



# Using Avaya J169/J179 IP Phones SIP

Release 1.5  
Issue 1  
March 2018

© 2018, Avaya Inc.  
All Rights Reserved.

#### Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

#### Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

#### License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

## Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

## Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note, unless otherwise stated, that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

## Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

T9 Text Input and other products are covered by one or more of the following patents: U.S. Pat. Nos. 5,187,480,5,818,437, 5,945,928, 5,953,541, 6,011,554, 6,286,064, 6,307,548, 6,307,549, and 6,636,162,6,646,573, 6,970,599; Australia Pat. Nos. 727539, 746674, 747901; Austria Pat. Nos. AT225534, AT221222; Brazil P.I. No. 9609807-4; Canada Pat. Nos. 1,331,057, 2,227,904,2,278,549, 2,302,595; Japan Pat. Nos. 3532780, 3492981; United Kingdom Pat. No. 2238414B; Hong Kong Standard Pat. No. HK1010924; Republic of Singapore Pat. Nos. 51383, 66959, 71979; European Pat. Nos. 1 010 057 (98903671.0), 1 018 069 (98950708.2); Republic of Korea Pat. Nos. KR201211B1, KR226206B1, 402252; People's Republic of China Pat. No. ZL96196739.0; Mexico Pat. Nos. 208141, 216023, 218409; Russian Federation Pat. Nos. 2206118, 2214620, 2221268; additional patent applications are pending

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

## Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS

SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE [WWW.SIPRO.COM/CONTACT.HTML](http://WWW.SIPRO.COM/CONTACT.HTML). THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

## Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

## Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

## Avaya Toll Fraud intervention

If you suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

## Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

## Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

## Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

## Regulatory Statements

### Australia Statements

#### Handset Magnets Statement:



#### Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

### Industry Canada (IC) Statements

#### RSS Standards Statement

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 ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

### 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、死亡や大怪我等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.

### Power over Ethernet (PoE) Statement

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

### Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

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

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

### 802.11b/802.11g/BT 警語：

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

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

## 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 in 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.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

### Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

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.

## 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 <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054-1233 USA.

### WiFi and BT transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

## General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.

- Do not use the device during a lightning storm.
- Do not report a gas leak while in the vicinity of the leak.
- For Accessory Power Supply – Use Only Limited Power Supply Pihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

## 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. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

# Contents

<b>Chapter 1: Introduction</b> .....	10
Purpose.....	10
<b>Chapter 2: Phone overview</b> .....	11
Phone overview.....	11
Physical layout.....	12
Connection Jacks.....	15
Optional components.....	17
Phone icons.....	17
General icons.....	17
Call history icons.....	19
Presence icons.....	19
MLPP icons.....	20
Main Menu.....	20
<b>Chapter 3: Getting started</b> .....	21
Entering the provisioning server address.....	21
Logging in to your phone.....	21
Locking and unlocking your phone.....	22
Logging out of your phone.....	22
<b>Chapter 4: Call Operation</b> .....	23
Making a call.....	23
Making a call using edit dialing.....	23
Calling a person from the contacts list.....	23
Calling a person from the call history.....	24
Redialing a number.....	24
Speed dialing a person.....	25
Making an emergency call.....	25
Answering a call.....	25
Muting a call.....	26
Putting a call on hold.....	26
Autodialing a pre-assigned number.....	27
Ignoring an incoming call.....	27
Call history.....	27
Viewing the call history.....	27
Viewing call history details.....	28
Adding an entry from the call history to your contacts list.....	28
Removing an entry from call history.....	28
Clearing all call history entries.....	29
Handling Contacts list.....	29
Using the contacts feature.....	29

Adding a new contact.....	29
Assigning specific ring tone to a contact.....	30
Viewing the details for a contact.....	31
Editing a contact.....	31
Searching for a contact.....	31
Extended searching.....	32
Deleting a contact.....	32
Accessing Exchange contacts.....	33
Handling Conference Call.....	33
Adding a person to an active call.....	33
Adding a person on hold to a conference call.....	34
Putting a conference call on hold.....	34
Dropping the last participant from a conference call.....	34
Viewing the details for a conference.....	35
<b>Chapter 5: Advanced Call features.....</b>	<b>36</b>
Making a call using a Click to dial link.....	36
Making a call using URI dialing.....	36
Making an unattended transfer.....	37
Making an attended transfer.....	38
Making a blind transfer.....	39
Team Button.....	40
Picking up a call to another extension.....	41
Answering an active call on a monitored extension.....	42
Viewing the status of monitored stations.....	42
Transferring a call to a monitored phone.....	42
Speed dialing to a monitored extension.....	43
Bridged Call Appearance.....	43
Using bridged call appearances.....	43
Call Pickup group.....	45
Answering a call for a call pickup group member.....	45
Picking up a call to another call pickup group.....	45
Initiating a group page.....	45
Making an auto intercom call.....	46
Calling someone in your intercom group.....	46
Dialing an E.164 number.....	47
Interrupting a call with a whisper page.....	47
Handling a call by using MDA.....	48
Call Parking.....	48
Parking a call.....	49
Unparking a call.....	49
Recording a call.....	49
Calendar.....	50
Using the Calendar.....	50

Reviewing your appointments.....	50
Calendar appointment reminders.....	51
Handling Presence.....	52
Presence.....	52
Viewing contact presence status.....	52
Changing the presence status.....	52
Enabling SAC when DND is active.....	53
<b>Chapter 6: Customization.....</b>	<b>54</b>
Options & Settings.....	54
Call Settings.....	55
Setting up favorites.....	58
Setting up speed dialing.....	59
Application Settings.....	59
Screen and Sound Settings.....	60
Language and region settings.....	66
Setting Advanced Options.....	66
<b>Chapter 7: Features.....</b>	<b>70</b>
Features .....	70
Accessing the Features screen .....	70
SLA Mon™ overview.....	71
Assigning labels to auto-dial numbers.....	71
Setting up automatic call back.....	72
Making a priority call.....	72
Precedence call.....	72
Making a precedence call by using Main menu.....	73
Making a precedence call by using dial plan configuration.....	73
Blocking your extension from displaying during calls.....	74
Displaying your extension on outgoing calls.....	74
Tracing a malicious call.....	74
Visual alert for an encrypted call.....	75
Activating EC500 for simultaneous ringing on multiple phones.....	75
Extending a call to your cell phone (EC500).....	76
Retrieving a voice mail.....	76
About Hotline.....	76
Browser.....	77
Using the WML browser.....	77
Hunt Group Busy.....	77
Using Hunt Group Busy.....	78
About forwarding calls.....	78
Activating Send All Calls.....	78
Activating call forwarding.....	79
Enabling call forwarding when your line is busy or you do not answer.....	79
Setting rules for enhanced call forwarding.....	80



Editing a rule.....	80
Turning off a rule.....	81
Monitoring other extensions at a glance.....	81
Disabling call forwarding.....	81
<b>Chapter 8: Troubleshooting</b> .....	<b>83</b>
Limited access during failover.....	83
<b>Chapter 9: Related resources</b> .....	<b>85</b>
Documentation.....	85
Finding documents on the Avaya Support website.....	87
Viewing Avaya Mentor videos.....	87
Support.....	88

# Chapter 1: Introduction

---

## Purpose

This document is intended for end users and describes how to use the features available on Avaya J169/J179 IP Phone. This document also describes the end user procedures to setup various functionality.

