


# AVAYA IP Office J169 Telephone Quick Reference Guide

## Making Calls


If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press another appearance button in order to hold your current call and to make a separate call.

## Set a Callback

If your call to an internal user is not answered, or if the status of the user is set to [Do Not Disturb](#) , you can press **CallBack** and end the call attempt. When the user ends their current or next call, or disables their DND status, the system calls you. When you answer, the system automatically makes another call attempt to the internal user.


## Calling a Person from the Contacts List

You can use any directory contact to make a call. You can also use the directory in any function where **Dir** is displayed.

1. Press the  **CONTACTS** key. The directory menu is displayed.
2. Use the left/right cursor keys to select the type of directory entries you want to display; **All**, **Personal** (your own personal directory contacts), **External**, **Users**, and **Groups**.
3. Use the up/down cursor keys to scroll through the list. Alternatively, you can use the number keypad to enter the name for which you want to display matching entries. If you dial a name, press **Clear** to return to the full list.
4. To view more details of the highlighted name, press **Details**. To return to the directory, press **List**.
5. When the required entry is highlighted, press the **Call** button.

## Calling from Your Call Log

You can use your call history to make calls:



1. Press the  **CALL LOG** button. Use the left/right cursor keys to select which calls are shown: **All**, **Outgoing**, **Incoming** or **Missed**.
2. Use the up/down cursor keys to scroll through the records.
3. Press **Call** to call the number displayed in the call record.

## Redialling a Previous Number



1. Press **Redial**. Use the up/down cursor keys to scroll through your most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.

## Answering Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

- To quiet the ringing, press **Ignore**. The call will continue alerting visually.
- To redirect the call to your mailbox, press **To VM** if shown.
- To answer the call using the handset, lift the handset.
- To answer the call handsfree, press the  **SPEAKER** key.
- To answer the call on a headset, press the  **HEADSET** key.

Once you have answered the call, you can switch between different talk modes:

- To switch to using the handset, simply lift the handset.
- To switch to handsfree, press the  **SPEAKER** key. If you were using the handset you can now replace it.
- To switch to headset mode, press the  **HEADSET** key. If you were using the handset you can now replace it.
- Pressing the call's appearance key or any other appearance key will put the call on hold.

## Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the appearance button.
- Alternatively, using the up/down cursor keys, scroll the display to highlight the waiting call and select the action you want to apply; **Answer**, **To VM**, **Ignore** or **Drop**.

## Diverting a Call to Voicemail

You can transfer directly to your voicemail mailbox any call targeted at you.

1. If the call is not the currently highlighted call on the display, use the up/down cursor keys to highlight it.
2. Press **To VM** to redirect the call to your mailbox.

## Call Handling

### Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on the call:

1. With the call connected, press the **–/+ VOLUME** key.
2. Use the **+** plus and **–** minus keys to adjust the volume.



**Note:** The volume for the device currently in use (handset, headset, or speaker) is adjusted separately.

### Holding a Call



1. To put your current call on hold, press the **Hold** soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp. On phones with only a single call appearance button (or icon), the phone displays "On-Hold" before the call information on the call's application line.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. You can scroll the display using the up and down cursor keys.

### Muting a Call

Muting a call stops the far end from hearing you although you can still hear the far end.

1. To activate mute, press the  **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the  **MUTE** key again.

### Ending a Call

- The **Drop** button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the  **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the  **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

## Conferencing

### Starting a Conference

If you have a connected call and have held alternate calls, pressing **Conf** will start a conference with those held calls and the connected call.

Otherwise, to start a conference or to add another party to a conference:

1. Press **Conf**. Your current call is put on hold.
2. Dial the party that you want to add to the conference.
3. If they answer and want to join the call, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop** and then press the appearance key of the held call.

## Dropping/Muting Parties

While in a conference, press the **Details** key. Scroll through the list of callers in the conference and:

- To drop a caller from the conference, highlight them and press **Drop**.
- To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
- To return to the call display, press **Back**.

## Transferring Calls

### Transferring Calls

You can transfer calls even if no call appearance buttons are available.

1. Press **Transfer**. The current call is put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory, or press **Redial** if applicable.
  - To complete a supervised transfer, press **Complete** after the call has been answered.
  - To complete an unsupervised transfer, press **Complete** while the call is still ringing.
  - If the transfer destination does not answer or does not want to accept the call, press **Cancel**.

