Using Avaya J169/J179 IP Phone H.323
Note
Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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Australia Statements

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The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

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RSS Standards Statement
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

• Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.

• Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.

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México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.
Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from http://support.avaya.com or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - For Accessory Power Supply – Use Only Limited Power Supply Phihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

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Chapter 1: Introduction

Purpose

This document is intended for end users and describes how to use the features available on Avaya J169/J179 IP Phone. This document also describes the end user procedures to setup various functionalities.
Chapter 2: Phone overview

The Avaya J169/J179 IP Phone is intended to be used for business communications. The phone supports eight call appearances with four lines of call display. The phone can support up to three button modules, and each button module supports 24 call appearances.

The Avaya J169 IP Phone has a grayscale display, and the Avaya J179 IP Phone has a color display.

Physical specifications

• Eight call appearances
• 320 x 240 pixels graphical LCD
• Four softkeys
• Dual 10/100/1000 network ports
• Optional 5V DC Power support
• 48V GSPPOE power adapter support
• Magnetic Hook Switch
• Up to three button module support
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| 1   | Beacon LED         | Displays a red light for the following visual alerts:  
|     |                    | • Incoming call  
|     |                    | • Voice mail and messages                                                                                                                  |
| 2   | Phone display      | Displays two areas:  
|     |                    | 1. Top Bar: Displays communication status, time and date, and device status. This area is always visible.  
|     |                    | 2. Application area: Displays the following:  
|     |                    | • Application header: Displays the context-specific application title and one or more subtitles. The header is always empty on the Phone screen.  
|     |                    | • Application content area: Displays menus, lists, pop-up windows, images, or other application content.  
|     |                    | • Softkey labels area: Displays labels with information about the state of the **Soft Keys** button.                                       |
| 3   | Line Keys          | Used to select the corresponding rows. Each line key has an LED that displays the following visual alerts:  
|     |                    | • Red light: Disabled features.  
|     |                    | • Green light: Incoming call and enabled features.  
|     |                    | • Red and Green light: Off-hook status of the phone.                                                                                    |
| 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. The administrator must activate the Help feature. |
| 5, 7| Navigation cluster | Used to navigate the phone screen.  
|     |                    | • **OK** button: To select the action assigned to the first soft key.  
|     |                    | • **Up** and **Down** arrow keys: To scroll up and down.  
|     |                    | • **Right** and **Left** arrow keys: To move the cursor in the text input field, and to toggle values in the selection fields. You can also access the **Feature** screen. |
| 11  | Voicemail          | Used to dial the configured voice mail number to receive a voice message.                                                                    |
| 12  | Headset            | Used to toggle your call from the speaker or handset to headset.                                                                            |
| 13  | Speaker            | Used to turn on the speaker.                                                                                                               |
| 14  | Volume             | Used to adjust the volume of a handset, headset, speaker, or ringtone.  
|     |                    | • The plus key (+): To increases the volume.                                                                                               |

*Table continues…*
### Application keys

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• Network Information  
• VPN Settings  
• Log Out  
• About Avaya IP Deskphone |
| 9   | Contacts         | Displays the entries in your contact list. |
| 10  | Recents          | Displays the list of calls in Call history. |

### Connection Jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya J169/J179 IP Phone.

The image schematically describes which device to connect to which jack.
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5V DC Jack</td>
<td>To connect the power supply.</td>
</tr>
<tr>
<td>2</td>
<td>Network port</td>
<td>To connect the Ethernet cable.</td>
</tr>
<tr>
<td>3</td>
<td>PC port</td>
<td>To connect the computer.</td>
</tr>
<tr>
<td>4</td>
<td>Headset Jack</td>
<td>To connect the handset.</td>
</tr>
<tr>
<td>5</td>
<td>Handset Jack</td>
<td>To connect the handset.</td>
</tr>
<tr>
<td>6</td>
<td>WLAN Module Panel</td>
<td>To integrate the Wi-Fi module.</td>
</tr>
</tbody>
</table>