# Chapter 2: Phone overview

---

## Phone overview

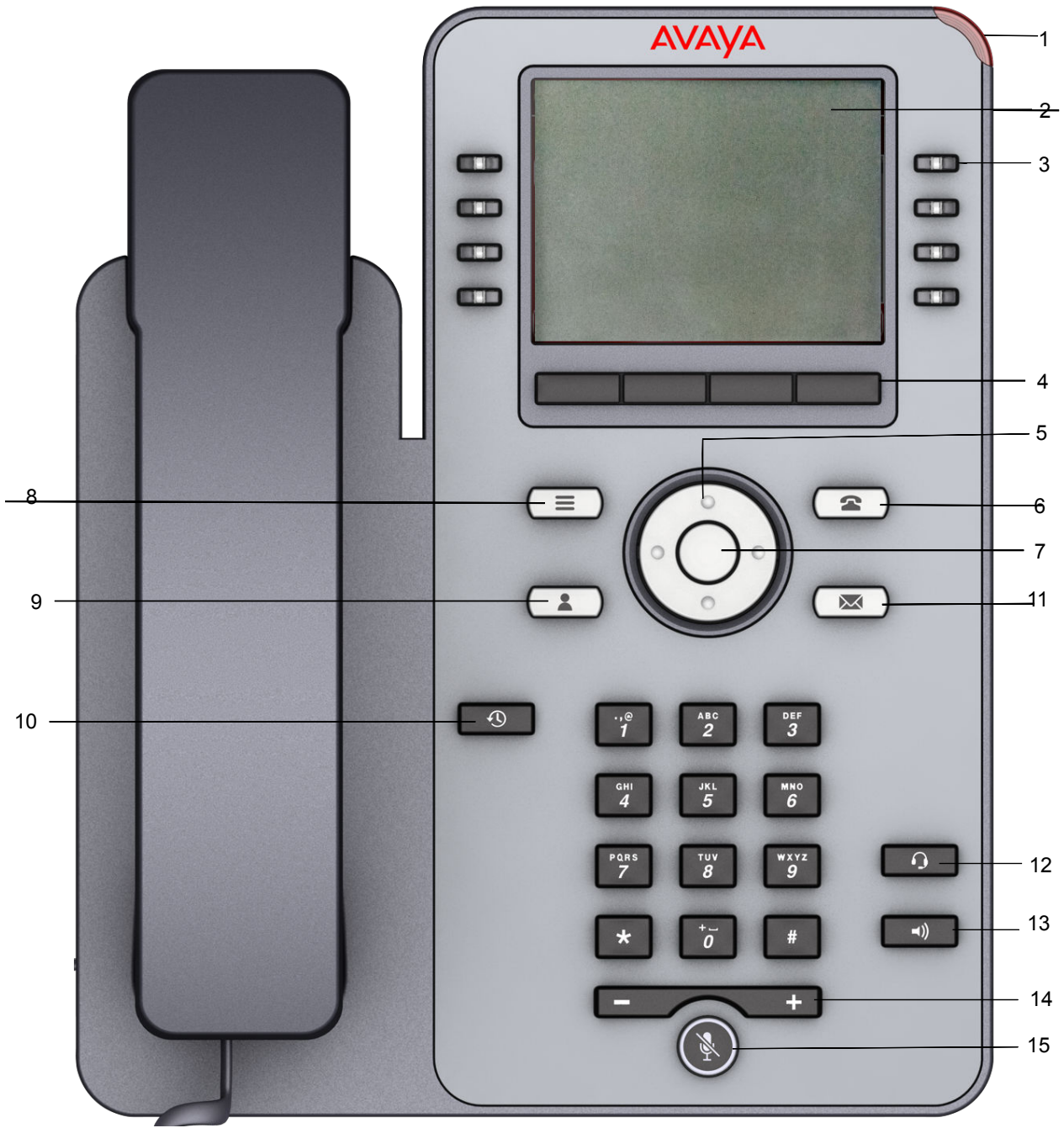
The Avaya J169/J179 IP Phone is a SIP-based phone, intended to be used for business communications. The phone supports eight call appearances with four lines of call display. The phone can support up to three button modules, and each button module supports 24 call appearances.


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

### Physical specifications



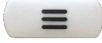




- Eight call appearances
- A 128 x 32 pixels graphical LCD
- Four softkeys
- Dual 10/100/1000 network ports
- Optional DC Power support
- GSPPOE power adapter support
- Up to three button module support

# Physical layout






Callout number	Name	Button Icon	Description
1	Beacon LED	N/A	The beacon LED flashes a red light on the upper-right corner of the phone if you receive a call while on an existing call using handsfree or handset/headset. When you have a voice mail, the beacon icon stays lit.
2	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances/features appear below the Status Line.
3	Line Keys	N/A	<p>The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the phone is off-hook, both the red and the green LED glow. Lines also indicate if the system has enabled or disabled a feature in the Feature view. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.</p> <p> <b>Note:</b></p> <p>For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.</p>
4	Softkeys	N/A	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.

*Table continues...*

Callout number	Name	Button Icon	Description
			With the <b>Help</b> softkey, you can view a short description of the features available in your phone. The administrator must activate Help feature on your phone.
5, 7	Navigation cluster and OK		The <b>OK</b> button performs the action of selecting the function assigned to the left most soft key function.  The navigation arrows performs the action of scrolling through various sections of the phone display.
6	Phone screen		The <b>Phone</b> button displays the Phone screen when you press the button. You can gain access to the following options from the Phone screen: <ul style="list-style-type: none"> <li>• Hold</li> <li>• Conference</li> <li>• Transfer</li> <li>• Drop call</li> </ul>
8	Main Menu		When you press <b>Main Menu</b> , you gain access list of options to configure options and settings, access the browser or any applications available.
9	Contacts		When you press <b>Contacts</b> , the Phone screen displays the entries in your contact list.
10	Recents		When you press <b>Recents</b> , the Phone screen displays the history of your outgoing, incoming, and missed calls. The top line shows the <b>Missed Call</b> icon and the number of calls that you have missed.
11	Message		When you press <b>Message</b> , you are connected directly to your voice mail system. The phone lights this button when you have voice mail messages waiting. To listen to your voice mail messages, ensure that the system administrator configures the voice mail for your extension.
12	Headset		Press the <b>Headset</b> button to use the headset if connected.

*Table continues...*

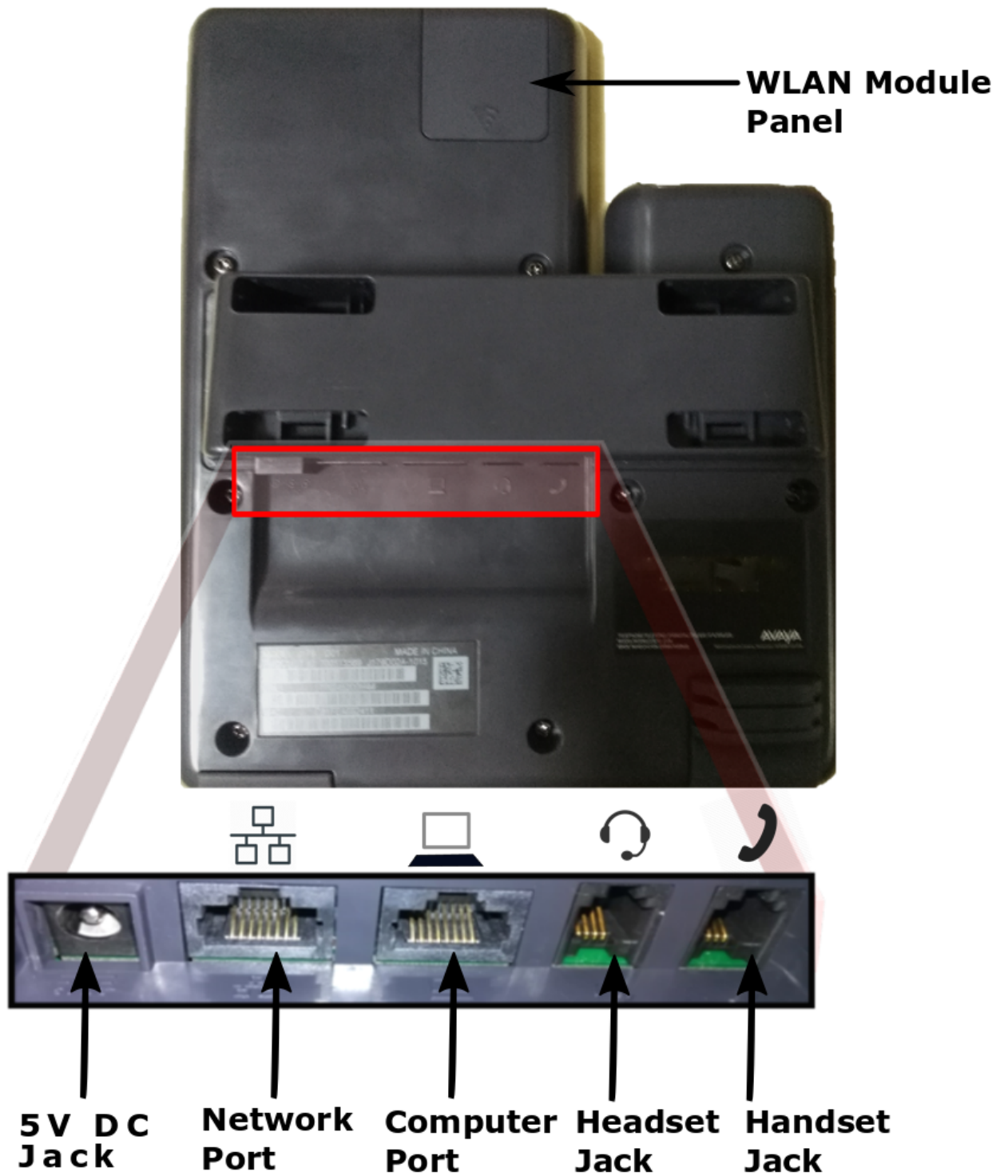
Callout number	Name	Button Icon	Description
13	Speaker		Press the <b>Speaker</b> button to use the speakerphone. To take a call off speakerphone, lift the handset or press the <b>Headset</b> button.
14	Volume		If you press + or - on the <b>Volume</b> button on an active call, the phone increases or decreases the receive volume of your handset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
15	Mute		Press the <b>Mute</b> button to mute a call in progress. To unmute the call, press the <b>Mute</b> button again.