## Transferring Calls to Voicemail

You can use the **Message** key to transfer a call to another user's or group's voicemail mailbox.

1. With a call connected, press the **Message** key. You can continue talking.
2. Dial the extension number of the user or group and press **Select**.

## Redirecting Calls

### Do Not Disturb

When you select 'Do Not Disturb', your calls are redirected to voicemail if available or otherwise hear busy tone. Calls to any group of which you are a member are not presented to you. You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.

1. Press **Features**. Use the up/down cursor keys to highlight **Call Settings**. Press **Select**.
2. Select **Do Not Disturb**.
3. Press **Change** to change the setting.
4. Press **Save** to save the setting.

## Forward Unconditional

You can change your forward unconditional settings using the Features menu.

1. Press **Features**. Use the up/down cursor keys to highlight **Forward**. Press **Select**.
2. Use the up/down cursor keys to highlight **Forward Unconditional**. Press **Select**.
  - **To switch on/off:** Highlight **Fwd Unconditional**. Press **On** or **Off**. If no destination is currently set, the display jumps to the destination field.
  - **To select which calls:** Highlight **Call Type**. Press **Change** and when the required option is displayed press **Save**. Options are **External Only**, **External and Group**, **Non Group Calls** and **All Calls**.
  - **To set the destination:** Highlight **Destination**. Press **Edit** and enter the number required or press **To VM** to forward to voicemail.

## Follow Me


You can redirect your calls temporarily to another extension.

1. Press **Features**. Use the up/down cursor keys to highlight **Forward**. Press **Select**.
2. Use the up/down cursor keys to highlight **Follow Me To**. Press **Select**.
3. Dial the number of another user or press **Dir** to select from the directory. Press **Save**.

## Contacts


### Adding a New Contact

You can add up to 100 personal directory contacts. This number is limited by the capacity of the telephone system directory. If capacity is met, you will not be able to add new contacts.

1. Press the  **CONTACTS** key. Use the left/right cursor keys to select your **Personal** directory.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
  - Use the up/down cursor keys to switch between number and name entry.
  - When the name and number have been entered as required, press **Save**.


### Add a Contact from Your Call History

You can add a name and number shown in your call history to your personal contacts.

1. Press the  **CALL LOG** button. Use the left/right cursor keys to select which calls are shown: **All**, **Outgoing**, **Incoming** or **Missed**.
2. Use the up/down cursor keys to scroll through the records.
4. Press **More** and then press **+Contact**.
5. Use the up/down cursor keys to switch between the name and number details for the new contact.
6. When the name and number are set as required, press **Save**.

## Voicemail


### Checking Messages

1. Press the  **MESSAGE** button. Enter your voicemail password if requested and press **Done**.
2. The numbers shown next to **Listen** indicate the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the up/down cursor keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the up/down cursor keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the current message.


By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro).

### Voicemail On/Off

You can control whether voicemail is used for your unanswered calls. This does not switch off your mailbox; you can still play existing messages and use other functions.

1. Press the  **MESSAGE** button. Enter your voicemail password if requested and press **Done**.
2. Use the up/down cursor keys to highlight **Voicemail**.
3. Press **Change** to switch between **On** or **Off**.
4. Press **Save** to save the change.

## More Information

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

## User Voice Mail

### Access Voice Mail

From Inside	From Outside
Press the <b>Voicemail</b> button on your phone Enter extension and #. Enter password and #. (default is #)	Call Enter extension and # Enter password and #

### Initial mailbox setup

#### First time mailbox setup

Enter NEW password and pound sign  
Re-enter NEW password and pound sign  
Press 1 and speak your name.  
Press 1 when you're finished  
Approve by pressing #

