## Quick Reference

### Overview

**Main Menu**

- **Features**: To access active phone features.
- **Applications**: • To access phone applications such as Contacts, Recents, and activate screen saver. • To sign off the phone, to protect your settings, or to let another user to log in.
- **Settings**: To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
- **Network Information**: Network Settings are set by the Administrator. Please do not alter these settings in any way.
- **Administration**: Administration settings. This is password protected and set by the phone administrator. Do not adjust.
- **About**: To display the phone software version.

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

### Icons

#### General phone icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Microphone is muted.</td>
</tr>
<tr>
<td>📞</td>
<td>Missed call on your phone.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call; indicates you have answered this call.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
<tr>
<td>📞</td>
<td>Bridged call; indicates you are on a bridged call.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active on a bridged line.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call is alerting.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Call redirection</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is on hold.</td>
</tr>
<tr>
<td>🔊</td>
<td>Use the Right or Left navigation arrow to see more pages/screens/options.</td>
</tr>
<tr>
<td>🔎</td>
<td>Scroll left for other options.</td>
</tr>
<tr>
<td>🔎</td>
<td>Scroll right for other options.</td>
</tr>
<tr>
<td>⚠️</td>
<td>Indicates that the phone is not properly connected. Some features might not be available or work correctly. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure. Please contact ITSS to open a service ticket for this issue.</td>
</tr>
<tr>
<td>🎌</td>
<td>Indicates that the call is using a wideband codec for excellent voice quality.</td>
</tr>
<tr>
<td>🎌</td>
<td>Indicates a low network performance or presence of local network issues that might result in lower call quality.</td>
</tr>
<tr>
<td>🎌</td>
<td>Indicates that the end to end call is secured.</td>
</tr>
<tr>
<td>🔊</td>
<td>Indicates that the ringtone is off.</td>
</tr>
</tbody>
</table>

Table continues…
Call operations
Making a call using speed dial
Assign speed dial numbers to your contacts.
Press and hold the dial pad key assigned to the number you want to call.

Answering a call when on another call
Press one of the following:
- The Answer softkey
- OK
The phone puts the first call on hold and moves to the second call.

Adding a person to an active call
Use this procedure to add participants to an active call to set up a conference call.
Start a call.
1. During a call, on the Phone screen, press More > Conf.
   The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
   - Dial the phone number by using the dial pad.
   - Call the person from the Recents list.
   - Redial the last dialed number by using the Redial softkey.
3. When the third participant answers the call, press the Join softkey.
4. To add another person, press Add and repeat Step 2 and 3.

Viewing call history details
You can view following details of each call:
- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)
- Name
- Extension number
- Time
- Date
- Duration

Contacts
Adding a contact from the Recents list
Use this procedure to add a number to your Contacts list from your call history.
1. Press Recents.
2. (Optional) To navigate through Main menu, scroll to the following:
   - Applications, and press Select.
   - Recents, and press Select.
3. Select the number that you want to view.
4. Press Details.
The phone displays the details of the selected call.

Combining contacts
Use this procedure to merge the phone number of the current contact with the existing local contact.
Ensure the Contacts list is not empty.

Creating a local Contacts group
1. Press Contacts.
2. (Optional) To navigate through Main menu, scroll to the following:
   - Applications, and press Select.
   - Contacts, and press Select.
6. In the Enter group name field, type your group name.
7. Press Save.

Advanced call features
Making a blind transfer
Use this procedure to transfer an active call to an attended or unattended call-transfer recipient.
Ensure that the blind transfer feature is activated by your administrator.
1. While on a call, press Transfer.
   The phone displays the Enter transfer destination screen.
2. Do one of the following:
   - Dial the number to which you want to transfer the call.
   - If the recipient's call is on hold, press Held call.
   - Call the person from the Contacts or Recents.
3. To immediately transfer a call, press Now.
The call-transfer recipient's phone starts ringing, and the phone transfers the first call to the recipient.
4. To transfer a call to an attended recipient, do the following:
   a. Press Talk.
      The first call is put on hold, and the call-transfer recipient's phone starts ringing.
   b. After the recipient answers your call, press Complete.

Joining a call on a bridged line
Note: Bridged Lines are not available on J139 phones.
1. On the phone screen, select an active bridge line number.
2. Press Bridge.

Retrieving a voice mail
Use this procedure to listen to your voice mail messages. The Message button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.
- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.
- To log in to your voice mail, press the Message button.
- Follow the voice prompts to playback your voice messages.
**Settings**

**Customizing phone keys**

Use this procedure to add, move, or delete applications from the phone screen.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Press **Customize key**.
6. Use **Navigation** keys to select the line key.
7. **(Optional)** If the selected line is empty, press **Add**, and select the application.
8. To move the selected key, do the following:
   a. Press **Move**.
   b. Use the Navigation keys to move the selected line key.
   c. **(Optional)** If the new location is empty, press **Select**.
   d. **(Optional)** If the new location is already assigned a key, press **Swap**.
9. To label a key, do the following:
   a. Press **Relabel**.
   b. Type the name of the label, and press **OK**.
10. To delete a key, press **Delete**.

**Setting a personalized ring tone**

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

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.
5. Scroll to one of the following options:
   - **Primary**
   - **Bridged CA**
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**.

**For more information**

Go to [www.avaya.com/support](http://www.avaya.com/support) for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.