## AVAYA CLOUD OFFICE™







# Avaya IX IP Phone J169/179

The screenshots in this guide are showing the J179.

The button layout and functionality is the same for both a J169 and J179 IP Phone.

The J169 has a monochrome display while the J179 has a color display.

\*Note: An optional WiFi card is available for the J179 only.



### Avaya IX IP Phone J169/179 Physical Layout

- 1 Beacon LED Displays red light for the Voice mail and visual alerts.
- 2 Line Keys Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts:
  - Green light: incoming call and enabled features.
  - Red light: disabled features.
  - Red and Green light: phone is off-hook.
- **3 Phone Key** Displays the Phone screen.
- 4 Voicemail Used to access Voicemail.
- 5 Headset Answer/Hang-up using Headsets
- **Speaker** Answer/Hang-up using Speaker
- Mute Used to mute and unmute outgoing audio



### **Avaya IX IP Phone J169/179** Physical Layout

- **1** Soft Keys On Demand features
  - Menu Access Phone Menu
- Contacts Access to the Contacts Menu
  To search System Users select Contacts then Members
- 4 Recents Access Recent Missed, Answered and Outgoing Call history
- 5 Volume Increase/Decrease Volume



### **Avaya IX IP Phone J169/179** Making and Receiving Calls

#### Making a Call:

Press **New Call**, Lift the **Handset**, Press **Headset** or **Speaker** and dial the number

#### Ending a Call:

Press End Call or hang up the Handset.

- If you are on a call using your headset, press End Call or the Headset button to end the call.
- If you are on a call using speaker, press **End Call or** the **Speaker** button to end the call.

#### Answering a Call:

Press Answer or lift the Handset.

- If you are on a call using your headset, press the **Headset** button to answer the call.
- If you are on a call using speaker, press the **Speaker** button to answer the call.



### **Avaya IX IP Phone J169/179** Transferring Calls

#### The types of **Call Transfer** are: **Talk:**

- Announce the call prior to completing the transfer
  Now:
- Transfer the call without announcing.
- While on an active call, press the **Transfer** softkey and then either enter the number and press **Dial** or search for a number in **Contacts** or **Recents** followed by **Select**.
  - To simply transfer the call to the extension, select Now.
  - To speak to the user before transferring the caller select **Talk.** After announcing the call select **Complete** to complete the transfer.



#### **Avaya IX IP Phone J169/179** Transferring Calls directly to voicemail

- While on an active call, press the **Transfer** softkey followed by **\*0** and the **users extension number.** 
  - Select **Call** followed by **Now**.
  - The caller will be transferred directly to the user's voicemail.
  - In this example we are transferring the caller to the voicemail of extension 2405.



### **Avaya IX IP Phone J169/179** Parking and Un-Parking Calls

#### Parking a Call

While on an active call, press the softkey **More** followed by **Park.** 

• The system will then tell you the retrieval code required to pick up the **Parked** call.

#### Picking up a Parked Call

From any phone select an available line and enter the **Park** retrieval code



#### **Avaya IX IP Phone J169/179** Adding another party to an active call

While on an active call, press **Conf** and then either enter the number and press **Dial** or search for a number in **Contacts** or **Recents** followed by **Select**.

When the participant answers the call, press the **Join** softkey.

This type of calling supports a maximum of 3 parties including yourself.



### **Avaya IX IP Phone J169/179** Creating Contacts

A user can create **Contacts** for frequent calls numbers.

- Press **Contacts** and then **New**.
  - Enter Contact details and the press Save.

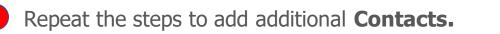
You can use the **More** option to change the icon that is displayed beside the **Contacts** name.

#### 📵 Work

Mobile

🚹 Home

\star Other





### **Avaya IX IP Phone J169/179** Assigning Speed Dials

- Speed Dial allows you to press a dial pad digit (1-9) for 1 second to call a specified **Contact** 
  - This only applies to **Contacts** added using the instructions on the previous page.
- Press Menu, Settings, Phone and scroll down to Assign speed dial entries, followed by Select.

Select an unassigned speed dial entry and then press **Contacts**.

Select the **Contact** you wish to assign to this **speed dial** entry.

To call a **Contact** in your **speed dial** list, simply press the digit (1-9) that corresponds with your speed dial entry for 1 second.



#### **Avaya IX IP Phone J169/179** How to make use of the free line keys (buttons)

- You can program additional Presence buttons (appearance buttons of other users)
  - Please review the following helpful <u>Video</u> that explains how to add Presence buttons.
- You can program additional Contacts buttons (External Autodials of phone numbers you frequently use).
  - First step is to create **Contacts** on your phone.
  - Select Contacts
  - Select New
  - Enter the new Contact information followed by Save
  - Return to the main screen by pressing Phone
  - Scroll to an available button and select **Custom** or simply select the available button.
  - Select Add followed by Contact
  - Select the **Contact** you would like added.
  - Return to the main screen by pressing Phone

