

J179 VoIP Desk Phone User Guide

for use with Lawrence Berkeley National Lab phones

AVAYA



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For additional information, LBNL employees may send email to TSC@lbl.gov or call Telephone Services at 510-486-7997.

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J179 Phone Layout and Button Map














J179 Phone Layout			
1	Beacon LED	9	Contacts
2	Phone Display	10	Recents
3	Line Button	11	Voice mail
4	Soft keys	12	Headset
5	Navigation - Direction	13	Speaker
6	Phone Key - Main Screen	14	Volume
7	Navigation - "OK"	15	Mute
8	Main Menu		

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Display Screen Icons and Descriptions



Main Screen




Calls that are in progress will show an icon next to the line in use. Features that are active will display at the top of the screen.

Icon	Description
	Missed Call - Indicates how many calls were missed (if greater than 9 a "+" will appear)
	Microphone is muted - your callers can't hear you but you can hear them
	Do Not Disturb is active - all calls will go to voice mail
	Call Forwarding is active - all calls will forward to the number you have programmed
	EC500 is active - calls will ring simultaneously at your desk and cellphone
	Ringer volume is off - beacon LED in top right corner of phone will still flash for incoming calls
	Active call in progress
	Call is on hold
	Active Conf call in progress
	Conf call is on hold
	Call is being redirected - appears during a transfer

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Recent Calls Screen




Your recent call history is viewed by pressing the Recents  button and will show your incoming, outgoing and missed calls. Use the navigation  button to scroll left or right to view All Calls, Answered, Outgoing or Missed Calls. Once in a list, you can use the navigation button to scroll up and down within that list. The icons below appear next to each call to indicate the call type.

Icon	Description
	Missed Call
	Answered Call
	Outgoing Call

Answering and Making a Call




Answer a Call

Answer an incoming call in one of the following ways:


- If you are not on another call, lift the handset, or press **Speaker**  to answer 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**.

Make a Call

Make a call in one of the following ways:







- Lift the handset, press **Speaker**  or select an available line, then dial the number.
- Start dialing the number and the Speaker will automatically be in use.
- Press the **Contacts**  button. Use the navigation  button to scroll to the number you'd like to dial, then press **Select**.

Put a Call on Hold

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Select **Hold** button where it appears on the display. The light next to the line on hold will flash and a timer will start to show how long the call is on hold.
4. To retrieve the call press the button next to the line on hold or press **Resume**.

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

Transfer a Call

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Select the line you want to transfer.
3. Press **Transfer**. Your caller will be placed on hold.
4. Use any of the three options below to dial the number you'd like to transfer to:
 - Dial the phone number using your keypad (dial "9" for external numbers), then press **Call** or press the center of the navigation button  to dial. To transfer your caller with no introduction, press **Now**. To speak with your second party privately first, press **Talk** and then press **Complete** when ready to transfer your caller.
 - Press the **Contacts**  button. Use the navigation  button to scroll to the number you'd like to dial, then press **Select**. To transfer your caller with no introduction, press **Now**. To speak with your second party privately first, press **Talk** and then press **Complete** when ready to transfer your caller.
 - Press the **Recents**  for your call history. Use the navigation  button to scroll to the number you'd like to dial, then press **Select**. To transfer your caller with no introduction, press **Now**. To speak with your second party privately first, press **Talk** and then press **Complete** when ready to transfer your caller.



Conference Calls

Speak with up to **five** other people in different locations on the same call.

Set up a Conference Call

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Press **More**, then **Conf**.
3. Dial the telephone number, or use the **Contacts**  list or **Recents**  for your call history.
4. Press **Join** to add the person to the existing call.
5. To add more people to the call press **Add** and follow the steps above. You can have a maximum of 5 other people.
6. To hang up and leave the call press **End Call**. Your other parties will remain in conference until each one hangs up.

Place a Conference Call on hold

1. Press **Hold** during a conference call or press the center of the navigation  button. *Note: When your conference call is on hold, the other parties can still talk to one another.*
2. To resume the call, press **Resume** or press the center of the navigation  button.

Joining Two Separate Calls into a Conference

Combine an active call on your phone with another call you already have on hold into a new conference together. *Note: this will not work if one of your lines is already in use as a conference call.*

1. Press **More**, then **Conf** to place your active call on hold. (*You now have two calls on hold*)
2. Press **Held Call** to view your first caller who is on hold, then press **Join**.

Dropping a Person from a Conference Call


To drop the last caller you added to your conference call, press **More**, then **Drop**. You can only drop the last call you added.