---

## Connection Jacks

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.





## Optional components













You can use the following optional components with phone:

- 5 VDC Power adapter
- Button module (JBM24)
- GSPPOE - Avaya 48V PoE power inserter















## Phone icons

### General icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.





Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	The phone has activated the EC500 feature.
	Incoming call alert.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Pressing - on the <b>Volume</b> button continuously causes the volume to turn off. To reinstate volume, press + on the <b>Volume</b> button.

*Table continues...*

Icon	Description
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and unavailable.
	Team icon indicating this team member is not on a call, but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	<p>Indicates that the phone is not connected to the session manager and is operating in "failover" mode. Some features might not be available or work correctly. See the topic <i>Limited access during failover</i> for information.</p> <p>If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.</p>
	You have designated this contact or feature as a "favorite."
	The icon shown applies to the phones with color display. The EC500 feature is on.
	The icon shown applies to the phones with color display. The Send All Calls feature is on.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	<p>Indicates that the user enabled the LNCC feature.</p> <p>User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the Multiple Call Appearance phone to a Single Call Appearance phone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.</p>
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.








## Call history icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.





## Presence icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

## MLPP icons

The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with highest precedence.

## Main Menu

Name	Description
<b>Options &amp; Settings</b>	To change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.
<b>My Presence</b>	To change your presence status.
<b>Browser</b>	To access additional web-based applications. If your administrator did not configure the browser option for your phone, your phone does not display the browser option.
<b>Network Information</b>	To check phone settings or network settings.
<b>Log Out</b>	To sign off the phone, to protect your settings, or to let another user to log in.
<b>Administration</b>	To access administration settings.
<b>About Avaya</b>	To display the phone software version.

# Chapter 3: Getting started

---

## Entering the provisioning server address

### About this task

Use this procedure to enter the provisioning server address where asked to do so. For example, when the phone is first plugged into the network.

### Before you begin

Get the provisioning server address from the system administrator.

### Procedure

1. On the Configure Provision Server screen, press one of the following softkeys:
  - **Config**: To enter the provisioning server address.
  - **Never**: To never prompt for the provisioning server address.
  - **Cancel**: To cancel the prompt and display the Log Out screen. You can also press **Back** to cancel the prompt and display the Log Out screen.
2. In the **Prov Server** field, enter the provisioning server address. The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

 **Tip:**

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

3. Press **Save**.

The phone reboots.

---

## Logging in to your phone

### About this task

Perform this task to log in to your phone.

The phone supports Multiple Device Access (MDA) with which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

## Procedure

1. Press **Log In**.
2. Enter your extension. On the login screen, enter the extension number that your administrator assigned to you for login.
3. Press **Enter** or **OK** or **#**.
4. Enter the password that your administrator assigned to you.
5. Press **Enter** or **OK** or **#**.

---

## Locking and unlocking your phone

### About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error is displayed with a beep.

#### **Note:**

The phone cannot be locked while on an active call.

When you lock your phone, your presence status changes to *Away*.

### Procedure

1. From the main screen, press **Phone Lock**.
2. Press **Lock** on the phone screen.
3. To unlock your phone, press **Unlock** and enter the password you use for phone login.

---

## Logging out of your phone

### Procedure

1. Go to **Main Menu > Log Out** .
2. Press **OK** or **Log Out** soft key.
3. Press **Yes** to confirm.

# Chapter 4: Call Operation

---

## Making a call

### Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

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

---

## Making a call using edit dialing

### Procedure

1. From the **Phone** screen, enter the number you want to call.
  2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To change the character format press the **123** softkey.
  3. Press **Call** or **OK**.
- 

## Calling a person from the contacts list

### Procedure

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Find the contact that you want to call by typing the name of the person as listed.

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

4. Press **Call** or **OK**.

### Related links

[Viewing the details for a contact](#) on page 31

---

## Calling a person from the call history

### Procedure

1. Press the **Recents** button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

### Related links

[Viewing call history details](#) on page 28

---

## Redialing a number

### Procedure

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

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

 **Note:**

The phone clears the last number dialed and redial list if you clear the Outgoing Call Log. Also, the redial softkey disappears.

2. If you are working with a redial list, scroll to the number to call and press **Call** or **OK**.

Your system administrator can disable Redial functionality.

### Related links

[Setting redial options](#) on page 56



---

## Speed dialing a person

### Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. If speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

### Related links

[Setting up speed dialing](#) on page 59

---

## Making an emergency call

### About this task

If your administrator configured emergency calling for your phone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

#### **Note:**

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, **Emerg** softkey is not available. You must manually dial the emergency number.

#### **Important:**

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

### Procedure

1. On the Phone screen, press **Emerg**.
2. Press **Yes** when the phone displays a prompt.
3. To end the emergency call, press **End Call**.

---

## Answering a call

### Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.

- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The phone automatically answers the incoming call and puts the previous call on hold.

**\* Note:**

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

---

## Muting a call

### About this task

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

### Procedure

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

**\* Note:**

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

---

## Putting a call on hold

### Procedure

1. Select the active line you want to put on hold.
2. Press **Hold**.

**\* Note:**

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

3. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call. Your system administrator might have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

---

## Autodialing a pre-assigned number

### About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

### Procedure

1. From the Phone screen, scroll right till you gain access to the System Numbers menu.
2. Select the number you want to call.
3. Press the **Call** softkey or the **OK** button.

### Related links

[Assigning labels to auto-dial numbers](#) on page 71

---

## Ignoring an incoming call

### About this task

Use this procedure to turn off the ringer for an incoming call. The call continues alerting but with no sound.

### Procedure

During an incoming call, press **Ignore** on the phone screen.

---

## Call history

---

### Viewing the call history

#### Procedure

1. Press **Recents**.  
You can go to the top of the list by pressing **Recents** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

 **Note:**

When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with the call information.

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

---

## Viewing call history details

### Procedure

1. Press **Recents**.
2. Select the number you want to view.
3. Press **Details**.

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

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

### Related links

[Calling a person from the call history](#) on page 24

[Turning off call history](#) on page 59

---

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

### Procedure

1. Press **Recents**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

---

## Removing an entry from call history

### Procedure

1. Press **Recents**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.
4. Press **Yes** to confirm the deletion.

---

## Clearing all call history entries

### About this task

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

### Procedure

1. Press **Recents**.
2. Press **Clear All**.
3. Press **Yes** or **OK** to confirm.

---

## Handling Contacts list

---

### Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers for each name. When you press the **Contacts** button, the phone activates the Contacts search mode automatically.

#### **Note:**

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

---

### Adding a new contact

#### About this task

You can add up to six distinct numbers for a contact. For a work extension, selecting **Track Presence** allows you to track the contact's presence, for example, Available, Busy, Away, Do Not Disturb, Out of Office or Offline. You need to create a new contact to track presence if the work extension of the contact is changed.

**Track Presence** option is only available if the user or extension is configured for it.

#### Procedure

1. Do one of the following:
  - If this is your first contact list entry, press **Contacts > New**.
  - If you already have entries in your contact list, press **Contacts > More > New**.

2. Enter the first and last name using the dialpad.
3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the phone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. Scroll to the next field.
5. Enter the number.  

The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), +, \*, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.
6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.  

You can add up to five additional numbers for this contact, but you can designate only one number as primary.
8. Press **Save**.

---

## Assigning specific ring tone to a contact

You can configure the ring tone that your phone plays when your phone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your phone plays. If you have not specified a ring tone for a contact, the phone plays the default ring tone.

### Procedure

1. Press **Contacts**.
2. Select the contact for which you want to assign a ring tone, and press **Details**.
3. Press **Edit**.
4. Scroll to **Ringer**.
5. Press **OK**.
6. Use the Up and Down navigation keys to choose the ring tone of your choice and press **OK**.
7. Press **Back**.
8. Press **Save**.

---

## Viewing the details for a contact

### Procedure

1. Press **Contacts**.
2. Select the contact that you want to view.
3. Press **Details** to see the information available for that contact.  
Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

### Related links

[Calling a person from the contacts list](#) on page 23

---

## Editing a contact

### Procedure

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

---

## Searching for a contact

### About this task

Use this task to search for a contact that already exist in your contacts list.

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the phone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the phone displays the matching entries.

### Procedure

1. Press **Contacts**.
2. Use the dialpad to type the name that you want to search.

If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.

3. When the phone displays the required match, you can perform any of the following actions:
  - To call the contact, press **Call**.
  - To edit the contact information, press **More > Edit**.

---

## Extended searching

### About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

### Procedure

1. Press **Contacts**.
2. Press **More > Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person that you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person that you want to call, select the line on which the name appears, and select an appropriate softkey from the following softkeys:
  - **Call**: To dial the number of the selected person.
  - **Details**: To see detailed information about the selected person.
  - **+Contacts**: To add the selected person to your Contacts list.
  - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are searching, press **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

---

## Deleting a contact

### Before you begin

You must have at least one contact in the contacts list.

