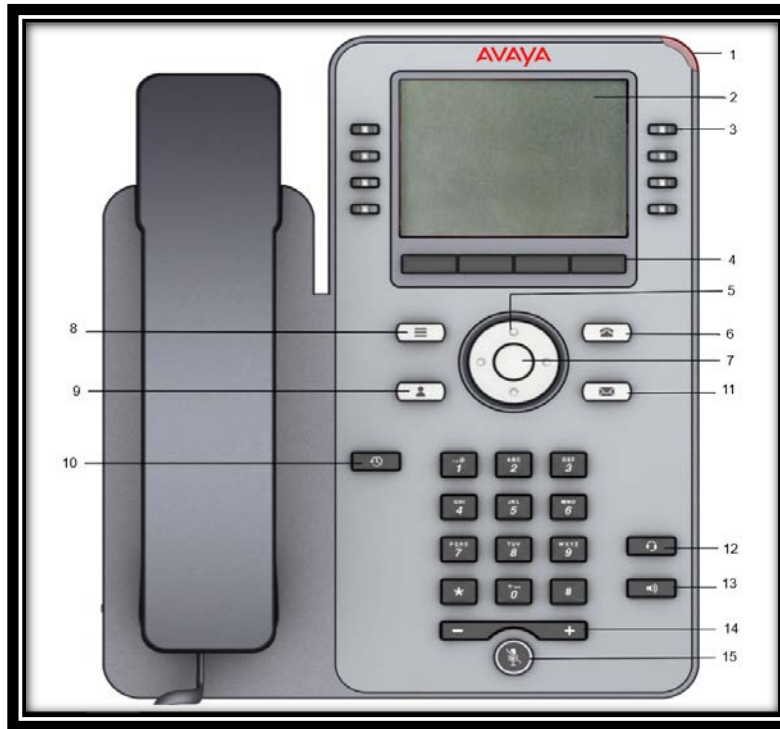













J169/J179 SIP Telephone End User Reference Guide







1. **BEACON LED:** The beacon **LED** flashes a red light on the upper-right corner of the phone when you receive an incoming. When there is a new message in your mailbox, the beacon icon stays lit.
2. **PHONE DISPLAY:** The first line shows status information such as the time and date, primary extension, error indications and missed calls. The second line, called the Status Line provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call-Appearance/Features buttons appear below the Status Line.
3. **LINE KEYS:** The line buttons with the integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the phone is off-hook, both the red and the green LED glow. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
4. **SOFTKEYS:** Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.
5.  **NAVIGATION CLUSTER:** The navigation arrows performs the action of scrolling through various sections of the phone display.
6.  **PHONE SCREEN:** The Phone button displays the main Phone screen when you press the button. You can gain access to the following options from the Phone screen; **Hold, Conference, Transfer, Drop Call.**

7.  **OK BUTTON:** The **OK** button performs the action of selecting the function assigned to the left most soft key function.
8.  **MAIN MENU:** Pressing the Main Menu button provides access to a list of Configuration and Settings options.
9.  **CONTACTS:** When you press the **Contacts** button, the Phone Screen displays the entries in your contact list.
10.  **RECENTS:** When you press the **Recent** button, the Phone Screen displays the history of your **Outgoing, Incoming and Missed** calls. The top line shows the **Missed Call Icon** and the number of calls you have missed.
11.  **MESSAGE:** Pressing the **Message** button will connect you directly to your Voicemail system. The phone lights this button when you have messages in your voice mailbox.
12.  **HEADSET:** Press the **Headset** button to use a connected Headset.
13.  **SPEAKER:** Press the **Speaker** button to use the Speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.
14.  **VOLUME:** While active on a call, pressing the + or – on the Volume button will increase or decrease the volume of your Handset or speaker. When you are **not** on a call, pressing these buttons will adjust the ringer volume.
15.  **MUTE:** Press the **Mute** button to mute an active call. To unmute the call, press the **Mute** button again.

