The Avaya J169 Telephone Quick Reference Guide

For More information go to the ITS Telephone and Voicemail webpage at www.smith.edu/its/tara/telephones.html

### Making Calls

If you are not already on a call, pick-up the handset, activate the speaker or headset and 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.

### 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 VMail**.
- 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 headset you can now replace it.

### Handling a Second 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** – First call is put on hold, second call is answered
- **Ignore** – The incoming call is silenced and sent to your voicemail.

### Conference Calls

You can conference up to 6 participants using the system conference call feature.

To add another party to a call:

1. Press **More**, then **Conf**. Your current call is automatically put on hold.
2. Dial the party that you want to add to the conference.
3. If they do not want to join or do not answer, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop** then press the appearance key of the held call to return.
5. Once you are on a Conf Call an **Add** button option will appear.
6. Press **Add** to bring additional participants onto the call.

### Dropping Conference Participants

While in the conference press **Drop** to remove the last caller added to the call.

### Call Handling

#### Adjusting 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

- If the call is on the phone's handset, replacing the handset will end the 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.

Transferring Calls

To transfer a call, your phone must have an available call appearance button. On Smith phones the third line appearance is restricted from incoming calls for this purpose.

1. Press Transfer. The current call is automatically put on hold.
   - Enter the number you are transferring to and press call.
   - You will be prompted with Now or Talk.
   - Now will transfer the call immediately
   - Talk will connect you with the receiving extension first.
     o To complete the transfer, press Complete (This can be while the call is still ringing or after being answered.)
     o If the transfer destination does not answer or does not want to accept the call, press Cancel.

Redirecting Incoming Calls

Send – Calls

Engaging the Send-Calls button will redirect all incoming calls to voicemail and your phone will not ring. You can still use the phone to make outgoing calls.

1. Press the button next to Send-Calls to enable. A green light indicates the feature is active and an icon  will appear at the top of the screen.
2. Press the Send-Calls button again to disable. The light will turn red.

Silencing an incoming call

Ignore will silence the ringing of an incoming call. The caller will still hear ringing and will transfer to voicemail if not answered.

1. If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
2. Press Ignore.

Forwarding Calls

You may forward calls to another extension.

Press the Call Forward button.

1. Enter the destination extension
2. Press Enter
   A Green indicator light meant the feature is active. (Red means it in not active.)
   The extension your phone is forwarded to will show in the display.

Press the Call Forward button again to disable.

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.

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.

Additional Feature Buttons

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

Soft Keys

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

<table>
<thead>
<tr>
<th>State</th>
<th>Soft Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Redial, New Call</td>
</tr>
<tr>
<td>On Call</td>
<td>Hold, Transfer, End Call, More</td>
</tr>
<tr>
<td></td>
<td>(Behind More) New Call, Conf, Details</td>
</tr>
<tr>
<td>Voicemail</td>
<td>Answer, Ignore</td>
</tr>
</tbody>
</table>

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 one of the new messages.

Checking Messages from your phone

1. Press the Voicemail button.
2. Enter your voicemail password as required.

Checking Messages from any phone

To access the voicemail system from any phone call 413-585-6960

1. If prompted press # to access your mailbox
2. Enter your Extension / Mailbox number and password when prompted
3. To listen to your messages Press 1
4. Follow the prompted to move through or delete messages

Checking Messages Via Email

The new voicemail system sends a copy of each voicemail message to the extension holder’s campus email account. Listening to or deleting the message in your email will automatically mark the message as “read” and/or delete it in the voicemail system as well.

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