### Procedure

1. Press **Contacts**.





2. Select the contact you want to delete.
3. To delete a contact, press **More > Delete**.
4. To delete a specific number of contact, Press **Details > Delete**.
5. Press **Yes** to confirm or **No** to cancel.

---

## Accessing Exchange contacts

### Procedure

1. Press **Contacts**.
2. Press the **More** softkey twice and then press the **Exchange**  or  softkey.
3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Press **Save**.

---

## Handling Conference Call

---

### Adding a person to an active call

#### About this task

Use this procedure to add participants to an active call to set up a conference call.

#### Before you begin

You must be on a call to initiate a conference call.

#### Procedure

1. During a call, on the Phone screen, press **Conf**.  
The phone puts the existing call on hold.
2. Dial the second phone number, or call the person from the contacts list or from the history list.
3. To make a call to a third participant, do one of the following:
  - Dial the phone number by using the dial pad.
  - Call the person from the **Contacts** list or from the **Recents** list
  - Redial the last dialed number by using the **Redial** softkey.

The third participant answers the call.

4. Press the **Join** softkey.
5. To add another person, press **Add** and repeat steps 3 and 4.

---

## Adding a person on hold to a conference call

### Procedure

1. From the Phone screen, select your active call.
2. Press **Conf** or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference call.

---

## Putting a conference call on hold

### About this task

Use this procedure to put a conference call of a participant on hold, while the other parties can talk to each other.

### Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** or select the call appearance to resume the conference call.

---

## Dropping the last participant from a conference call

### About this task

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

### Procedure

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

The phone drops the last added person from the conference.

---

## Viewing the details for a conference

### About this task

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

 **Note:**

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

### Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contact list, or call the person from the Recents list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference.
6. Press **Details** button to access the details on the participants.

# Chapter 5: Advanced Call features

---

## Making a call using a Click to dial link

### About this task

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

### Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

### Result

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

---

## Making a call using URI dialing

### Before you begin

- Ensure that you have the URI of the extension number.
- Ensure that the Edit dialing feature is enabled in your phone.

### Procedure

1. Enter the number that you want to call.
  - a. Press the **Bksp** softkey to delete the characters you have entered.
  - b. Press the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

---

# Making an unattended transfer

## About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

## Procedure

1. On an active call, press or tap the **Transfer** softkey.

The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:

- **Held Call**: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
- **Recents**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
- **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. Select **Talk** softkey.
5. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

### **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

---

## Making an attended transfer

### About this task

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

### Procedure

1. On an active call, press or tap the **Transfer** softkey.  
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
  - **Held Call**: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
  - **Recents**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
  - **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
  - **Cancel**: Terminates the call transfer.
  - **More**: Displays more options related to call transfer.
  - **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

4. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

#### **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message `Return` next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

---

# Making a blind transfer

## About this task

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

## Before you begin

Ensure that the Blind Transfer feature is enabled by your administrator.

## Procedure

1. On an active call, press or tap the **Transfer** softkey.  
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
  - **Held Call**: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
  - **Recents**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
  - **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
  - **Cancel**: Terminates the call transfer.
  - **More**: Displays more options related to call transfer.
  - **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.  
Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. To complete the transfer, press the **Now** softkey.  
The phone transfers the call to the selected number.

### \* Note:

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message `Return` next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer. This feature is available only when Blind Transfer is disabled.

5. 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**.

## Team Button

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

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



The call redirection feature, SAC, CFWD, or ECF, might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on SMGR:

- The monitored phone setting that enables the monitoring phone to override call redirection directly or through a choice provided to the user.
- The monitoring phone setting that enables the phone to override the call redirection feature that is active on a monitored phone.



For more information to set the overriding permission on SMGR, see *Administering Avaya Aura® System Manager*.





The following table lists the Team Button icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.

*Table continues...*



	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Icon	Indication
	The monitored extension is idle, and the user has enabled ringing.
	The monitored extension is idle, and the user has enabled ringing from multiple lines.
	The monitored extension is busy on other call, and the user has enabled ringing.
	The monitored extension is busy on other call, and the user has enabled ringing from multiple lines.

### Related links

- [Picking up a call to another extension](#) on page 41
- [Answering an active call on a monitored extension](#) on page 42
- [Viewing the status of monitored stations](#) on page 42
- [Transferring a call to a monitored phone](#) on page 42
- [Speed dialing to a monitored extension](#) on page 43

---

## Picking up a call to another extension

### About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a Pickup group.

### Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call using the extension number and then press **Enter** or **OK**.

### Related links

- [Team Button](#) on page 40

---

## Answering an active call on a monitored extension

### Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored extension for which you want to answer the incoming call.
3. Press one of the following twice:
  - **Select**
  - **OK**

### Related links

[Team Button](#) on page 40

---

## Viewing the status of monitored stations

### Procedure

1. Go to the Features screen.
2. Scroll to view the status of all the monitored stations.

 **Note:**

The Team button screen remains active till you close the screen.

### Related links

[Team Button](#) on page 40

---

## Transferring a call to a monitored phone

### About this task

Use this procedure to transfer an active call to a monitored phone. If the monitored phone has an active call redirection feature and you can override the feature, the monitored phone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

### Before you begin

You must be on an active call.

### Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored phone to which you want to transfer the active call and press **Select** or **OK**.

The system puts the active call on hold and rings the monitored phone.

3. To complete the transfer, perform one of the following actions:
  - Press the **Complete** softkey.
  - On-hook the handset.
  - Press the **Speaker** button.

**Related links**

[Team Button](#) on page 40

---

## Speed dialing to a monitored extension

**About this task**

Use this task to make a call to a monitored phone. Ensure that the monitored phone to which you make the call is in an idle state. If the monitored phone has an active call redirection feature and you can override the feature, the monitored phone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

**Procedure**

1. Go to the Features screen.
2. Scroll to choose the monitored phone that you want to call.
3. Press one of the following twice:
  - **Select**
  - **OK**

**Result**

The phone makes a call to the monitored extension.

**Related links**

[Team Button](#) on page 40

---

## Bridged Call Appearance

---

### Using bridged call appearances

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

## Making an outgoing call on a bridged line

### About this task

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

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

1. Select the bridged line you want to use.
2. Press **OK** or select the corresponding call appearance to get a dial tone.
3. Dial the phone number, or call the person from the Contacts list, or call the person from the Recents list.

## Answering a call on a bridged line

### About this task

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

### Procedure

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

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

## Joining a call on a bridged line

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

1. Select the bridged call in progress that you want to join.
2. Press the **Bridge** softkey or **OK**.

## Excluding others from bridging on to your call

### About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

## Before you begin

The feature is available only if the administrator enables the option for your extension.

### Procedure

1. Access the Features screen during an active call.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

When you activate Exclusion during a call, all parties except you and the calling and the called party are dropped from the call.

---

## Call Pickup group

---

### Answering a call for a call pickup group member

#### Procedure

1. From the Phone screen, gain access to the Features screen.
2. Scroll to **Call Pickup** and press **Select** or the corresponding line button.

---

### Picking up a call to another call pickup group

#### About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

#### Procedure

1. Scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call using the pickup number and then press **Enter** or **OK**.

---

## Initiating a group page

#### About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you

initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

### Procedure

1. Dial the group pilot number.  
The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the phone requires that time to allow an audio path.
3. Press **End Call** to stop paging.

### Related links

[Making an auto intercom call](#) on page 46

[Calling someone in your intercom group](#) on page 46

---

## Making an auto intercom call

### About this task

Use the auto intercom feature to call a specific extension or intercom group.

### Procedure

1. Before dialing, scroll right from the phone screen to access the Features screen.
2. Scroll down to **Auto Icom** and press **OK** or just press the corresponding line button.  
Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

### Related links

[Initiating a group page](#) on page 45

---

## Calling someone in your intercom group

### About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

## Procedure

1. Before dialing, scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.

3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

## Related links

[Initiating a group page](#) on page 45

---

## Dialing an E.164 number

### Procedure

1. Press asterisk (\*) twice.

If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the phone displays the plus sign (+) softkey on the screen.

2. Dial the number that you want to call.

---

## Interrupting a call with a whisper page

### About this task

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

### Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.

4. Press **Enter** or **OK** to immediately start dialing and deliver your message when the person you called answers.

---

## Handling a call by using MDA

### About this task

The phone supports Multiple Device Access (MDA) in which you can register up to 10 SIP devices with your extension. If you register to multiple devices with the same extension, you can switch between devices during an active call. The configuration is done on Avaya Aura<sup>®</sup> Session Manager.

This feature is only available in an Avaya Aura<sup>®</sup> environment.

### Before you begin

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

### Procedure

1. Answer or initiate a call from the first phone.
2. Press **Bridge** on the first phone to switch to the second phone.

The bridged call appears on the second MDA phone. However, limited service icon might appear briefly if your MDA phone joining the call has a different signalling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signalling mode address family.