**Note:**
The Wi-Fi module is not supported in the Avaya J169 and J179 H.323 phones.

---

**Optional components**

You can use the following optional components with phone:

- 5V DC Power adapter
- Button module (JBM24)
- GSPPOE - Avaya 48V PoE power inserter

**Note:**
Ensure to use only the phone compatible components.

---

**General icons**

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎤</td>
<td>Microphone is muted.</td>
</tr>
<tr>
<td>📞</td>
<td>Missed call on your phone.</td>
</tr>
<tr>
<td>📞✅</td>
<td>Incoming call; indicates you have answered this call.</td>
</tr>
<tr>
<td>📞✅</td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
</tbody>
</table>

*Table continues…*
### Icon Description

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>The phone has activated the EC500 feature.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call alert.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Conference is on hold.</td>
</tr>
<tr>
<td>⬅️</td>
<td>Use the Right or Left navigation arrow to see more pages/screens/options.</td>
</tr>
<tr>
<td>⬆️</td>
<td>End of a list; scroll up to see choices.</td>
</tr>
<tr>
<td>🎧</td>
<td>Pressing - on the Volume button continuously causes the volume to turn off. To reinstate volume, press + on the Volume button.</td>
</tr>
<tr>
<td>🕋️</td>
<td>Your administrator might place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your phone turns the backlight on.</td>
</tr>
<tr>
<td>📞</td>
<td>Indicates that your phone is in an &quot;Unnamed Registration&quot; state, caused by not entering an extension or password within 60 seconds after the prompt for the extension and password. In this situation, your phone might register with the call server, but will show only one call appearance, no features, and will allow only outgoing calls. To change from the unnamed registration state, login with a valid extension and password.</td>
</tr>
<tr>
<td>🎧</td>
<td>Indicates that the call is using a wideband codec for excellent voice quality.</td>
</tr>
<tr>
<td>📦️</td>
<td>Indicates a low network performance or presence of local network issues that might result in lower call quality.</td>
</tr>
</tbody>
</table>

### Call history icons

The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.
<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞❌</td>
<td>Missed call; indicates you did not answer this call or had forwarded the call to voice mail.</td>
</tr>
<tr>
<td>📞✅</td>
<td>Incoming call; indicates you have answered this call.</td>
</tr>
<tr>
<td>📞VERR</td>
<td>Outgoing call; indicates you have made this call.</td>
</tr>
<tr>
<td>📞≡</td>
<td>Indicates the number of bridged calls.</td>
</tr>
</tbody>
</table>
Chapter 3: Getting Started

Logging in to your phone

About this task

Perform this task to log in to your phone. Log in from the initial screen when it prompts you for your extension.

If multiple gatekeepers are configured for the phone, the phone stops at the discovery mode in the following conditions:

• The login credentials are incorrect.
• The phone is logged in. One of the gatekeepers is not reachable, because of an upgrade or a network outage. In the discovery mode, press Reset. The phone deletes the credentials from the memory, reboots, and displays the login page.

If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

1. Press Log In.
2. Enter your extension.
3. Press Enter or OK or #.
4. Enter your password. Enter the password that your administrator assigned to you.
5. If your administrator configured the system to allow visiting user privileges the deskphone prompts for Login Mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this deskphone (Visiting User) or not (Default).
6. Press Enter or OK or #.
Logging out of your phone

About this task
If the administrator has enabled the offline call-log feature on the phone, the phone downloads the call log database when you log in. The offline call-log database stores incoming calls when you were offline. These calls are added to the call history as missed calls.

Procedure
1. Press Main menu.
2. Press Log Out to choose Log Out.
3. Press Log Out or OK.
   If you logged into the phone as a guest user, the phone restores the original settings on logout.

Logging in as a guest user

About this task
Log in to another phone as a guest and use the features and functionality of your own phone.