## Activity Menu

<b>1</b> Record Messages	To Record Messages, press 1 After the tone, record your message Press # to approve Enter extension(s) and # (repeat for multiple people) or *5 to use lists Finish addressing press #
<b>2</b> Get Messages	To Get Messages, press 2 Header plays. To listen, press 0 To start listening at the beginning, press 0 To respond to or forward, press 1 To reply to sender, press 1 (if sent from mailbox) To forward with comment, press 2 To skip to the next header, press # To listen to the header, press 2 3 To skip to the next category, press *# To replay the last few seconds, press 5 To advance a few seconds, press 6 To advance to the end of the message, press *6 To delete, press *3 To skip press #
<b>3</b> Administer Personal Greetings	To Administer Personal Greetings, press 3 To listen to a greeting, press 0 To create, change or delete a greeting, press 1 Enter greeting number (use 1) Record at the tone 21 to re-record if you make a mistake Press # to approve To use this for all calls press 1 To scan all your greetings, press 2 To activate a greeting, press 3 To activate a greeting, enter the greeting number.
<b>5</b> Customize Mailbox	Customize Mailbox Mailing Lists Press 1 Change Password Press 4 Record Name, Press 5 Message addressing, press 6 Call Answer Options, press 7
<b>7</b> Scan Messages	Scan Messages Scan headers and messages, press 1 Scan headers only, press 2 Scan messages only, press 3

## Questions & Answers about everyday tasks

For help press \*4 at any time while logged into voicemail.

Q. How can I record a greeting that plays in my own voice instead of the standard default one?

A. You need to record and activate a personal greeting.

1. Login to your voice mail box
2. Press 3 to administer personal greetings
3. Press 1 to create, change or delete a greeting.
4. When prompted for a greeting number, use number 1
5. Record your greeting

Sample Personal Greeting:

You've reached the voice mail of \_\_\_\_\_ with \_\_\_\_\_. For today, Monday, Jan 1, I am in the office. I am either on another call or away from my desk. Please leave your name, number and a brief message and I will return your call as soon as possible. Thank you.

6. Press 1 to use this greeting for all calls.

Q. How do I forward messages to others?

A. Follow these steps:

1. While (or after) listening to a message, press 1 to forward
2. Record your comments. This will be played to the recipient BEFORE the message you're forwarding.
3. Press # to approve your recording.
4. Enter the extension number of the recipient and # sign. To send to more than one person, repeat this step.
5. Press the # sign when finished addressing.

Q. How do I get messages from my any phone on the system?

A. Follow these steps:

1. Log in by pressing the MESSAGES button.
2. Enter your extension and #
3. Enter you password and # (if this is your first time logging in, your password defaults to # by itself.)
4. Press 2 to get messages
5. Press 0 to listen

Q. How do I get messages remotely?

A. Call

Enter extension and #. Enter password and #

Q. How do I change my password?

A. Follow these steps

Login to you voice mail box

Press 5 (this menu option is not presented to you unless you press \*4 for help at the activity menu)

Press 4 to change your password.