---

## Call Parking

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to park a call in your extension. You can dial your extension number from any other phone to retrieve the call.

### Related links

[Parking a call](#) on page 49

[Unparking a call](#) on page 49



---

## Parking a call

### About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

### Procedure

1. During an active call, gain access to the Features screen.
2. Scroll down to **Call Park**, and press one of the following:
  - **OK**
  - Corresponding line button

A checkbox is selected and is displayed on screen.

### Related links

[Call Parking](#) on page 48

---

## Unparking a call

### About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

### Procedure

1. From the Phone screen, gain access to the Features screen.
2. Press **Select** or **OK** or the corresponding line button to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to unpark the call.

### Related links

[Call Parking](#) on page 48

---

## Recording a call

### About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

## Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

 **Important:**

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.

---

## Calendar

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

When Exchange Calendar is active, a **Calendar** label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

### Related links

[Reviewing your appointments](#) on page 50

[Calendar appointment reminders](#) on page 51

---

## Using the Calendar

If your administrator has set up the **Exchange Integration** option under **Advanced Options Settings > Applications > Calendar** on the **Main menu**, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, a **Calendar** label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

---

## Reviewing your appointments

### About this task

Use this task to view your calendar appointments on your phone.

## Procedure

1. Press **Main menu**.
2. On the Phone screen, scroll to choose **Applications > Calendar**.  
The phone displays the appointments in the start-time order.
3. Perform one of the following actions:
  - To move backward or forward from one appointment to another, press **Prev** or **Next**.
  - To call the person with whom you have the appointment, press To call the person with whom you have the appointment, tap **Call**.
  - To update the calendar with any new appointments that you have set up on your calendar, press **More > Refresh**.
  - If you pressed **More** and want to re-display the previous set of softkeys, press **More** again.
  - To exit the calendar and return to the Phone screen, press **More > Exit**.

### Related links

[Calendar](#) on page 50

---

## Calendar appointment reminders

### About this task

If you have set the **Exchange Reminder Time** option to **Yes**, the phone displays a pop-up to remind you of the upcoming calendar appointments when the Exchange Reminder Time that you set is reached.

### Procedure

When you get a reminder, perform one of the following actions:

- To ignore the reminder now, but to be reminded after the snooze period, press **Snooze**.
- To ignore the reminder completely, press **Dismiss**.

### Related links

[Calendar](#) on page 50

[Integrating other applications with your phone](#) on page 67

---

# Handling Presence

---

## Presence

If your administrator enabled the presence feature for your phone, the phone displays your presence information on the top line. With the Presence feature, you can:

- Track the presence information of a contact for whom you set the **Track Presence** option to **Yes**. You can turn on the **Track Presence** option for a contact while adding a contact or editing the contact details.
- Manually change your presence status.

You can use the Track Presence feature to view presence information of users in your Contacts list. With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and can call you later, or contact you using another method.

---

## Viewing contact presence status

### Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

The phone displays presence icon for the contact to show the status.

---

## Changing the presence status

### About this task

The phone displays your presence status on the top line that you can change manually.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
  - **Automatic**: To let the phone manage the presence state.
  - **Available**: To show you are available and open for communication.
  - **Busy**: To show you are busy.
  - **Away**: To show you are away from the phone.

- **Do not Disturb:** To show you are not open for communication.
  - **Out of Office:** To show you are out of office.
  - **Offline:** To appear invisible. The phone continues to keep the presence subscriptions with the Presence Server. The phone also keeps receiving notifications for the contacts for whom the phone subscribed to watch.
4. Press **Save**.

---

## Enabling SAC when DND is active

### About this task

Perform the following procedure to activate the Send All Calls (SAC) feature to redirect calls to the redirection number when you have manually set the presence status to Do Not Disturb (DND). This feature is available only if your administrator configured it for you.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **DND affects SAC** and change the value to **Yes**.
4. Press **Save**.

# Chapter 6: Customization

---

## Options & Settings

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

- **Call Settings**
- **Assign Speed Dial Entries**
- **Assign Favorites Entries**
- **Application Settings**
- **Screen & Sound Options**
- **Language & Region**
- **Advanced Options**

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

**Assign Speed Dial Entries** lets you assign speed dial numbers to up to 10 contacts. When you a press a single digit key and keep the key depressed for a short duration, the phone initiates a call to that person.

**Assign Favorites Entries** lets you build a list of up to nine favorite contacts or features.

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

**Screen & Sound options** includes choices for adjusting brightness and contrast, ring pattern, background, button clicks, error tones, text size and phone screen width.

**Language and Region** settings includes choices for setting the display language and the time format.

The **Advanced Options** menu includes choices for integrating other applications such as Microsoft® Exchange Server with your phone.

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

---

## Call Settings

### Displaying the Phone screen on receiving a call

#### About this task

Use this task to display the Phone screen when you receive a call.

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Phone Screen on Ringing**.
3. Press **Change** to select one of the following:
  - **Yes**: To display the Phone screen when you receive a call.
  - **No**: To remain on the current screen when you receive a call.
4. Press **Save**.

### Displaying the Phone screen on dialing

#### About this task

Use this task to set the phone to display the Phone screen when you dial a number to make a call.

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Phone Screen on Calling**.
3. Press **Change** to select one of the following:
  - **Yes**: To display the Phone screen when you dial a number.
  - **No**: To remain on the current screen when you dial a number.
4. Press **Save**.

### Displaying call timers

#### About this task

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

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

## Setting redial options

### About this task

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Redial**.
3. Press **Change** to select one of the following options:
  - **One Number**: To dial the last dialed number.
  - **List**: To display the last four dialed numbers.
4. Press **Save**.

### Related links

[Redialing a number](#) on page 24

## Configuring visual alerts

### About this task

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Visual Alerting**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

## Setting the audio path

### About this task

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Setting > Call Settings > Audio Path**.
3. Press **Change** to select **Headset** or **Speaker**.
4. Press **Save**.



## Enabling wireless headset bidirectional signaling

### Before you begin

Check if the headset supports EHS signaling.

### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
3. Press **Change** to select one of the following options:
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switchhook and Alert**: Activates the wireless link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
  - **Switchhook only**: Activates the wireless 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.

## Setting dialing options

### About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your phone receives a call, the phone presents this call as a missed call.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Dialing options**.
3. Press **Change** to select **On-hook** or **Editable**.

When on-hook dialing is in effect, dialpad (edit dial) searches are not available. During an active call when you select the second line appearance, the first line appearance goes on hold and the **Editable** mode is disabled irrespective of your **Dialing options** setting.

4. Press **Save**.

## Toggling name and number

### About this task

Use this procedure to display either caller name or caller number if the caller name is too long to fit on the phone screen.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Toggle Name/Number**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save** .

## Activating mute alerting

You can configure your phone to alert you if your phone is on mute. The alert can be an audible beep and a visible indication on the top line of your phone. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Mute Alerting**.
3. Press **Change** to select from one of the following options:
  - Audible: If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
  - Visual: If you put a call on mute and start speaking, after 15 seconds, the phones displays a message that reads "Phone is on mute" on the phone status line.
  - Both: Combines the actions and options of both audible and visual alerting.
  - None: Disables the mute alerting feature for your phone.
4. Press **Save**.

---

## Setting up favorites

### About this task

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Favorites Entries**.
3. Press **Contacts** or **Features** to select and set the favorites.

---

## Setting up speed dialing

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Speed Dial Entries**.
3. Scroll and press **Assign** to select the required unassigned line.
4. Press **Select** to select the number that you want to assign.

### Related links

[Speed dialing a person](#) on page 25

---

## Application Settings

### Turning off call history

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

### Procedure

1. Press **Main Menu**.
2. Select **Options & Settings > Application Settings**.
3. To select the type of call history logging that you want to turn off, perform one of the following actions:
  - To turn off logging your calls, select **Recents**.
  - To turn off logging the bridged lines, select **Log Bridged Calls**.
4. Press **Change** or **OK** to turn call history logging on or off.
5. Press **Save**.

### Related links

[Viewing call history details](#) on page 28

## Personalizing labels

### About this task

You can change the labels that the phone displays for your extensions, features, and the system numbers or speed dial buttons. For example, you can change the label for your extension to *My Line*. If you have a button module attached to your phone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*.

### Procedure

1. Press **Main Menu**.

2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**.
7. Press **Select** or **OK**.
8. Select the label you want to edit.

If the label you want to edit is on the **Features** menu, scroll down past your call appearances, and select the feature you want to edit. If the label you want to edit is on the **System Numbers** menu, scroll to right and select the system number label you want to personalize.

9. Press **Edit**.
10. Type a new label without any comma (,).  
Press **More** then **Clear** to clear all text fields and start again.
11. Press **Save** or **OK**.
12. **(Optional)** To revert to the default button labels, select **Main Menu > Options & Settings > Application Settings > Restore Default Button Labels**.
  - a. Press **Select**.
  - b. Press **Default**.