Note:
The guest user login option is available on your phone only if the administrator has configured the feature. Guest user login does not use the contacts list available on the phone. The previous contacts list is cleared, and the phone displays only the contacts of the guest user.

Procedure
1. Press Main menu.
2. Select Guest Login.
3. Enter your extension number.
4. Enter your password.
5. Press Enter or OK.
6. Scroll left or right to select the expected amount of time from 1 to 12 hours that you might use this phone.
   You can log out as a guest at any time despite the duration that you select.
7. Press Enter or press OK.
Chapter 4: Navigation

Navigation tips

The deskphone displays navigation icons (,) on the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya J169/J179 IP deskphones.

 Terrorism

Note:

Some of the options may not be displayed on your deskphone if your administrator has not configured the option for your extension.
Accessing the Features screen

About this task

Use this task to gain access to the Features screen.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Procedure

1. On the Phone screen, use the right navigation button to gain access to the Features screen.

   To return to the main Phone screen, press Phone or scroll to the left.

2. Scroll down to see the features that have been administered for your extension.

   The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.
Chapter 5: Call operations

Answering a call

Procedure

Answer an incoming call in one of the following ways:

• If you are not on another call, lift the handset, or press Speaker, OK, or Answer to answer the call using the speakerphone, or press Headset to answer using the headset, or you can press the corresponding line key (LED) to answer the call.

• If you are on a call, and the phone displays the incoming call, from the Phone screen scroll to the line with the incoming call and press Ans Hold or press the corresponding line key (LED) to automatically put the first call on hold when you answer the new call. Also, you can press Ans Drop to automatically drop the first call when you answer the new call.

• To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the Phone button. You can then press the line for the incoming call or scroll to it.

• To automatically display the Phone screen when you receive an incoming call, set the Phone Screen on Ringing option to Yes.

Making calls

Making a call

Procedure

1. Lift the handset, or press Speaker or Headset (if applicable) or a line button for an available line.

2. Dial the number you want to call.

   If you are on a mute call, you can select an available call line appearance by using Up or Down arrows.
Making an emergency call

About this task

If your administrator configured emergency calling for your phone, the Phone screen displays an Emerg softkey to immediately connect you with a preset emergency services number.

Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, Emerg softkey is not available. You must manually dial the emergency number.

Procedure

1. On the Phone screen, press Emerg.
2. To end the emergency call, press Drop.

Calling a person from the contacts list

Procedure

1. Press Contacts.
2. Select the person or primary number that you want to call.
   
   To call a non-primary number, select the person, press Details, then select the desired number.
3. Press Call or OK.

Calling a person from the call history

Procedure

1. Press the Recents button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Select the person or number you want to call.
4. Press the Call softkey or the OK button or press the corresponding line key (LED).

Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.
Making a call using edit dialing

Before you begin

Ensure that the Edit dialing feature is enabled on your phone.

Procedure

1. From the Phone screen, enter the number you want to call.
2. To edit the number, press Bksp to erase the previous character, one character at a time. To remove the entire number, press Clear.
3. Press Call or OK.

Calling a person from the directory

Procedure

1. From the Phone screen, scroll right to access the Features menu, select Directory, and press Select or OK.
2. Use the dialpad keys to start typing the last name of the person you want to call.
   - Press each dialpad key one time for each corresponding letter. For example, for “Hill”, press 4,4,5,5.
3. Select Next to view the names alphabetically in the directory.
4. Press OK or enter the next letter.
5. Select Make Call when you see the name to which you want to make a call to.
6. Press OK to dial the call.

Redialing a number

Procedure

1. From the Phone screen, press Redial.
   - The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial.
2. If you are working with a redial list, scroll to the number to call and press Call or OK or press the corresponding line key (LED).
   - Your system administrator can disable Redial functionality.
Clearing a number

**Procedure**

Press **Clear** to erase all dialed digits and enter a new number.

**Note:**

You can clear a number by using the backspace button only if you have enabled the Edit Dialing feature on your deskphone.