Q. How do I re-record my name?

A. Follow these steps

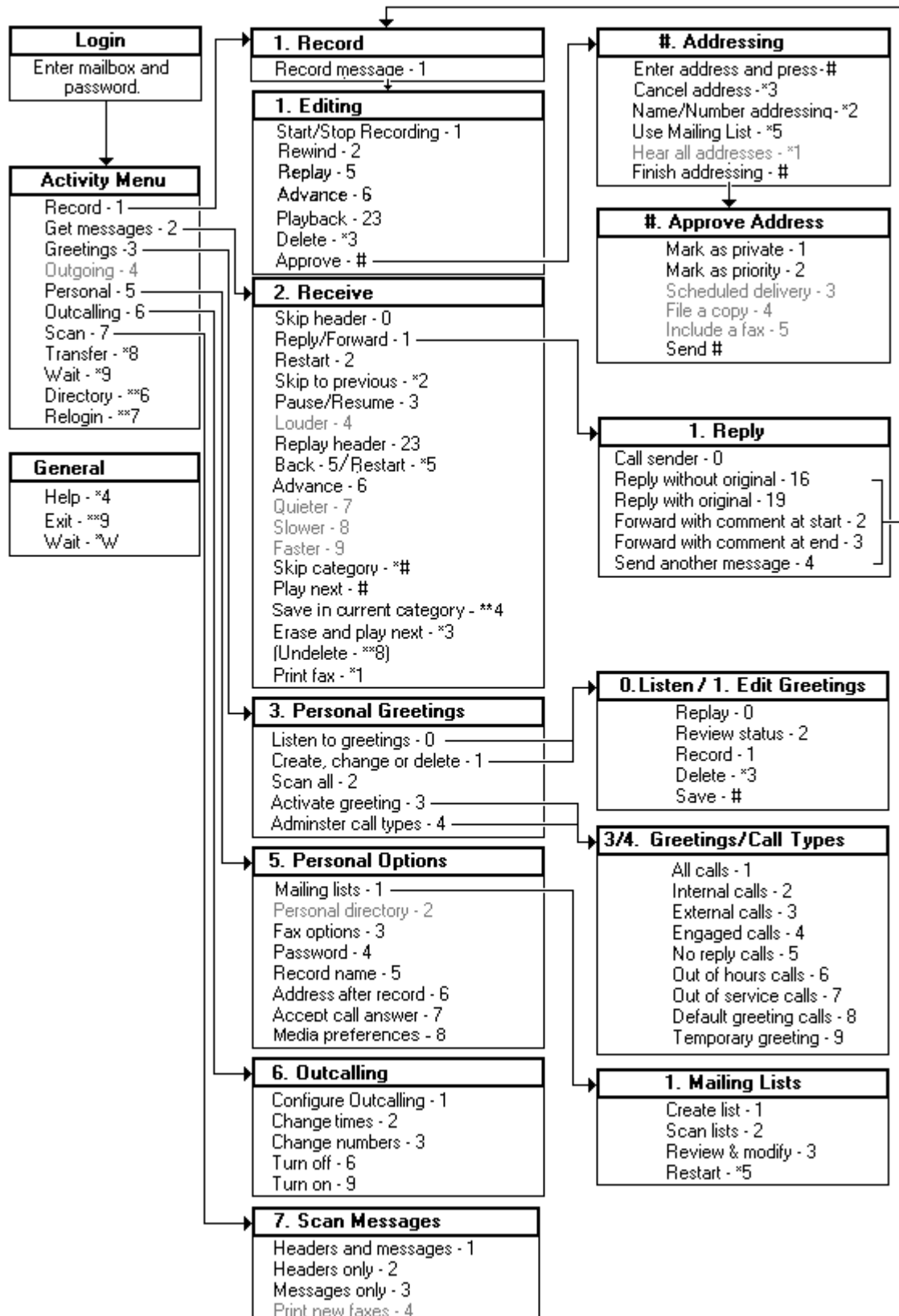
Login to you voice mail box

Press 5 (this menu option is not presented to you unless you press \*4 for help at the activity menu)

Press 5 to re-record your name.

## Summary of Mailbox Options

Here is a summary of the options that are available for collecting voicemail messages. The options that are shown in gray are not supported by IP Office Intuity emulation.



## Options for Mailbox Callers

When you call an extension and are directed to voicemail can access a number of other options. You can skip past the greeting message and go straight to the tone that indicates when to leave your message.

### To skip a mailbox greeting:

1. Call the extension number.
2. As soon your call is answered, press **1** to skip the greeting. You then hear the tone after which you can record your message.

### Options after leaving a message:

When you leave a voicemail message you can designate the message as priority or private or both. Mailbox owners hear priority messages first when they listen to their messages. Priority Private Messages are played before Priority Messages. Private messages cannot be forwarded to another mailbox.

1. Call the extension number.
2. Leave a message.
3. Instead of hanging up, press #.
4. To mark a message as private, press **1**. To mark a message as priority, press **2**. You hear a confirmation message. Follow the instructions that you hear if you want to change the status again.
5. Press # again to send the message.
6. You can now press **\*7** to login to a mailbox or **\*8** to be transferred to an extension number.

## Editing Your Programmable Buttons

**Self Administer** is used to select and apply a function to a button. It can be used to replace or delete existing functions.

1. Press the **Features** soft key if shown. To do this during a call, press the  **PHONE** key and then press the **Features** soft key.

2. Use the up and down cursor keys to highlight **Phone User**. Press **Select**.

3. Use the up and down cursor keys to highlight **Self-Administer**. Press **Select**.

4. Enter your security PIN (1357) and press **Done**.

5. Use the up and down cursor keys to scroll through the list of current functions assigned to each button.

- To assign a function to the highlighted button press **Replace**. You can select **UserBLF** to assign a internal extension to the button or use **Abbreviated Dial** to assign a external number to the button. Then press **Select**.

- The button will be given a default label. To change the label, press **More** and then select **Label**. Use the keyboard to enter the text you want to display for the button label. Note that the label is only shown while editing the label and after you exit the administration menu.

7. When completed press **Back**.