of 15 minutes.

9. Enter the URL in your computer browser and enter the `User code` when the Microsoft® application prompts.

10. Follow the user prompts of the Microsoft® application.

Result

OAuth authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Enabling and disabling Microsoft® Exchange contact integration

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Contacts**, and press **Select**.

5. Scroll to **Enable exchange contacts**, and press one of the following:

   • **Toggle**: To enable or disable Exchange contacts.

   • **Right Arrow** key: To enable Exchange contacts.

   • **Left Arrow** key: To disable Exchange contacts.

6. Press **Save**.

Calendar Settings

Integrating Calendar application for the new phone

About this task

On the new out of the box phone, you can integrate the calendar application using the Oauth authentication.

If you want to use Basic authentication, please contact your administrator.

Before you begin

Ensure that you have a valid exchange credential.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Calendar** and press **Select**.

5. The phone screen displays, `Calendar integration is not active. Press Configure to activate it now.`

6. Press **Config**.

7. Scroll to **Enable Exchange Calendar** and press **Toggle**.

8. Press **Save**.

9. The phone screen displays, `Exchange username and password are missing. Press Configure to enter credentials now.`

10. Press **Config**.

Result

The phone screen displays the Exchange credentials screen. Please use the procedure of the Oauth authentication method to integrate your calendar application.

Enabling and disabling Exchange calendar

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Calendar**, and press **Select**.

5. Scroll to **Enable Exchange Calendar**, and press one of the following:

   - **Toggle**: To enable or disable Exchange calendar.

   - **Right Arrow** key: To enable Exchange calendar.

   - **Left Arrow** key: To disable Exchange calendar.

6. Press **Save**.

Enabling and Disabling Calendar reminder

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Calendar**, and press **Select**.

5. Scroll to **Enable Reminder**, and press one of the following:

   - **Toggle**: To enable or disable calendar reminder.

- **Right Arrow** key: To enable calendar reminder.
- **Left Arrow** key: To disable calendar reminder.

6. Press **Save**.

Enabling and Disabling Calendar reminder tone
Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder Tone**, and press one of the following:
   - **Toggle**: To enable or disable the reminder tone.
   - **Right Arrow** key: To enable the reminder tone.
   - **Left Arrow** key: To disable the reminder tone.
6. Press **Save**.

Setting a reminder and snooze time
Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder Time**, and enter the number of minutes. The range is 0 to 99.
6. Scroll to **Snooze Time**, and enter the number of minutes. The range is 0 to 99.
7. Press **Save**.

Setting a day of the week for calendar reminder
Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **First Day of Week**.
6. Press one of the following:
   - **Toggle**: To change the day.

- **Right Arrow** key: To change the day in ascending order.
- **Left Arrow** key: To change the day in descending order.

7. Press **Save**.

Setting Calendar list

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Applications** and press **Select**.

4. Scroll to **Calendar**, and press **Select**.

5. Scroll down to **List Style**, and press one of the following:

   - **Expanded**
   - **Compact**

6. Press one of the following:

   - **Toggle**
   - **Right Arrow** key
   - **Left Arrow** key

7. Press **Save**.

Audio

Turning automatic gain control on or off

About this task

Use this procedure to adjust the audio output level to for better quality audio.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Automatic gain control**, and press **Select**.

5. Select the handset, headset, or speaker for which you want to turn automatic gain control on or off.

6. Press **Toggle** to turn automatic gain control on or off.

7. Press **Save**.

Setting audio path

Before you begin

• Ensure that you have access to set the audio path. Contact your administrator for details.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Audio path**, and press **Select**.

5. Press one of the following:

   • **Speaker**

   • **Headset**

   • **Default**

   The Default value displays the Administrator set value.

Enabling and disabling Bluetooth

About this task

You can use Bluetooth enabled devices with your phone.

⊛ **Note:**

Avaya J169 IP Phone does not support the Bluetooth feature.

Before you begin

• Ensure the wireless module is installed in your phone.