CALL APPEARANCE:

Currently your phone is configured with 3 call appearance buttons. These are buttons where you will make and receive calls. They will be labeled with your extension or phone number on them.

-  This call appearance line is currently **not** in use
-  Call is **active**

MAKING A CALL:

****NOTE:** When placing a call outside the office, the phone number must be preceded by a “**9**” in order to access a line on the system.

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.
3. You can also just start dialing from the keypad (without selecting the handset/speaker/headset) and when finished, the system will initiate the call.

****NOTE:** If you are on a muted call, you can select an available call line appearance by using the Up or Down arrows.

MAKING A CALL USING EDIT DIALING:

1. From the **Phone** screen, start to 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 change the character format, press the **123** softkey.
3. Press **Call** or **OK**.

REDIALING A NUMBER:

1. From the Phone screen, touch **Redial**.

***The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.*

2. Scroll to the number you want to call and press **Call** or **OK**.

***NOTE: The phone clears the last number dialed and the redial list if you clear the **Outgoing Call Log**. Also, the **Redial** softkey disappears.*

CALLING A PERSON FROM THE CONTACT LIST:

*You can call someone in your Contacts list by scrolling to it, or by using the search box. Use the dial-pad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. If you have entered additional numbers for that contact, you can touch the **Details** button to see them, then touch the number you want to dial. Selecting **Details** is the only way to dial a second or third number for a contact.*

1. Press the **Contacts** button.
2. Locate the contact you want by starting to type the person's name as it is listed. *For example, if you added John Smith to your Contacts List as "Smith, John" you would start typing his last name rather than his first name. Each time you press the dial-pad, the list display shifts to match your input. You can also scroll up or down to locate the contact.*
3. Press **Call** or **OK**.


CALLING A PERSON FROM THE CALL HISTORY:

1. Press the **Recents** button.
2. Scroll to the left or right to view a separate list of **All Calls**, **Missed Calls**, **Answered Calls** or **Outgoing Calls**.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

SPEED DIALING A PERSON:

On the Phone Screen, press and briefly hold the dial-pad key assigned to the person you want to call.

ANSWERING A CALL:

-  Incoming call alert

When you receive an incoming call, the incoming call line is usually selected automatically. An incoming call displays as a green line with a ringing bell icon. To answer the call, just touch the call appearance line.

Answer an incoming call in one of the following ways:

- If you **are not** on another call; lift the handset or press the line button next to the incoming call, press **Speaker**, **OK** or **Answer** to answer using the Speakerphone, or press **Headset** to answer using the headset.
- If you **are on** another call; from the **Phone** screen, scroll to the line with the incoming call and press **Answer** or **OK**. The phone automatically answers the incoming call and puts the previous call on **Hold**.

IGNORING A CALL:

This feature will turn off the ringer for an active incoming call. The call continues alerting with no sound (the caller continues to hear ringing but you will only see the alerting icon).

1. During an incoming call, press the Ignore button on the screen.



MUTING A CALL:

Using this feature while on an active call will mute the microphone of your phone so the other party cannot hear you.

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

1. Press **Mute** during a call so that the other person cannot hear you.
2. Touch **Mute** again to un-mute the call.

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

PUTTING CALLS ON HOLD:



This icon indicates a call is on hold

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **Hold**.
3. Touch **Resume**, **OK** button or the line button of the held call to retrieve or return to the call.

TRANSFERRING CALLS:

1. From the Phone screen, with the call you want to transfer active, touch or press the **Transfer** softkey.
The phone displays the **Enter transfer destination screen.*
2. Enter the phone extension number on the Destination line or select from one of the following options.
 - a. **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - b. **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - c. **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - d. **Cancel:** Terminates the call transfer.
 - e. **More:** Displays more options related to call transfer. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select this option.
 - f. **Priority:** Displays Precedence selection screen.
3. Select the **Transfer** Softkey
****Use the **Bksp** softkey to clear the input and the **Cancel** softkey to terminate the call transfer.**
4. Press the **Now** or **Complete** to complete the transfer of the call.