---

## Screen and Sound Settings

### Adjusting the brightness or contrast of the display

#### About this task

Use this task to adjust the brightness and contrast of phone screen or button module as applicable. Contrast adjustment applies only to a phone with a black and white display or a button module attached to a phone with a color display screen. You cannot adjust the contrast of a phone with a colored display.

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options**.
3. Press **Brightness** or **Contrast**.
4. Select Phone or an attached button module as applicable.
5. Use the arrow keys to increase or decrease the brightness or contrast.

6. Press **Save**.

## Setting a ring tone for your phone

### About this task

Use this task to select a ring tone for incoming calls. You can select from a range of classic and rich ring tones. Classic ring tones are simple synthesized sounds. Rich ring tones are richer and more complex sounds.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Personalized Ringing**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

## Setting a ring tone for Team Button

### About this task

Use this task to set a ring tone for phones that you monitor.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

## Independent alerting for each bridged call appearance

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

The following four options are available:

- **On**: The phone plays a ringtone on an incoming call on the bridged appearance.
- **Off**: The phone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed**: The phone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.
- **Abbreviated**: The phone plays a single beep to indicate a call on the bridged appearance.

**\* Note:**

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

## Setting a ring tone for a call pickup group

### About this task

Use this task to select a ring tone for an audio alert on your phone for a call pickup group.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Ring Type**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

## Setting an alert for a call pickup group

### About this task

Use this task to set a call pickup group alert on your phone. The call pickup group alert provides a visual or an audio alert on your phone when a member in your call pickup group gets a call.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Indication**.
3. Press **Change** to select one of the following:
  - **Audible**: Provides an audio alert.
  - **Visual**: Provides a visual alert.
  - **Both**: Provides both audio alert and visual alert.
  - **None**: Provides no call pickup alert.
4. Press **Save**.

## Setting up enhanced call pickup alerting

### About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

### Procedure

1. Press **Main Menu**.
2. Select **Options & Settings**.

3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Scroll to **Call Pickup Ring Type**.
6. Press **Select** or **OK**.
7. Select the ring tone using the navigation keys.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Select the call pickup indication type using the right or left navigation keys or press **Change** softkey.
10. Press **Save**.

## Changing the background logo

### About this task

If your system administrator has set up an alternate background choice, you can change the logo your screen displays.

#### **Note:**

Your system administrator can also change the background logo through the settings file.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen and Sound Options > Background Logo**.
3. To select the required logo, press one of the following:
  - **Right** arrow key
  - **Left** arrow key
4. Press **Save**.

## Turning button click sounds on and off

### About this task

Use the procedure to turn off button click sound.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.

## Turning error tones on or off

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Error Tones**.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

## Turning Continuous Scrolling on or off

### About this task

Use the procedure to control continuous scrolling feature for your phone.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Continuous Scrolling**.
3. Press **Change** to turn continuous scrolling on or off.
4. Press **Save**.

## Setting the phone screen width

### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Option & Settings > Screen & Sound Options > Phone Screen Width**.
3. Press **Change** to select one of the following options:
  - **Full**: Each call appearance or feature occupies the entire width of a line.
  - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
4. Press **Save**.

## Setting the text size

### About this task

Use this task to change the size of the text. The large text option is available only for the English language.

### Before you begin

You can use the procedure only if the administrator enables the option for your phone.



## Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Text Size**.
3. Press **Change** to select one of the following:
  - **Normal**: To set the default text size.
  - **Large**: To set the large text size.
4. Press **Save**.

## Setting a ring tone for incoming forwarded calls

### About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your phone. You can hear the ring tone that you specified for the:

- Caller.
- First phone that forwarded the call.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Fwd Ring**.
3. Press **Change** to select one of the following:
  - **Caller**: To hear the ring tone that you specified for the caller.
  - **Forwarder**: To hear the ring tone that you specified for the first phone that forwarded the call.
4. Press **Save**.

## Setting key repeat delay

### About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Key Repeat Delay**.

3. Press **Change** to select the required option.
4. Press **Save**.

---

## Language and region settings

### Changing the display language

#### About this task

Use this task to change the display language of your phone.

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Language & Region > Language**.
3. Press **Select** or **OK** button to change the language.
4. Press **Save**.

### Setting the time format

You can change the way your phone displays the time on your Phone screen. The time format is either 12 or 24 hours.

#### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Language & Region > Time Format**.
3. Press **Change** to select the required time format.
4. Press **Save**.

---

## Setting Advanced Options

### Turning automatic gain control on or off

#### About this task

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

#### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Automatic Gain Control**.
3. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.

4. Press **Change** to turn AGC on or off.
5. Press **Save**.

## Integrating other applications with your phone

### About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exchange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

### Procedure

1. Press **Main Menu** .
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. If you have already set up your credentials and do not want to change them, proceed to Step 5. To establish or change your credentials, select **Email Name & Password** and enter the following:
  - Your Microsoft Exchange server email user name.
  - Your Microsoft Exchange server email password.
  - The domain of the server on which Microsoft Exchange runs.
  - Whether you want the phone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Press **Change** to change the setting as required.
4. Press **Save**.
5. To set or change your calendar preferences, select **Calendar** and enter the following:
  - Whether or not you want your phone to activate the calendaring feature. Press **Change** to change the **Use Exchange Calendar** setting to **Yes** or **No**.
  - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
  - If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.
  - Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
  - Whether or not you want to hear a tone with a reminder popup window. Press **Change** to change the **Exchange Reminder Tone** setting to **Yes** or **No**.

6. To change your contacts preferences, select **Contact** and configure the following:
  - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Use Exchange Contacts** setting to **Yes** or **No**.
  - Contact your administrator if you want to change the Exchange subscription period.
7. Press **Save** to save your settings and preferences.

**\* Note:**

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

### Related links

[Calendar appointment reminders](#) on page 51

## Configuring Hearing Aid Compatibility

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Handset Equalization Operation**.
3. Press **Change** to select one of the following options:
  - Default
  - Audio Opt for audio optimization
  - HAC Opt for hearing aid compatibility optimization
4. Press **Save**.

## Setting headset profile

### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset.
4. Press **Save**.

## Enabling Away Timer

### About this task

Perform the following procedure for the phone to automatically update the presence status to Away after a predefined time.

### Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **Away Timer** and change the value to **On**.
4. Select **Away Timer Value**.
5. Enter the time in minutes. You can enter any value in the range of 5 to 999.
6. Press **Save**.

# Chapter 7: Features

---

## Features

This topic describes the special features of your phone. Your administrator might have set up your phone with the features and the call appearances on one screen. The Features screen gives you access to advanced telephony features, such as Call Forwarding and Speed Dial buttons. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features screen. The Forward menu also lists the forwarding features. The features that are available depend on what your administrator has assigned to your phone.

You can also invoke these features using the Feature Access Code (FAC) . If you activate or deactivate a feature using FAC and the corresponding feature button is not administered on the phone, you might not get the indication of the feature activation or deactivation.

In addition to the Features screen, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your administrator.


---

## Accessing the Features screen

### About this task

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

The option on the **Features** screen display one of the following icons:

- The  icon: Indicates the feature is available.
- The  icon: Indicates the feature is activated.
- The  icon: Indicates the feature is not available.

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

### Procedure

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

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

2. Scroll down to see the features that have been administered for your extension.

---

## SLA Mon™ overview

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones support SLA Mon™ agent which works with a Avaya Diagnostic Server (ADS). SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

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

---

## Assigning labels to auto-dial numbers

### About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

### Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.
2. Scroll to the line to which you want to assign a label or number.

Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
3. Press **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Press **Save**.

### Related links

[Autodialing a pre-assigned number](#) on page 27

---

## Setting up automatic call back

### Procedure

1. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback**.
3. Press **OK** or press the corresponding line button.

---

## Making a priority call

### About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

### Procedure

1. Before dialing, gain access to the Features screen. Before dialing, scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to **Priority Call** and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

---

## Precedence call

Making a priority call with precedence provides user with options to override other calls. There are five precedence level that you can choose. You can manually dial the extension number or select the extension from **Favorites**, **Recents**, or **Contacts**. The precedence level is valid for only one call session. The call precedence level are categorized under the following options and order:

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.
- PR: Priority.
- Routine: (Default) Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

You can initiate a precedence call from Busy Indicator and Bridged Appearance. Initiating a precedence call from WML browser and Team button is not supported.



## Making a precedence call

There are five methods by which you can make a priority call:

- Dial plan configuration: Configuration is done on Local Session Controller (LSC) or Enterprise Session Controller (ESC) with Feature Access Code (FAC).
- **Priority** softkey: Visible only when it is configured with the appropriate system parameter.
- **Main Menu**.
- **Options & Settings** menu.