Making a call using a Click to dial link

**About this task**

You can use the Click to Dial feature to make a call from a WML browser or any other screen that provides a dialing link. Usually, a handset icon indicates a line with this type of link.

**Procedure**

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

**Result**

The phone starts a call to the person or number associated with the click to dial link.

Transferring a call

**Procedure**

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

Muting a call

**About this task**

While on a call, you can mute the microphone of your phone so that the other party cannot hear you.
Procedure

1. Press Mute during a call so that the other person on the call cannot hear you.
2. Press Mute again to unmute the call.

★ Note:

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off.

When you mute the call, the Mute button light is on and the top line displays the Mute icon.

Putting a call on hold

Procedure

1. Press Phone to view the main Phone screen, if necessary.
2. Select the active line you want to put on hold.
3. Press Hold.

★ Note:

The phone might display a hold timer when you put a call on hold.

4. Press Resume, OK button, or the line button of the held call to retrieve the call.

Contacts

Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name. You can also import or export a Contact list using a USB device.

★ Note:

When you press the Contacts button you might not see all of the functions that are described in this chapter. The functions are not available because your administrator has disabled changes to Contacts.
Adding a new contact

About this task
You can add up to three numbers for a contact.

Procedure
1. Do one of the following:
   • If this is your first contact list entry, press **Contacts > New**.
   • If you already have entries in your contact list, press **Contacts > More > New**.
2. Enter the name using the dialpad.
3. Scroll to the next field.
4. Enter the number.
5. Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
6. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.
   You can add up to two additional numbers for this contact, but you can designate only one number as primary.
7. Press **Save**.

Deleting a contact

Before you begin
Ensure that there is at least one contact in the Contacts list.

Procedure
1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **Details > More > Delete**.
4. Press one of the following:
   • **Delete**: To delete the contact.
   • **Cancel**: To cancel the action.
Editing a contact

Procedure
1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press More > **Edit** or Details > **Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

Viewing the details for a contact

Procedure
1. Press **Contacts**.
2. Select the contact that you want to view.
3. Press **Details** to see the information available for that contact.
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Searching for a contact

Procedure
1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.
Call History

Viewing the call history

Procedure
1. Press Recents.
   You can go to the top of the list by pressing Recents again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

   ☁ Note:
   Depending on how your administrator configured the system, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure
1. Press Recents.
2. Select the number you want to view.
3. Press Details.
   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number.
4. To return to the list view, press Back.

Adding an entry from the call history to your contacts list

Procedure
1. Press Recents.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. If necessary, edit the name and telephone number.
5. Press Save.
Removing an entry from call history

Procedure
1. Press Recents.
2. Select the number you want to delete.
3. Press More, and then press Delete.
4. Press Delete to confirm the deletion.

Clearing all call history entries

About this task
Clearing all entries from the call history deletes all the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, the phone deletes only the entries for outgoing calls. However, if you are viewing the All Calls list, pressing Clear All deletes all calls.

Procedure
1. Press Recents.
2. Press Clear All.
3. Press Clear All or OK to confirm.

Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure
1. Press Main Menu.
2. Select Options & Settings > Application Settings.
3. To select the type of call history logging that you want to turn off, perform one of the following actions:
   • To turn off logging your calls, select History.
   • To turn off logging the bridged lines, select Log Bridged Calls.
4. Press Change or OK or the corresponding line key to turn call history logging on or off.
5. Press Save.
Conferences

Using the conference feature

Adding a person to an active call

About this task
Use this procedure to add participants to an active call to set up a conference call.

Before you begin
Start a call.

Procedure
1. During a call, on the Phone screen, press More > Conf.
   The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
   • Dial the phone number by using the dial pad.
   • Call the person from the Contacts list or the Recents list.
3. When the third participant answers the call, press the Join softkey.
4. To add another person, press Add and repeat Step 2 and 3.