CONFERENCE CALLS:

Each phone has the ability to conference a total of 6 parties (internal/external) in a call. You must be active on a call in order to initiate a conference call.

Setting up a conference call:

1. During a call, on the Phone Screen, press **Conf**. **The phone puts the existing call on **Hold**.*
2. Dial the telephone number using the dial-pad or call the person from the **Contacts** list or the **History** list.
3. When the person answers, press the **Join** softkey or **OK** to add the person to the existing call.
4. To add another person, press the **Add** softkey and repeat steps 2-4.

Adding a person on Hold to a Conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**, or, if you are already on a Conference call, press the **Add** softkey.
3. Select the call on **hold** that you want to **add** to the conference.
4. Press **Resume** to take the call off hold.
5. Press the **Join** or **Conf** softkey to add the person to the conference call.

Putting a Conference call on hold:

Use this task to put a conference call of a participant on hold while allowing the other parties on the call to continue talking to each other.

1. Press **Hold** during the Conference call.
2. Press **Resume** or **OK** or select the call appearance/line button to resume the conference call.

Dropping the last participant from a conference call:

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.

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

MESSAGE:

Press the **Message** button to connect directly to your voicemail system. The lighted Message button and a beacon LED light on the upper right-hand corner of your telephone indicate when you have new messages waiting.

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from the voice mail system.

VIEWING CALL HISTORY DETAILS:

1. Press **Recents**.
2. Select the number you want to view.
3. Press **Details**.
4. To return to the list view, press **Back**.

CLEARING ALL CALL HISTORY ENTRIES:

NOTE: 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.

1. Press **Recents>Delete**.
2. Confirm "**Delete All Call Records?**" and **Delete** again to confirm.

MAIN MENU

The **MAIN MENU** contains choices for:

- **FEATURES:** Provides access to programmed features assigned to your phone.
- **APPLICATIONS:** Provides access to phone applications such as Contacts and Recents.
- **SETTINGS:** Provides access to the feature configurations such as Phone Settings, Button Labels, Audio and Display adjustments and more.
- **NETWORK INFORMATION:** Allows you to view/check the phone and/or network settings.
- **ADMINISTRATION:** Provides access to Administration settings.
- **ABOUT:** Displays the phone's software version.

FEATURES:

The Features screen gives you access to advanced telephony features, such as Call Forwarding, Call Pickup, Send Calls/Do Not Disturb or any number of other features that may be programmed on your phone.

1. Press the **Main Menu** button
2. Select **Features**

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

BRIDGED CALL APPEARANCE:

A Bridged Call Appearance is of the extension(s) of another user and enables you to see if that call appearance is in use, answer calls on that appearance or join a call that is in progress on that call appearance from your phone.

****Answering a call on a Bridged Call Appearance is the same as answering a call on a primary line.**

****Preventing others from bridging onto your call requires the Exclusion feature. The feature ensures call privacy and can only be activated during an active call. The feature must be enabled/programmed for your extension by the System Administrator. When you activate Exclusion during a call, all parties except you and the calling or called party are dropped from the call.**

CALL FORWARD:

You can forward/redirect all your incoming calls to another number or voicemail. If call forwarding is activated, a forwarding icon appears on the top line of your display screen and the Forward button is illuminated. You must enter the telephone number where the calls are forwarded each time you enable the feature.

Activate Call Forwarding:

1. If the CFW feature is not on the front screen, go to the Main Menu and gain access to the **Features** screen.
2. Scroll to choose **CFW (Call Forward)**.
3. Press **Select** or press the associated line button.
4. Enter the extension number to which you want to forward your calls.
5. Press **Enter**.

Disabling Call Forwarding:

Use this task to turn off any call forwarding feature that you activated.

1. Press the right navigation button to gain access to the **Features** screen.
2. Select the active call forwarding feature that you want to turn off.
3. Press **OK** or the **line button** on which the call forwarding feature appears.