---

## Making a precedence call by using Main menu

### Procedure

1. Press **Main menu** button.
2. Select **Priority Call**.
3. Select the precedence level from the Precedence Selection screen.
4. Enter the extension from one of the following:
  - **Contacts**
  - **Recents**
  - Dial extension from dialpad

---

## Making a precedence call by using dial plan configuration

### About this task

Use this procedure to make call with precedence level by manually dialing the extension number.

### Before you begin

Ensure that dial plan is configured on Local Session Controller or Enterprise Session Controller with Feature Access Code (FAC).

### Procedure

1. Lift the handset, press **Speaker** or **Headset** (if applicable), or select a line button for an available line.
2. Dial the FAC followed by the extension number.

---

## Blocking your extension from displaying during calls

### About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

### Procedure

1. From the Phone screen, access the Features screen. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Block**.
3. Enter the extension number you do not want the called party to see.
4. Press **Enter** or **OK** to start calling party number blocking.

---

## Displaying your extension on outgoing calls

### About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

### Procedure

1. From the Phone screen, access the Features screen. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Unblock**.
3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking.

---

## Tracing a malicious call

### About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

### Procedure

1. During an active call, access the Features menu. During an active call, scroll right from the Phone screen to access the Features menu.

2. If necessary, scroll down to **MCT** and press **OK** or just press the corresponding line button to start the trace.

An alerting tone or flashing LED signifies the trace is active. Hanging up deactivates MCT.

 **Important:**

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

---

## Visual alert for an encrypted call

While using your phone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the active call appearance.

 **Note:**

The secure icon appears only if a two-party call is encrypted.

---

## Activating EC500 for simultaneous ringing on multiple phones

### About this task

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

### Procedure

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press one of the following:
  - **Select**
  - **OK**
  - Corresponding line button

---

## Extending a call to your cell phone (EC500)

### About this task

You can use the Extend Call feature to receive a call that is active on your office phone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

#### **Note:**

Your administrator can set the destination mobile number.

### Procedure

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call** , and press **OK** to forward the call to your mobile phone.
3. Answer the call on your cell phone.

The call remains active on your phone, so you can switch back to your phone at any time.

---

## Retrieving a voice mail

### About this task

Use this procedure to listen to your voice mail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

### Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

### Procedure

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

---

## About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The phone automatically dials the number that your system administrator has configured for you.

---

## Browser

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

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

### Related links

[Using the WML browser](#) on page 77

---

## Using the WML browser

### Procedure

1. Press **Main Menu**.
2. Scroll to **Browser**.
3. Press **Select** or **OK**.

The WML browser opens the home page.

4. Scroll to the link that you want to view.
5. Press **OK** to open the link.
6. Perform any of the following actions:
  - To stop loading the current page, press **Cancel**.
  - To reload the current page, press **Refresh**.
  - To open the home page, press **Main Menu**.
  - To close the browser, press **Phone**.
  - To edit a text in an application, use the right side call appearance buttons.

### Related links

[Browser](#) on page 77

---

## Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a collection of users who handle similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

### Related links

[Using Hunt Group Busy](#) on page 78

---

## Using Hunt Group Busy

### About this task

Use the **Hunt Group Busy** buttons on the Features screen, to stop or start receiving calls from a particular hunt group.

### Procedure

1. To stop receiving calls from a particular hunt group, tap the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, tap the corresponding **Hunt Group Busy** button.

### Related links

[Hunt Group Busy](#) on page 77

---

## About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

---

## Activating Send All Calls

### About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

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

You can also turn **Send All Calls** on or off by using the phone Features list.

If you enabled the DND affects SAC option, the phone activates the SAC feature when you manually change the presence status to DND.

**\* Note:**

You must not enable the SAC feature in case you selected the cover all option for the coverage path because enabling both features at the same time can cause duplicate entries in the call log.

**Procedure**

1. Gain access to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or the corresponding line button to activate the feature.

## Activating call forwarding

**Procedure**

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

**\* Note:**

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

## Enabling call forwarding when your line is busy or you do not answer

**About this task**

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

**Procedure**

1. From the Phone Screen, gain access to the Features screen.
2. Press **Select** to choose **Call Fwd Busy/No Ans**.
3. Enter the number to which you want to forward your calls.

4. Press **Enter** or **OK** button to turn call forwarding off if it is already on.

---

## Setting rules for enhanced call forwarding

### About this task

You can use this feature to forward the incoming calls on your phone to various destination numbers based on call type and call state.

### Procedure

1. From the feature list, select **Enhanced Call Forward**.  
The phone displays a list of enhanced call forwarding rules.
2. Select the required rules from the following list, and enter the corresponding numbers.
  - Forward all calls:
    - Internal [Enter Number]
    - External [Enter Number]
  - Forward when busy:
    - Internal [Enter Number]
    - External [Enter Number]
  - Forward when no answer:
    - Internal [Enter Number]
    - External [Enter Number]

If you have configured a number for any of the rules, the phone displays that number in place of the text Enter Number.
3. Press **Save** to save the destination number.
4. Perform one of the following actions:
  - To activate forwarding for a rule, press **Turn on** for that rule.
  - To activate forwarding for all the rules, press **All on**.

---

## Editing a rule

### Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to edit and press **Edit**.



3. Enter the destination number using the numeric keypad.
4. Press **Save**.

---

## Turning off a rule

### Procedure

1. Access the **Enhanced Call Forward feature** from the Features screen.
2. Select the rule that you want to turn off.
3. Press **Turn off**.
4. To turn off all the active rules, press **All off**.
5. Press **Exit**.

---

## Monitoring other extensions at a glance

### About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

### Procedure

1. From the Phone screen, gain access to the System Numbers menu.
2. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
3. To call a monitored extension, scroll to the applicable line and press the line or OK button associated with that extension.

---

## Disabling call forwarding

### About this task

Use this task to turn off any call forwarding feature that you activated.

### Procedure

1. Press the right navigation button to gain access to the Features screen.
2. Select the active call forwarding feature that you want to turn off.

3. Press **OK** or the line button on which the call forwarding feature appears.

# Chapter 8: Troubleshooting

---

## Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the top display line 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. Then 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 softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the Main menu for possible actions.

### **Important:**

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

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

- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys 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 may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.

## Troubleshooting

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

# Chapter 9: Related resources

## Documentation

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

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura®

*Table continues...*

Title	Use this document to:	Audience
		System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
<b>Administering</b>		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
<b>Maintaining</b>		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

---

## Finding documents on the Avaya Support website

### Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.  
  
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

---

## Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

### Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

---

## Support

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



# Index

## A

access limited during failover .....	83
Active calls	
directing to cell phone .....	76
administrative methods	
provisioning server .....	21
AGC .....	66
answering call on a monitored extension .....	42
Appointments	
reviewing calendar .....	50
Assigning ring tone	
forwarded calls .....	65
Assigning ring tone,	
monitored station .....	61
Team Button .....	61
audio path	
on-hook .....	56
Autodialing	
calling a person .....	27
setting up labels .....	71
auto intercom call .....	46
automatic call back .....	72
Away Timer .....	68
Away Timer enable .....	68

## B

Background logo .....	63
bridged call appearance	
joining .....	44
Bridged call appearance	
about .....	43
Bridged Calls	
answering .....	44
Bridging .....	44
browser, WML .....	77
busy indicator .....	81
button click sounds	
configuring .....	63
Button labels	
personalizing .....	59
Button labels, restoring to default labels .....	59
Button module, adjusting brightness or contrast .....	60

## C

Calendar	
about .....	50
reminders .....	51
reviewing appointments on .....	50
Calendar, preferences .....	67
Calendar, setup .....	67

call .....	72
Call back .....	72
Call history	
calling from .....	24
Call History	
icons .....	19
calling	
using a click to dial link .....	36
Calling a number	
using Autodial .....	27
calling a person	
using speed dial .....	25
calling intercom group .....	46
calling using intercom .....	46
Call parking .....	49
Call pickup .....	45
call pickup alert indication	
setting .....	62
calls	
contact list .....	23
multiple device access .....	48
switching phone .....	48
Call Timers	
displaying .....	55
call transfer	
attended	
consultative .....	38
blind transfer .....	39
unattended .....	37
call transfer to monitored phone .....	42
Call unparking .....	49
change presence status .....	52
Changing	
display language .....	66
click to dial	
making a call using .....	36
conference	
details .....	35
conference calls	
putting a call on hold .....	34
setting up .....	33
Conference calls	
dropping a participant .....	34
Conference Calls	
adding a person on hold .....	34
configure provision server	
prov server .....	21
connection jacks .....	15
contacts	
adding from call history .....	28
calling a person .....	23
deleting .....	32
editing .....	31