Procedure

1. Press the **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

About this task

You can pair a maximum of ten 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.

Before you begin

- Ensure the wireless module is installed in your phone.
- Ensure that the administrator activates the feature. Contact your administrator for details.
- Ensure your Bluetooth headset is in pairing mode.

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Devices**, and press **Select**.

   The phone scans and displays the list of Bluetooth enabled devices.
5. To pair a device, scroll to the headset, and press **Pair**.
6. To disconnect a paired headset, under Paired devices, press **Disconct**.
7. To unpair a paired headset, under Paired devices, press **Forget**.

Related links

[Pairing a Bluetooth Headset to the J179 Phone](#)

Turning button clicks on and off

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Button clicks screen.

5. Press **Toggle** to turn the audio on or off.

6. Press **Save**.

Turning error tones on and off

About this task

Use this procedure to activate the error tone alarm when you perform an incorrect action while using the phone.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Use the **Down Arrow** key to go to the Error tones screen.

5. Press **Toggle** to turn error tones on or off.

6. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

> ✱ **Note:**
>
> **Headset Signaling** setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Headset signaling**.

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

   • **Disabled**: Disables signaling from the phone to the headset.

   • **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.

   • **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you do not hear the alert tone in the headset.

6. Press **Save**.

Setting headset mic level

About this task

Use this procedure to adjust the best headset performance.

Before you begin

- Ensure that you are on a call and the caller's audio level is at 50%.

- Adjust the microphone position as recommended by your headset vendor.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Headset mic level**, and press **Select**.

5. Press one of the following:

   - **Right** arrow key: To increase the gain level.

   - **Left** arrow key: To decrease the gain level.

6. **(Optional)** To set the default gain level, press **Default**.

Related links

[List of headset profiles](#) on page 147

List of headset profiles

Headset Profile	Description
Profile 1	L100 Series Headsets
Profile 2	• Plantronics: SupraPlus® Wideband HW251N/HW261N (HIS)
	• Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)
Profile 3	• Plantronics: EncorePro® HW291N/HW301N (HIS)
	• Sennheiser: Circle™ SC 230/260 (CAVA-31)
Profile 4	• Jabra: BIZ™ 2400 (GN1216)
	• Sennheiser: Century™ SC 630/660 (CAVA-31)
	• VXI: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)
Profile 5	Jabra: GN2000 (GN1216)
Profile 6	Jabra: PRO™ 9470 (14201-33)

Table continues…

Headset Profile	Description
Profile 7	Plantronics: • CS500™ Series: CS510, CS520, CS530, CS540 (APV-63) • Savi® 700 Series: W710, W720, W730, W740, W745 (APV-63)
Profile 8	Sennheiser: • DW Pro1/DW Pro2 SD Pro1/SD Pro2 (CEHS-AV03/AV04) • DW Office, SD Office (CEHS-AV03/AV04)

Related links

[Setting headset mic level](#) on page 147

Configuring hearing aid compatibility

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Audio** settings and press **Select**.

4. Scroll to **Handset profile**, and press **Select**.

5. Press one of the following:

   • **Default**

   • **Normal**

   • **Amplified**: Magnifies the normal audio level. The option must be used with caution because long term extended use of the highest volume settings can cause ear damage.

   > ✴ **Note:**
   >
   > The amplified audio level will return to normal when the call is ended.

   • **Hearing Aid**: Optimizes the sound quality of hearing aids.

6. Press **Save**.

Setting a headset profile

About this task

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

> ✴ **Note:**
>
> Headset profiles 6, 7, and 8 are designed to work only with wireless headsets.

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset profile**, and press **Select**.
5. Scroll to the profile that matches your headset.
6. Press **Select**.
7. Press **Save**.

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

Procedure

1. Press the **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**.

Display

Changing the background image

Procedure

1. Press the **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**.

Changing the screen saver

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Scroll to **Primary display**, and press **Select**.
6. Scroll down to the new image.
7. To preview the image, press **Preview** and then **Back**.
8. Press **Select**.
9. Press **Save**.