TEAM BUTTON:

*This feature allows you to view/monitor other extensions at a glance. If your job requires that you cover or monitor phones for others, your system administrator may set up "**Team Buttons**" so that you can see whether an extension you cover is idle or busy at a glance. Extensions that you monitor with Team Buttons will show LED green when the extension is active. You also have the ability to answer any calls that are ringing to the monitored phone. You make a speed dial call to the monitored phone by press the Team button when the monitored phone does not have an active call. You can transfer an active call to the monitored phone by pressing the Team Button during the transfer process.*

1. If the button is not on the front screen, from the Phone screen, gain access to the **Main Menu**.
2. Access the **Features** screen.
3. If that extension is in use, the LED beside the extension will show **Red**. If the extension is not in use, the LED will show **Green**.
4. To call a monitored extension, scroll to the applicable line and press the line or OK button associated with that extension.

DND (Do Not Disturb):

*When **DND** is on or activated, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.*

1. Press the **DND** button turns the feature on and changes the **Red** light beside the key to **Green** to indicate the feature is on.
2. Pressing **DND** turns the feature off and the light goes back to **Red**.

APPLICATIONS:

CONTACTS:

****NOTE:** You can save up to **250** names and up to 6 telephone numbers per contact. When you press the Contacts button, the phone activates the Contacts search mode automatically.

ADDING A NEW CONTACT:

1. Press **Contacts**. If this is your first contact list entry, then press **New**.
2. If you already have entries in your contact list, press **Contacts>More>New**.
3. Enter the First and Last name using the keypad.
4. Scroll **down** to enter the phone number.
***Note the contact number can include the following special symbols: comma (,), space, dash (-), dot (.), +, *, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.*
5. From the **Soft** keys at the bottom of the screen, you can choose to designate the phone number as **Work, Home** or **Mobile**.
6. If you have an additional number for this contact, repeat **Steps 4 & 5**.
7. Touch the **Save** softkey to indicate you are finished entering the name and telephone number.

VIEWING A CONTACT:

1. Press **Contacts**.
2. Scroll to the contact you want to view.
3. Touch the **Details** softkey button at the bottom of the screen to display detail information for that contact.
***NOTE: Selecting Details is the only way to dial a second or third number for a contact.*
4. Press the appropriate softkey to call, edit or delete the contact. You can also return to the Contacts screen from this window.

EDITING A CONTACT:

1. Press **Contacts**.
2. Scroll to the contact you want to edit.
3. Press **Details>More>Edit**
4. Choose the field you want to edit.
5. Make your changes then press the **Save** Softkey.

DELETING A CONTACT:

1. Press **Contacts**.
2. Select the Contact you wish to delete.
3. Press **Details>More>Delete**.
4. Touch **Delete** or **OK** to confirm **Delete this Contact** or **Cancel and Back** to cancel the deletion and return to the Contact list.


MOVING A CONTACT TO A SPECIFIC BUTTON:

1. Press the **Main Menu** button
2. Select the **Settings** button
3. Select the **Phone** button
4. Scroll to **Phone keys customization** and select **Customize key**
5. Scroll to the key you wish to add the Contact to and select the **Add Softkey**
6. Select the **Contact** softkey
7. Select the contact you wish to add and then choose the phone number of the contact

REMOVING A CONTACT FROM A SPECIFIC BUTTON:

1. Press the **Main Menu** button
2. Select the **Settings** button
3. Select the **Phone** button
4. Scroll to **Phone keys customization** and select **Customize key**
5. Scroll to the Contact you wish to remove

6. Select the **Delete** softkey
7. Press the **Delete** softkey or the OK button to **Confirm delete**
8. Press the **Phone** key to go back to the main screen

 **RECENTS:** *(This feature allows you to view your Call History Log)*

VIEWING THE CALL HISTORY:

1. Press **Recents**.
2. Scroll up or down to view the entries on the list.
3. Scroll to the right or left to view separate lists of **Missed**, **Answered**, or **Outgoing** or **All Calls**.