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Features

Do Not Disturb (DND)



Allows you to send all incoming calls to your voice mail and your phone will not ring. *Note: If your Call Forwarding is active then your Do Not Disturb feature will override it and send all calls to your voice mail.*

1. To toggle the feature on or off, select the button next to **DND** on your display.
2. When the button light is green the Do Not Disturb feature is active and an icon  appears on the display.
3. When the button light is red the Do Not Disturb feature is not active and all incoming calls will ring through at your extension.

Call Forwarding

Allows you to forward your calls to another internal or external phone number. You can also change Call Forwarding remotely by requesting the Remote Access feature. To add Remote Access, send your request to TSC@lbl.gov.



*Note: The button light next to **Call fwd** will be green on your display when the forwarding is on. The button is red when the forwarding is turned off. If you use the EC500 feature, the Call Forwarding will override it and calls will go to the number you programmed your calls to forward to.*

1. Press **Phone**  to view the main Phone screen, if necessary.
2. To turn on Call Forwarding, select the button next to **Call fwd** on your display (the button is red when forwarding is off).
3. Use the phone keypad to enter the number to forward your calls to. Dial as you would if calling the number directly. Use a "9" for outside calls.
4. Select **Enter** to save the forwarding number.
5. The button turns green next to Call fwd to indicate it is on. A Call fwd icon  appears on the display along with the number your calls are now forwarded to.
6. To turn off Call Forwarding, press the **Call fwd** button on the display. The button light will turn red.

Speed Dial

Allows you to quickly dial a phone number as a stored number on one of your phone's buttons. The number of Speed Dial buttons available depends on your phone set type and features.

Programming Speed Dial

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Use the navigation  button to scroll up or down to a blank button, then press **Custom, Add**, then **Contact**.
3. Scroll to the Contact you wish to add and press **Select**.
4. The number you entered now appears on that button.

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EC500 - Simultaneous ring at your desk and cellphone


Allows your desk phone extension to ring simultaneously at your desk and your cell phone. This feature is also used when using the Extend Call feature, which allows you to continue a call on your cell phone that is already in progress at your desk. *Note: To use EC500 or Extend Call, contact Telephone Services at TSC@lbl.gov to have your cell phone number programmed for this button.*

1. To toggle the feature on or off, select the button next to **EC500** on your display.
2. When the button light is green the EC500 feature is active. All incoming calls will ring at your desk and cell phone simultaneously.
3. When the button light is red the EC500 feature is not active. All incoming calls will ring only at your desk phone.

Extend Call

Allows you to continue a call on your cell phone that is already in progress on your desk phone. *Note: To use Extend Call, contact Telephone Services at TSC@lbl.gov to have your cell phone number programmed for this button.*

1. Before or during a call at your desk phone, press the button next to **EC500** on your display to ensure it is lit green.
2. With the EC500 lit green, press the button next to **Extend call** on your display. You will receive the call at your pre-programmed cell phone.
3. Answer the call on your cell phone, then hang up your desk phone.

*Note: If needed, you may send the call that is now on your cell phone back to your desk phone. To do so, press the button on your display next to the line where your incoming call is on your desk phone. The call will return to your desk phone and you may hang up your cell phone. Alternatively, you may use the navigation  button to scroll to the line where your call is active on your desk phone and press the **Bridge** button at the bottom of the display.*

Transfer Caller to Voice Mail




Allows you to send an active call on your desk phone directly to voice mail to leave a message. This feature is useful for someone who is answering calls for another person and needs to transfer the caller to that person's voice mail in order to leave a message for them.

1. During an active call, press the button next to **Trans to VM** on your display.
2. Your caller will be sent to voice mail where they will hear a Greeting and be able to leave a message.



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Contacts



Call a person from the Contacts list

1. Press **Contacts** .
2. Use the navigation  button to scroll down to browse all contacts or press **Search** then type a few letters of the contact's first or last name, then press **Search** again to see results. *Note: Search results are not linked to the Lab Phonebook and will only display people who have the same phone set type as you do.*
3. Select the person or number.
4. Press **Call** or the center of the navigation  button.

Add a new contact

1. Press **Contacts** .
2. Press **More**, then press **New**.
3. Enter the *First Name* using the dial pad and follow the steps below. Repeat for the *Last Name*.
 - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. The number zero is used as a space key.
 - Pause before entering the next character if the characters are on the same key.
 - To change between upper and lower case letters, press **Abc**. For symbols, press **More**, then **Symbol**.
 - Press **Backspace** to delete the last character.
4. Use the navigation  button to scroll down to the **Number** field.
5. Enter the telephone number as if dialing it directly (use "9" for outside calls, etc).
6. Press **Save**.