Setting the screen saver details

About this task

Use this procedure to change the time that elapses before the phone displays a screen saver and to enable clock display on the screen saver.

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver details**, and press **Select**.
5. To change the screen saver time, scroll down to **Timer (min)**, and enter time in minutes.

   You can enter any value from 0 to 999.
6. To enable clock on the screen saver, scroll to **Clock**, and press **Toggle**.
7. Press **Save**.

Adjusting the brightness of a phone screen
Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Brightness**, and press **Select**.
5. Scroll to one of the phone display and press **Select**:
   - **Primary display**
   - Name of the button module attached to the phone.
6. On **Phone**, press one of the following:
   - **Right Arrow** key: To increase the brightness.
   - **Left Arrow** key: To decrease the brightness.

Setting the display language
Procedure

1. Press the **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.

Adjusting phone screen width

About this task

You can set full or half screen width, or the default screen width configured by the system administrator.

If phone screen width is forced by the system administrator, this setting is not available in the **Main menu**.

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Phone screen width**.
5. Press **Toggle** to select of the following options:

   - **Full**
   - **Half**
   - **Default**
6. Press **Save**.

Setting the backlight timer

Procedure

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Backlight timer**, and enter the number of minutes. The range is 0 to 999.
5. Press **Save**.

Setting the time format

Before you begin

Ensure that your administrator has enabled the time format feature.

Procedure

1. Press the **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**

   - **Time format Default**: The phone uses the administrator set value.

6. Press **Save**.

Setting the date format

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Display** and press **Select**.

4. Use the **Down Arrow** key to go to the Date format screen.

   The phone displays one of the following:

   - **Default**

   - **mm/dd**

   - **dd/mm**

   - **mm.dd**

   - **dd.mm**

   - **mm-dd**

   - **dd-mm**

   - **mmm dd**

5. Press **Toggle** to select one of the options.

6. Press **Save**.

Setting the time zone

About this task

Use this procedure to set the current time of the phone.

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Display** and press **Select**.

4. Scroll to **Time zone**, and press **Select**.

   The phone displays the following:

   • **My time**

   • **Time zone**

5. To set the required time, do one of the following:

   • Use the **Left Arrow** and **Right Arrow** key.

   • Press **-** or **+** soft key.

6. Press **Save**.

Setting the text size

Procedure

1. Press the **Main menu**.

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

3. Scroll to **Display** and press **Select**.

4. Scroll down to **Text size**, and press **Select**.

5. Scroll down to **Primary display**, and press **Select**.

6. Press one of the following:

   • **Right** arrow key: To increase the font size.

   • **Left** arrow key: To decrease the font size.

7. **(Optional)** Press **Default** to restore the default font size.

8. Press **Save**.

Authenticating XSI

About this task

Authenticate XSI in the following cases:

- XSI fails when account is configured on BroadWorks portal and the BroadSoft user id does not match the SIP authorization username.
- XSI fails when SIP authorization method is disabled on BroadSoft for some reason.

Procedure

1. Press the **Main menu**.

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

3. Scroll down to **XSI authentication**, and press one of the following:

   - **Select**

   - **OK**

   - The corresponding line key

4. In **Authentication method**: Press **Toggle** to choose one of the method:

   - **SIP**: when the credentials fail authentication on the BroadWorks portal.

   - **Web**: when SIP authorization method is disabled on BroadSoft.

     - Enter the web access password.

5. Press **Enter**.

Backup and restore

Backup and restore overview

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

- User contacts
- Local ring type
- Local Do Not Disturb status
- Local call forward settings
- Auto-answer mode configuration
- Speed dial settings
- Language

- Time zone and time format
- Date format

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

Backing up and restoring data

Before you begin

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

Procedure

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

2. Use the **Down Arrow** key to go the Backup/Restore screen.

3. Press **Select**.

4. Press **Select** again to select one of the following:

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

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

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

Chapter 19: Phone update

Updating your phone

Before you begin

When the phone is ready for an update, depending on your administrator settings, the phone screen prompts you to confirm the restart of your phone immediately. You can choose to update your phone or cancel the update. When you cancel, the phone prompts you again in the next update cycle as set by your administrator.