Adding a person on hold to a conference call

Procedure
1. During an active call, press Hold.
2. Do one of the following:
   • To make a new call, press new line key.
   • To answer an incoming call, press Answer .
3. When the second person answers the call, press the Conf softkey and select the line key of the person on hold.
   The person on hold adds to the conference call.
Dropping a person from a conference call

Procedure
1. From the Phone screen, select your active conference call.
2. Press Details.
   Ensure that your administrator has configured the Details softkey.
3. Select the person you want to drop.
4. Press Drop.

Dropping the last participant from a conference call

About this task
Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The phone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

Procedure
1. From the Phone screen, select your active conference call.
2. Press Drop when the conference is up.
   The phone drops the last added person from the conference.

Putting a conference call on hold and resuming a call

About this task
Use this procedure to put a conference participant on hold, while the others continue in the conference call.

Procedure
1. Press Hold during a conference call.
2. Do one of the following:
   • Press Resume.
   • Press OK.
   • Select the call appearance to resume the conference call.
Muting a person on a conference call

You may be able to silence a person on a conference call using the Silence softkey. The individual muting feature is not available on all systems. If you do not see Silence softkey when you choose a person, you cannot mute that person.

Procedure
1. From the Phone screen, select the line of the person you want to mute during a conference call.
2. Press Details.
   Ensure that your administrator has configured the Details softkey.
3. Press Silence.
4. Press Silence again to take the person off mute.

Using Voicemail

Receiving your messages

Procedure
Press the Message button to connect directly to your voice mail system.

The Message button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Retrieving a voice mail

About this task
Use this procedure to listen to your voice mail messages. The Message button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

Before you begin
• Ensure that the system administrator configures the voice mail for your extension.
• Get the User ID and password of your voice mail from your system administrator.

Procedure
1. To log in to your voice mail, press the Message button.
2. Follow the voice prompts to playback your voice messages.
Chapter 6: Advance features

About forwarding calls

You can forward your incoming calls to another number or to voice mail. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

Related links
Activating call forwarding on page 33
Activating Send All Calls on page 33

Activating call forwarding

Procedure

1. Gain access to the Features screen.
2. Scroll to choose Call Forward.
3. Press Select or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press #.

★ Note:
You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Related links
About forwarding calls on page 33

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly
to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

You can also turn **Send All Calls** on or off by using the phone Features list.

⚠️ **Note:**

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

**Procedure**

1. Navigate to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or **OK** or the corresponding line button to activate the feature.

**Related links**

- [About forwarding calls](#) on page 33

---

**Activating EC500 for simultaneous ringing on multiple phones**

**About this task**

Using the EC500 feature, you can program your phone in such a way that the phone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

**Procedure**

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press one of the following:
   - **Select**
   - **OK**
   - Corresponding line button
Using bridged call appearances

Using bridged call appearances

In addition to your own call appearances, your phone might show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and enables you to determine if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your phone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. If the ringing line is selected, you can answer by picking up the handset or by pressing Speaker or Headset or Answer or OK button.

Procedure

1. Select the bridged call that you want to answer.
   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
2. Press Answer.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another phone user’s line. The caller ID associated with the call you are making might show the call as coming from you or coming from the person whose line you are using.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Select the bridged line you want to use.
2. Press OK or select the corresponding call appearance to get a dial tone.
3. Dial the phone number, or call the person from the Contacts list, or call the person from the Recents list or select the Redial softkey.

Joining a call on a bridged line

Before you begin

Ensure that the feature is activated by the administrator.
Procedure

1. Select the bridged call in progress that you want to join.
2. Press the Bridge softkey or OK or press the corresponding line key.

Independent alerting for each bridged call appearance

You can configure a unique alerting option for each bridged call appearance on your phone if the administrator has enabled the Independent alerting feature for your extension.

The following four options are available:

- **On**: The phone plays a ringtone on an incoming call on the bridged appearance.
- **Off**: The phone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed**: The phone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.
- **Abbreviated**: The phone plays a single beep to indicate a call on the bridged appearance.