## Index

contacts ( <i>continued</i> )		
searching .....	<a href="#">31</a>	
selecting .....	<a href="#">31</a>	
Contacts		
about .....	<a href="#">29</a>	
adding a new contact .....	<a href="#">29</a>	
Continuous Scrolling		
turning on and off .....	<a href="#">64</a>	
coverage .....	<a href="#">78</a>	
<b>D</b>		
Dialing Options		
setting .....	<a href="#">57</a>	
Dial intercom call .....	<a href="#">46</a>	
Directed call pickup .....	<a href="#">41</a> , <a href="#">45</a>	
Disconnects		
about .....	<a href="#">83</a>	
Display		
adjusting brightness .....	<a href="#">60</a>	
adjusting contrast .....	<a href="#">60</a>	
display language		
changing .....	<a href="#">66</a>	
<b>E</b>		
E.164 .....	<a href="#">47</a>	
EC500		
Extend Call .....	<a href="#">76</a>	
edit dialing .....	<a href="#">23</a>	
Edit dialing .....	<a href="#">57</a>	
emergency call .....	<a href="#">25</a>	
enable Away Timer .....	<a href="#">68</a>	
enable wireless headset .....	<a href="#">57</a>	
Enabling SAC when DND is active .....	<a href="#">53</a>	
encrypted call .....	<a href="#">75</a>	
Enhanced Call Forwarding, rules .....	<a href="#">80</a>	
Error tones		
turning on and off .....	<a href="#">64</a>	
Exchange contacts .....	<a href="#">33</a>	
Excluding others from bridging .....	<a href="#">44</a>	
exclusion .....	<a href="#">44</a>	
Extension		
blocking display of .....	<a href="#">74</a>	
unblocking display of .....	<a href="#">74</a>	
<b>F</b>		
failover .....	<a href="#">83</a>	
Favorites		
setting up .....	<a href="#">58</a>	
feature		
Hunt Group Busy .....	<a href="#">77</a>	
Features .....	<a href="#">70</a>	
accessing .....	<a href="#">70</a>	
Call Parking .....	<a href="#">48</a>	
forwarding		
a call .....	<a href="#">79</a>	
turning off .....	<a href="#">81</a>	
Forwarding		
a call .....	<a href="#">79</a>	
Forwarding calls		
about .....	<a href="#">78</a>	
<b>G</b>		
general icons .....	<a href="#">17</a>	
Go To Phone Screen on Calling		
setting .....	<a href="#">55</a>	
Go To Phone Screen on ringing		
setting .....	<a href="#">55</a>	
group page .....	<a href="#">45</a>	
<b>H</b>		
HAC, hearing aid compatibility .....	<a href="#">68</a>	
Handset AGC .....	<a href="#">66</a>	
Headset AGC .....	<a href="#">66</a>	
headset profile		
setting .....	<a href="#">68</a>	
History		
clearing all call entries .....	<a href="#">29</a>	
removing a call from .....	<a href="#">28</a>	
turning off .....	<a href="#">59</a>	
viewing call details .....	<a href="#">28</a>	
viewing for calls .....	<a href="#">27</a>	
hold		
putting a conference call on hold .....	<a href="#">34</a>	
Hold		
putting a call on hold .....	<a href="#">26</a>	
hotline .....	<a href="#">76</a>	
Hunt Group Busy		
using .....	<a href="#">78</a>	
<b>I</b>		
icons		
manual presence state .....	<a href="#">19</a>	
ignoring calls .....	<a href="#">27</a>	
incoming calls		
answering .....	<a href="#">25</a>	
forwarding .....	<a href="#">79</a>	
sending to coverage .....	<a href="#">78</a>	
Incoming calls		
directing to multiple telephones .....	<a href="#">75</a>	
Incoming Calls		
forwarding when busy or no answer .....	<a href="#">79</a>	
Intercom group .....	<a href="#">46</a>	
<b>K</b>		
key repeat delay .....	<a href="#">65</a>	

<b>L</b>	
Large text, Text size .....	<a href="#">64</a>
legal notices .....	
Locking your phone .....	<a href="#">22</a>
Logging in to your phone extension .....	<a href="#">21</a>
logging out of your phone .....	<a href="#">22</a>
Logo .....	<a href="#">63</a>
<b>M</b>	
Main Menu .....	<a href="#">20</a>
options .....	<a href="#">54</a>
making a call .....	<a href="#">23</a>
contacts list .....	<a href="#">23</a>
dial plan .....	<a href="#">73</a>
Main menu .....	<a href="#">73</a>
precedence call .....	<a href="#">72</a> , <a href="#">73</a>
prefix digits .....	<a href="#">73</a>
malicious call tracing .....	<a href="#">74</a>
managing calendar .....	<a href="#">50</a>
manual presence state icons .....	<a href="#">19</a>
Microsoft Exchange integration .....	<a href="#">67</a>
MLPP icons .....	<a href="#">20</a>
monitoring other extensions .....	<a href="#">81</a>
muting calls .....	<a href="#">26</a>
<b>N</b>	
name, number .....	<a href="#">57</a>
<b>O</b>	
On-hook dialing .....	<a href="#">57</a>
optional components .....	<a href="#">17</a>
Options & Settings .....	<a href="#">54</a>
call history .....	<a href="#">59</a>
call pickup alert settings .....	<a href="#">62</a>
configuring visual alerts .....	<a href="#">56</a>
go to phone screen on calling .....	<a href="#">55</a>
go to phone screen on ringing .....	<a href="#">55</a>
phone screen on calling .....	<a href="#">55</a>
redial settings .....	<a href="#">56</a>
Setting Autodial numbers .....	<a href="#">71</a>
setting call pickup ring tone .....	<a href="#">62</a>
Setting dialing options .....	<a href="#">57</a>
Setting favorites .....	<a href="#">58</a>
setting ring tone .....	<a href="#">61</a>
Setting speed dial numbers .....	<a href="#">59</a>
outgoing calls	
edit dialing a number .....	<a href="#">23</a>
making a call .....	<a href="#">23</a>
making a call on a bridged line .....	<a href="#">44</a>
redialing a number .....	<a href="#">24</a>
Outgoing Calls	
blocking extension display .....	<a href="#">74</a>
Outgoing Calls ( <i>continued</i> )	
unblocking extension display .....	<a href="#">74</a>
overview .....	<a href="#">11</a>
Hunt Group Busy .....	<a href="#">77</a>
<b>P</b>	
page .....	<a href="#">47</a>
Parking calls .....	<a href="#">49</a>
Phone Screen on Calling	
setting .....	<a href="#">55</a>
Phone Settings .....	<a href="#">54</a>
physical layout .....	<a href="#">12</a>
Picking up calls .....	<a href="#">41</a> , <a href="#">45</a>
precedence call	
dial plan	
making a call .....	<a href="#">73</a>
prefix digits .....	<a href="#">73</a>
Main menu .....	<a href="#">73</a>
making a call .....	<a href="#">72</a>
presence .....	<a href="#">52</a>
Priority Call .....	<a href="#">72</a>
problems with telephone .....	<a href="#">83</a>
provisioning server .....	<a href="#">21</a>
<b>R</b>	
recents	
calling from .....	<a href="#">24</a>
recording a call .....	<a href="#">49</a>
redial .....	<a href="#">24</a>
redial options	
setting .....	<a href="#">56</a>
related documentation .....	<a href="#">85</a>
retrieving voice mail .....	<a href="#">76</a>
Ring tone	
selecting .....	<a href="#">61</a>
setting for call pickup .....	<a href="#">62</a>
<b>S</b>	
screen width .....	<a href="#">64</a>
Search	
database .....	<a href="#">32</a>
extended .....	<a href="#">32</a>
secure	
calls .....	<a href="#">75</a>
selecting ring tone .....	<a href="#">61</a>
SENDALL .....	<a href="#">78</a>
setting	
headset profile .....	<a href="#">68</a>
setting, editing, disabling .....	<a href="#">80</a>
setting headset profile .....	<a href="#">68</a>
settings	
screen width .....	<a href="#">64</a>
signaling .....	<a href="#">57</a>

## Index

SLA Mon™ .....	<a href="#">71</a>
Speaker .....	<a href="#">66</a>
speed dialing	
calling a person .....	<a href="#">25</a>
Speed Dialing	
setting up .....	<a href="#">59</a>
support .....	<a href="#">88</a>

## T

team button	
speed dialing .....	<a href="#">43</a>
viewing station status .....	<a href="#">42</a>
Team Button .....	<a href="#">40</a> , <a href="#">42</a>
transferring a call to a monitored phone .....	<a href="#">42</a>
Time format .....	<a href="#">66</a>
tooggling .....	<a href="#">57</a>
tracing calls .....	<a href="#">49</a> , <a href="#">74</a>

## U

Unparking calls .....	<a href="#">49</a>
URI dialing, making a call .....	<a href="#">36</a>
using	
Hunt Group Busy .....	<a href="#">78</a>

## V

videos .....	<a href="#">87</a>
view contact presence status .....	<a href="#">52</a>
Visiting user, logging in as .....	<a href="#">21</a>
Visual Alerts	
configuring .....	<a href="#">56</a>

## W

Whisper page .....	<a href="#">47</a>
WML browser .....	<a href="#">77</a>