Edit a contact


1. Press **Contacts** .
2. Use the navigation  button to scroll down to browse all contacts or press **Search** then type a few letters of the contact's first or last name, then press **Search** again to see results. *Note: Search results are not linked to the Lab Phonebook and will only display people who have the same phone set type as you do.*
3. With the Contact name highlighted, select **Details**, then select **Edit**.
4. Scroll to select the field you want to edit, such as the name or phone number, then press **Edit**.
5. Use the dial pad and 4 soft keys immediately below your display to make changes to the contact information.
6. Press **Save**.

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Contact Groups

To make it easier to find or call a Contact, add them to a Group and then give the Group a name. This is useful when you can't recall a person's name but you know the department or group they work in. Groups appear in your Contacts list, and when selected it will show the members in it, making it easy to then scroll to any member's name in that group and call them directly.


Create a Group

1. Press **Contacts**, then select **More**, then **Groups**.
2. Select **NewGroup** and then give your group a name using your keypad. Press **Save** to save the name.
3. Select **+Members**, and use the navigation  button to scroll to the name in your Contacts that you want to add to the group, then press **Add**.
4. Continue adding members in this manner. Once you are done press **Contacts** to exit.

Edit a Group



1. Press **Contacts**, then select **More**, then **Groups**.
2. Use the navigation  button to scroll to the desired Group then select **Edit**.
3. To remove a member, scroll to the desired member and select **Remove**.
4. To add a member, select **Add**, then select a desired name from your Contacts.
5. Continue adding or removing members in the same manner. Once you are done press **Contacts** to exit.

Delete a Group



1. Press **Contacts**, then select **More**, then **Groups**.
2. Use the navigation  button to scroll to the desired Group then select **Delete**.

Recent Calls Log

Call a person from the Recents call log

1. Press **Recents**  then use the navigation  button to scroll up or down to the entry you'd like to call. Press **Call** or the center of the navigation button to place the call.

Add an entry from the Recents call log to your Contacts list


1. Press **Recents** 
2. Use the navigation  button to scroll up or down to an entry you'd like to add.
3. Press **+Contact** to select the number and add it to your Contacts list.
4. Edit contact fields as desired. Edit external numbers by preceding with a "9", if needed.
5. Press **Save**.

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Voice Mail

Press the **Message** button to connect directly to your voice mail. The red light at the upper right-hand corner of your telephone indicates you have unread messages waiting.

Log into Your Voicemail

1. To log in to your voice mail, press the **Message**  button or dial **7100**.
2. Enter your mailbox number and password, if prompted.




Note: If you have activated the DND (Do Not Disturb) feature, all incoming calls will go directly to voice mail and your primary extension will not ring.

Transfer Caller to Voice Mail

Allows you to send an active call on your desk phone directly to voice mail to leave a message. This feature is useful for someone who is answering calls for another person and needs to transfer the caller to that person's voice mail in order to leave a message for them.

1. During an active call, press the button next to **Trans to VM** on your display.
2. Your caller will be sent to voice mail where they will hear a Greeting and be able to leave a message.

Scrolling and Navigation

- Use the up and down navigation  arrows to scroll up or down through lists.
- Use the right and left navigation  arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.
- The button in the center  of the navigation is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing the center button places a call to that person.

Change Your Ring Type

You can personalize the ringing sound of your phone.

Change your Ring Type


1. Press the **Menu** button.
2. Use navigation button to scroll to **Settings**, and press **Select** or press center navigation button.
3. Scroll down to **Audio**, then **Personalize Ringing**, then **Primary**, then press **Select** or press center navigation button.
4. Scroll through the 18 different ring types using the navigation buttons.
5. To hear a ring type, press **Play**.
6. To save the new ring type, press **Select** then **Save**.
7. Press the **Phone** button to return to your main display.

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Change Your Screen Background

You can personalize your screen background.