Before you begin

Ensure that your administrator provides you access to confirm the phone restart.

Procedure

1. The pop-up screen on the phone displays `New firmware available, restart the phone to apply changes?`

2. Press **Restart**.

Checking your phone periodic automatic update

About this task

Your system administrator sets to update your phone automatically. To know when your phone is due for an update or frequency of the update, use this procedure.

Before you begin

Ensure that your administrator enables the periodic automatic update feature.

Procedure

1. Press the **Main menu**.

2. Scroll to **Network information** and press **Select**.

3. Scroll to **Automatic update** and press **Select**.

   The Automatic update screen shows the following:

   • **Automatic update policy**: Displays the frequency of the phone update set by your administrator.

- **Last update**: Displays the date and time of the last update of the phone.
- **Next update**: Displays the date and time of the next update of the phone.

Chapter 20: 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 to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in limbo and functionality may be limited. When the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may 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 may 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 possible action.

> 🛈 **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 will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys may not display 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.

- 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.

Viewing the Product ID

About this task

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view the Product ID on the phone screen.

Procedure

1. Press the **Main menu**.

2. Scroll to **Network information**, and press **Select**.

3. Scroll to **System**, and press **Select**.

4. Scroll to **Product ID**.

Viewing the Device type

About this task

View your device type when your system administrator asks you to provide your device type information. The device type can be either Avaya SIP or Open SIP.

Procedure

1. Press the **Main menu**.

2. Scroll to **Network information**, and press **Select**.

3. Scroll to **System**, and press **Select**.

4. Scroll to **Device type**.

Viewing the Server type

About this task

View your server type when your system administrator asks you to provide your server type information. The server type can be of Avaya Aura® or an open SIP.

Procedure

1. Press the **Main menu**.

2. Scroll to **Network information**, and press **Select**.

3. Scroll to **System**, and press **Select**.

4. Scroll to **Server type**.

Recording audio parameters

About this task

Use this procedure to record audio parameters information in your phone.

✱ Note:

The saved audio parameters information is used for audio debugging.

Procedure

1. Press the **Main menu**.

2. Scroll to **Network information**, and press **Select**.

3. Scroll to **Audio parameters**, and press **Select**.

4. Press the **Record** soft key.

5. To stop the recording, press the **Stop** soft key.

Chapter 21: Resources

Documentation

Title	Use this document to:	Audience
Installing and Administering		
Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP	See information about preparing Avaya J100 Series IP Phones for installation, deployment, initial administration, and administration tasks including data and security.	For people who want to install, administer, and maintain Avaya J100 Series IP Phones.

Finding documents on the Avaya Support website

Procedure

1. 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**.

Avaya Documentation Center navigation

The latest customer documentation for some programs is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

Comments on this document? infodev@avaya.com

> 🛈 **Important:**
>
> For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for content by doing one of the following:

  - Click **Filters** to select a product and then type key words in **Search**.

  - From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.

- Click **Languages** (⊕) to change the display language and view localized documents.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs** (☆).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.

  - Add topics from various documents to a collection.

  - Save a PDF of selected content in a collection and download it to your computer.

  - Share content in a collection with others through email.

  - Receive collection that others have shared with you.

- Add yourself as a watcher using the **Watch** icon (👁).

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable **Include in email notification** to receive email alerts.

  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.

- Send feedback on a section and rate the content.

> ✳ **Note:**
>
> Some functionality is only available when you log on to the website. The available functionality depends on the role with which you are logged in.

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 Cloud Office® website at https://onecare.avaya.com/avayacloudoffice 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

C