スター Note:

For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
Chapter 7: Customizing your phone

Options & Settings

The Options & Settings menu contains the following submenus:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

The Call Settings menu includes choices for automatically displaying the Phone screen when, you get an incoming call, when you place a call, when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

The Application Settings menu includes choices for personalizing button labels, turning call History on or off and including bridged calls in your call History.

Screen & Sound options includes choices for adjusting brightness and contrast, ring pattern, language selection, button clicks, and tones.

The Advanced Options menu includes choices for backing up and restoring your settings, options, and button labels.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Call Settings

Setting Go to Phone Screen on Calling

About this task
You can configure the Go to Phone Screen on Calling option to Yes to automatically display the Phone screen when you make a call.

Procedure
1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.
8. Press **Save**.

**Related links**

*Options & Settings* on page 37

### Setting Go to Phone Screen on Ringing

**About this task**

Set **Go to Phone Screen on Ringing** to **Yes** to automatically display the Phone screen when you get an incoming call.

**Procedure**

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Ringing**.
7. Press **Change** or **OK**.
8. Press **Save**.

**Related links**

*Options & Settings* on page 37

### Setting Go to Phone Screen on Answer

**About this task**

Configure the **Go to Phone Screen on Answer** option to **Yes** to automatically display the Phone screen when you answer a call.

**Procedure**

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Answer**.
7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.

8. Press **Save**.

**Related links**

[Options & Settings on page 37](#)

### Displaying call timers

**About this task**

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

**Procedure**

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

**Related links**

[Options & Settings on page 37](#)

### Setting redial options

**About this task**

Use this task to view a list of last four numbers that you dialed or to dial the last dialed number when you use the redial feature.

**Procedure**

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Redial**.
3. Press **Change** to select one of the following options:
   - **One Number**: To dial the last dialed number.
   - **List**: To display the last four dialed numbers.
4. Press **Save**.

**Related links**

[Options & Settings on page 37](#)

### Configuring visual alerts

**About this task**

Use this task to cause the LED in the top right corner of the phone to flash when the phone gets incoming calls.
Customizing your phone

Procedure
1. Press Main Menu.
2. Press Select to select Options & Settings > Call Settings > Visual Alerting.
3. Press Change to select On or Off.
4. Press Save.

Related links
Options & Settings on page 37

Setting the audio path

About this task
Sets your phone to receive calls on the Speaker or the Headset.

Procedure
1. Press Main Menu.
2. Press Select to select Options & Setting > Call Settings > Audio Path.
3. Press Change to select Headset or Speaker.
4. Press Save.

Related links
Options & Settings on page 37

Setting contact names to display during calls

You can set your deskphone to display the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

Procedure
1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Pair Contacts to Calls.
7. Press Change or OK to change the setting to On or Off.
8. Press Save.

Related links
Options & Settings on page 37
Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Procedure

1. Press Main Menu.
2. Press Select to select Options & Settings > Call Settings > Edit dialing.
3. Press Change to select On (Enabled) or Off (Disabled).
   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
4. Press Save.

Related links

Options & Settings on page 37

Setting Headset Signaling

About this task

You can set your deskphone to ring through your headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

⚠️ Note:

Not all headsets support audible alerts.

Procedure

1. Press Main menu.
2. Select Options and Settings.
3. Select Call Settings.
4. Select Headset Signaling.
5. Select from the three settings using the corresponding buttons.
   - None: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
   - Switchhook and Alerts: Every 5 seconds the phone plays an alert tone in the headset on an incoming call. Both switch-hook buttons of the headset and the phone work for an incoming call.
   - Switchhook only: The phone does not send the ringing tone to the headset. Headset switchhook button is non functional.
6. Press Save to save the setting or Cancel to return to the menu without saving.

Related links
Options & Settings on page 37

Application Settings

Activating call log history

You can activate the call log history through the Settings menu so that you can track the calls made to, or from the phone and use the call history to make outgoing calls again.