Change your screen background

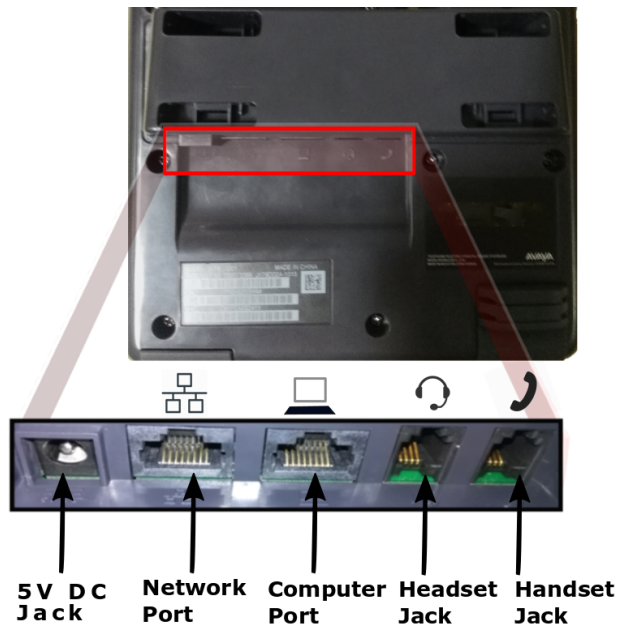
1. Press the **Menu** button.
2. Use navigation  button to scroll to **Settings**, and press **Select** or press center navigation button.
3. Scroll down to **Display**, and press **Select** or press center navigation button.
4. Scroll down to **Background**, and press **Select** or press center navigation button.
5. “Primary Display” appears on the screen, press **Select** or press center navigation button.
6. Scroll through the different backgrounds using the navigation button.
7. To preview a background, press **Preview** (press **Back** key to return to list).
8. To save the highlighted background, press **Select** then **Save**.
9. Press the **Phone** button to return to your main screen.

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Connection Jacks

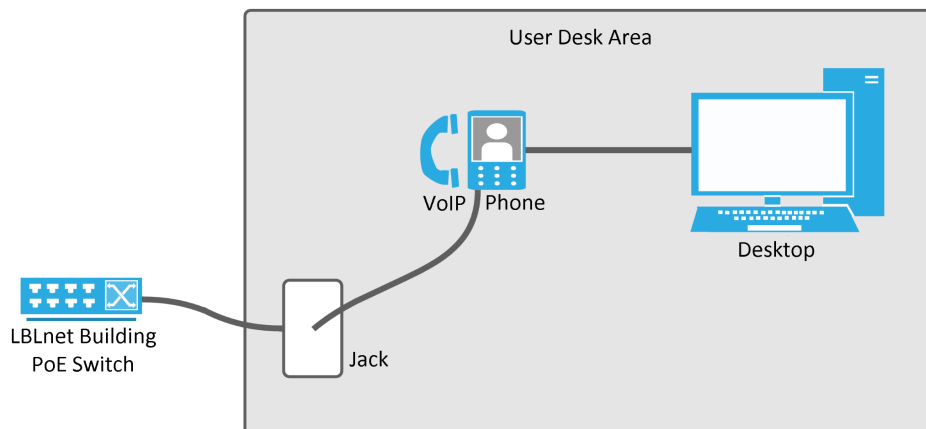
The following image illustrates the connection jacks that are present on the back panel of Avaya J179 IP Phone.

The image schematically describes which device to connect to which jack. Note the dual 10/100/1000 Mbps Ethernet ports. One is for a phone network connection. One is for a PC pass-through to allow colocation with a user PC.



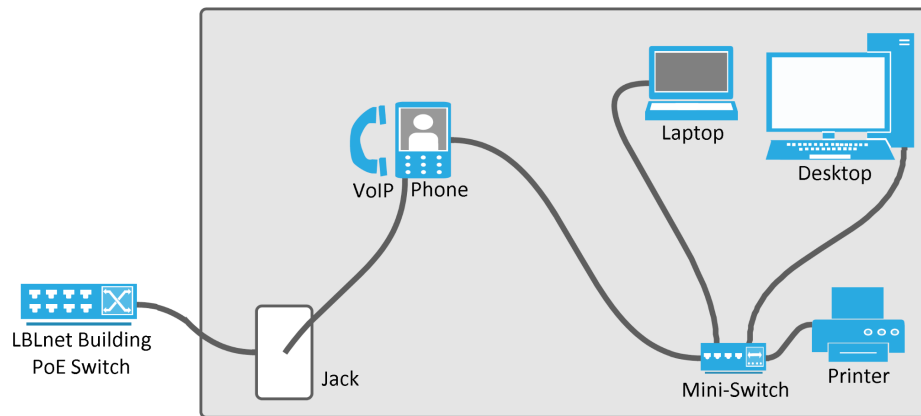
Connection Configuration Examples

Fig. 1 VoIP Passthrough



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Fig. 2 VoIP Passthrough with a Mini-Switch



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