Quick Reference Guide for the Avaya J169 Telephone

No. | Name                | Description                                                                 |
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1   | Beacon LED         | Provides visual alerts for Incoming Calls and Voice mail                    |
2   | Phone Display      | Displays two areas:                                                         |
|     | Top Bar: It is always visible, displays communication status, time, date, and device status. |
|     | Application area displays the following:                                      |
|     | • Application header: context specific application title, and one or more subtitles. |
|     | • Application content area: It displays menus, lists, pop-up windows, or other content. |
|     | • Soft key labels area: Displays labels with information about the soft key buttons. |
3   | Line Key           | Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. |
4   | Soft keys          | Used to select the corresponding label of context-specific actions. With the Help soft key, you can view a short description of the features available on your phone. |
5, 7| Navigation cluster | Used to navigate on the Phone screen and other menus. Use Left, Right, Up, Down and OK to scroll to and select items. |
11  | Voicemail          | Used to dial the configured voice mail number to receive a voice message.     |
12  | Headset            | Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset. |
13  | Speaker            | Used to turn on the speaker.                                                |
14  | Volume             | Used to adjust volume of a handset, a speaker, or a rington.                 |
15  | Mute button        | Used to mute or unmute the outgoing audio.                                  |
16  | Handset            | Used to receive or make calls.                                              |
6   | Phone key          | Displays the Phone screen.                                                  |
8   | Main menu          | Displays a list of options, such as Features, Applications, Settings, Network Information, etc. |
9   | Contacts           | Displays the entries in your Contacts list.                                 |
10  | Recent             | Displays the list of all calls.                                             |

Soft Keys

There are 4 soft-keys that change depending on the state of the phone and system programming. Examples of buttons include:

- Idle, Send All, Call Forward
- On Call, Hold, Conference, Transfer, Drop
- Hold, Answer Hold, Answer Drop, To Vmail, Ignore

Voicemail

Both the Voicemail button and the Beacon LED (top-right corner) on your phone are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played each of the new messages.

Checking Messages

1. You will receive an email with an audio file of the message, double-click on the file to listen to the message on your computer.
2. Alternatively you can access the voicemail system, by pressing the Voicemail button on your phone or calling ext 6960 (413-585-6960).
3. Enter your voicemail password as required, press 1 to listen to messages.

Contacts

Adding a New Contact

You can add up to 250 personal directory contacts.
1. Press the CONTACTS key.
2. To add a contact, press New. To edit a contact, highlight it and press Edit.
   - Use the up/down 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 HISTORY button. Use the left/right keys to select which calls are shown: All Calls, Missed, Answered or Outgoing.
2. Use the up/down keys to scroll through the records.
3. Press More and then press Contact.
4. Use the up/down keys to switch between the name and number details for the new contact.
5. When the name and number are set as required, press Save.

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 a specific appearance button in order to make a call using that button.
- For internal calls to another extension, dial the 4-digit extension.
- To place a call outside of Progress, dial 9 for line access, then the number.

Calling a Person from the Contacts List

1. Press the CONTACTS key. The directory menu is displayed.
2. Use the up/down keys to scroll through the list or start dialing the name you want to find to display matching entries. If you dial a name, to return to the full list, press Clear.
3. To view more details of the highlighted name, press Details. To return to the directory press Back.
4. When the required entry is highlighted, press Call or press the button next to the name.

Redialing a Previous Number

1. Press Redial. Use the up/down arrow keys to scroll through your 4 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 still continue alerting visually.
- To redirect the call to your mailbox, press To VM.
- To answer the call using the handset, lift the handset.
- To answer the call hands-free, 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 hands-free, 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.

Answering Another Call
If you are already on a call, answering a new call by pressing another appearance key will automatically disconnect the call.

To answer the call use the soft-key feature buttons:
- Answer Hold – First call is put on hold, second call is answered
- Answer Drop – First call is disconnected, second call is answered

Divert a Call to Voicemail
You can transfer a call targeted at you directly to your voicemail mailbox.
1. If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
2. Press Send Calls. The call is redirected to your mailbox.

Quiet a Ringing Call
You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.
1. If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
2. Press Ignore. Normal call coverage (typically to voicemail after 4 rings) will still apply.

Starting a Conference
You can conference up to 6 participants in a conference call.

To start a conference or to add another party to a conference:
1. Press Conf. Your current call is automatically 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 to return.

Dropping Conference Participants
While in the conference press Drop to remove the last caller added to the conference.

Additional Feature Buttons
Use the navigation arrows to scroll up/down and left/right to find other features, such as Page.

Call Handling
Adjust the Call Volume
While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for the device (handset, headset or speaker) you are currently using.
1. With the call connected, press the VOLUME key.
2. Use the + plus and – minus keys to adjust the volume.

Muting a Call
Muting a call stops the caller from hearing you. However you can still hear them. The mute setting remains active even if you switch between calls using hold and or appearance buttons. If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.
1. To activate mute, press the MUTE key. The button will be lit while mute is active.
2. To switch mute off, press the key again.

Ending a Call
- The Drop option 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.

Transferring Calls
To transfer a call, your phone must have an available call appearance button. If all your call appearance buttons are in use, end or park one of your existing calls.
1. Press Transfer. The current call is automatically put on hold.
- Dial the number for the transfer.
- When prompted, choose "Talk" to initiate a Warm Transfer.
- To complete the transfer, press Complete while the call is still ringing or after being answered.
- If the transfer destination does not answer or does not want to accept the call, press Cancel.

Redirecting Calls
Do Not Disturb (DND)
Your calls are redirected to voicemail if available or otherwise callers hear busy tone and your phone will not ring. 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.
1. Press the DND button to enable. A green light indicates the feature is active and an icon will appear at the top of the screen.
2. Press the DND button again to disable. The light will turn red.

Forward Calls
You may forward calls to another extension.

Press the Call Forward button to enable.
1. Wait for dial tone and enter the destination extension
2. Listen for the confirmation tones (3 beeps)

Press the Call Forward button again to disable.