Procedure
1. Press Main menu.
2. Select Options and Settings.
3. Select Application Settings.
4. Select History.
   The phone sets the option to Off by default. Press Change to change the setting to On.
5. Press Save to save the change.

Related links
Options & Settings on page 37

Activating call log for bridged calls

About this task
You can use the call logs to track the calls on the bridged extension. Follow this procedure to activate the call log for bridged calls through the Settings menu.

Procedure
1. Press Main menu.
2. Select Options & Settings.
3. Select Application Settings.
   The phones sets the option to No by default. Press Change to change the setting to Yes.
5. Press Save to save the change.

Related links
Options & Settings on page 37
Personalizing labels

About this task
You can change the labels that the phone displays for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to My Line. If you have a button module attached to your phone, you can change any of those labels. For example, you can change a Help Desk extension to read Help Desk.

Procedure
1. Press Main Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Application Settings.
5. Select Personalize Labels.
6. Press Change or OK.
   The phone displays the labels which you can edit.
7. Select the label you want to edit.
   If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.
9. Edit the label.
   Press More then Clear to clear all text fields and start again.
10. Press Save or OK.
11. (Optional) To revert to the default button labels, select Main Menu > Options & Settings > Application Settings > Restore Default Button Labels.
   a. Press Select.
   b. Press Default.

Related links
Options & Settings on page 37

Restoring default button labels

About this task
If you have customized the button labels on your phone, you can restore the default button labels. Availability of this feature depends on how the administrator has administered your phone. See your system administrator for more information.

Procedure
1. Press Main menu.
Customizing your phone

2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Navigate and select **Restore Default Button Labels**.
5. Press **Change**.
6. Press **Default**.

Related links
- [Options & Settings](#) on page 37

---

### Screen and Sound Options

#### Adjusting the brightness or contrast of the display

**Procedure**

1. Press **Main menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.
7. Press **Change** or **OK**.
8. Select **Phone** or an attached button module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Related links
- [Options & Settings](#) on page 37

#### Turning button click sounds on and off

**About this task**

Use the procedure to turn off button click sound.

**Procedure**

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.
Related links
Options & Settings on page 37

Turning error tones on or off
Your phone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure
1. Press Main Menu.
2. Press Select to select Options & Settings > Screen & Sound Options > Error Tones.
3. Press Change to turn error tones on or off.
4. Press Save.

Related links
Options & Settings on page 37

Changing text size
About this task
Use this procedure to change font size of the text in phone display.

⚠️ Note:
This feature is applicable only for the English language.

Procedure
1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.

⚠️ Note:
The Text Size option is available only if the administrator has configured the feature through the settings file.
7. Press Change or OK to change the text size.
   If you set the screen width to Half, the Text size option would not be available. In this case, if you prefer a split screen, you must turn off large text.
8. Press Save.

Related links
Options & Settings on page 37
Setting the phone screen width

Procedure
1. Press Main menu.
2. Scroll to Settings, and press Select.
3. Scroll to Display, and press Select.
4. Press Select to select Option & Settings > Screen & Sound Options > Phone Screen Width.
5. Scroll to Phone Screen width, and press Select.
6. Press Change to select one of the following options:
   • Full: Each call appearance or feature occupies the entire width of a line.
   • Half: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
7. Press Save.

Related links
Options & Settings on page 37

Changing the ring pattern

Procedure
1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Select Screen & Sound Options.
4. Press Select or OK.
5. Scroll to Personalized Ringing and press Change.
   Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The phone displays the Rich category ring tones by default. The softkey Classic indicates the other ring tone category, to allow you to switch between categories.
6. Select a displayed ring pattern, or press the alternate ring tone category softkey Rich or Classic to select from the eight ring patterns.

Tip:
Use the Rich/Classic softkey to toggle between the two sets of patterns.
7. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press OK to listen to selected ring tone again.
8. Press Save to save your selection.
Changing the display language

Procedure

1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Language.

⚠️ Note:

The language option is available only if the administrator has enabled the option for your phone.

7. Select a display language.
8. Press Select or OK.
9. Press Yes to confirm the selected language.

Related links
Options & Settings on page 37

Advanced options

Backing up and restoring your data files

In addition to the automatic backups of telephone information whenever you change or update phone options and settings, and depending on how your system is administered, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and any applicable button modules, call history, ring tones, and any other phone options and settings you may have set using the Main Menu. Likewise, if administered, you can restore your data files to the previous settings using the manual restore option. Performing a manual backup or a manual restore of backed up files is not usually necessary, but your system administrator may ask you to do this in the event of system problems.

Procedure

1. Press Main menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Advanced Options.
5. Press **Select** or **OK**.
6. Select **Backup/Restore**.
7. Ensure that you select the **Manual Backup** line, then press **Backup** to start the data file backup.
   
   The top line displays messages to inform you the backup is in progress and when the backup is complete.
   
   When the backup is in progress, it shows message **Backup in progress**. When the backup is complete, it shows message **Backup successful** or **Backup failed** depending on the brui parameter values in the settings file.
8. To restore your data from a backup file, be sure that you select the **Manual Restore** line, then press **Restore**.
   
   The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration finishes. Your options and settings now reflect their previous values.
   
   When the restore is in progress, the phone displays **Retrieval in progress**. When the restore is complete, the phone displays either **Retrieval successful** or **Retrieval failed**.

**Related links**

[Options & Settings](#) on page 37

**Turning automatic gain control on or off**

**About this task**

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

**Procedure**

1. Press **Main menu**.
2. Select **Advance options**
3. Scroll down to **Automatic Gain Control**, and press **Select**.
4. Press **Main menu**.
5. Press **Select** to select **Options & Settings > Advanced Options > Automatic Gain Control**.
6. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
7. Press **Change** to turn AGC on or off.
8. Press **Save**.

**Related links**

[Options & Settings](#) on page 37
Selecting handset audio equalization

About this task
For most people, this option is irrelevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the phone and make it easier to hear the far end.

Procedure
1. Press Main menu.
2. Select Options & Settings.
3. Select Advanced Options.
5. Press Change.
6. Select the setting which you want to change by pressing the button against the setting. Default setting delivers standard audio performance unless otherwise modified by your administrator. Audio Opt. delivers standard audio performance, regardless of what your administrator has chosen. HAC Opt. setting delivers “Hearing Aid Compatibility” performance. Amplified. setting allows users to reset the volume level to nominal between calls.
7. Press Save.

Related links
Options & Settings on page 37

Administrative messages
Your administrator can send or push important messages such as notification of an early office shut down because of bad weather. The administrator can also send information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

- A text message streaming across the top display line, that also accompanies an audible alert.
- An audible alert broadcast through the Speaker or the headset if that device is active.
- An interrupt screen notifying you that you are receiving an audio alert.

While receiving an audible alert, you can change between the speaker, handset, and headset, can stop the transmission of pushed audio content by going on-hook, and can adjust the volume, as you normally do during a call.
Browser

Your phone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your phone.

Gain access to the browser through **Main Menu**. If you do not see the **Browser** option on Main Menu, Web applications must be available for your phone.
Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in "limbo" and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the Phone button to display the for possible actions.

⚠️ Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
Troubleshooting

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.

- You can press the **Phone** button to access Browser Web links/pages during failover (if normally available), however, any “click to dial” links will not work until the phone transitions to the alternate server.

- Transitions back to the normal server will restore all original functionality.
Chapter 9: Related resources

Documentation

See the following related documents at http://support.avaya.com.

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<td>Avaya J169/J179 IP Phone.</td>
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Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
  - In Search, type Avaya Mentor Videos to see a list of the available videos.
  - In Search, type the product name. On the Search Results page, select Video in the Content Type column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.
**Note:**

Videos are not available for all products.

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**Support**

Go to the Avaya Support website at [http://support.avaya.com](http://support.avaya.com) for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.
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