****NOTE:** *When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with the call information.*

VIEWING CALL HISTORY DETAILS:

1. Press **Recents**.
2. Select the number you want to view.
3. Press **Details**.

****NOTE:** *If you are logging bridged calls as well as your own, bridged call details are identified by either CALL TO: (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**.

CLEARING ALL CALL HISTORY ENTRIES:

****NOTE:** *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.*

1. Press **Recents**.
2. Press **Delete**.
3. Confirm "**Delete All Call Records?**"
4. Press **Delete** again to confirm.

Enabling/Disabling the Call History Log:

This feature will allow you to turn on/off the

1. Press **Main Menu> Settings> Applications**
2. Scroll to **Recents**, press **Select**.
3. Scroll to **Log calls** and press **Change** to turn on/off the call history.

****NOTE:** *If you are monitoring another extension with the Bridged Call Appearance feature, you can also scroll to the **Logged Bridged Calls** to turn on/off the call history log for the bridged extensions.*

SETTINGS:

CUSTOMIZING YOUR PHONE:

Call Pickup Indication:

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

1. Press **Main Menu> Settings> Phone> Call pickup Indication**
2. Select the call pickup indication type using the Right or Left Navigation key or press **Change**
3. Press **Save**.

Dialing Mode:

*Your phone has two dialing options, **Manual** or **Auto**. Your system is currently configured for Manual dialing.*

***You can use the Dialing Options feature to change the Dialing Mode to use either **On-Hook** (Auto) or **Editable** (Manual) option.*

1. Press **Main Menu>Settings>Phone>Dialing Mode**
2. Press **Change** to select
 - a. **Manual** (You must pick up the Handset, open the Speaker or Headset buttons or enter the phone number and press the Call softkey to start or initiate the call)
 - b. **Auto** (the dialed digits match the dial plan to start the call)
3. Press **Save**.

Display Call Timers:

This feature displays the duration of active calls.

1. Press **Main Menu>Settings>Phone**.
2. Scroll down to select **Display Call Timers**.
3. Press **Change** to activate or deactivate the call timers.
4. Press **Save**.

Phone Keys Customization:

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels.

1. Press the **Main Menu** button
2. Select the **Settings** button
3. Select the **Phone** button
4. Scroll to **Phone keys customization** and select **Customize key**
5. Scroll to the button/line you wish to label and select the **Relabel** softkey
6. Backspace to remove the current label and proceed to relabel the key using the alphabetical softkey
7. When finished, press **Save**

Redial: (options)

Use this feature to set whether the Redial feature displays One number or a list of the recent 8 dialed numbers.

1. Press **Main Menu>Settings>Phone**.
2. Scroll down to **Redial** and press **Change** to select;
 - a. **One** (to see just the one last number dialed)
 - b. **List** (to see a list of the recently dialed numbers)
3. Press **Save**.

Assign Speed Dial Entries:

This feature will allow you to assign up to 9 Speed Dial entries to your contacts.

1. Press **Main Menu> Settings>Phone**
2. Scroll to **Assign speed dial entries**.
3. Use the **Up** and **Down Arrow** keys to select a **Speed Dial number**.
4. Press **Contacts** to select a contact
5. Press **Select** to assign the contact to the selected Speed Dial number

Replacing and clearing a Speed Dial contact:

This task allows you to replace or remove a Speed Dial contact.

1. Press **Main Menu> Settings>Phone**
2. Scroll to **Assign speed dial entries**.
3. Use the **Down Arrow** keys to select the Speed Dial contact that you want to clear or replace.
4. Press one of the following:

- a. **Replace** (to replace the contact with another)
- b. **Clear** (to remove the contact from the Speed Dial list)

Alerting on Calls:

This feature will set the LED beacon to illuminate and notify you when there are incoming calls and messages. For an incoming call, the LED will flash/blink. When there are new Voicemail messages the LED is lit continuously.

1. Press **Main Menu> Settings>Phone**
2. Scroll to **Alerting on calls**.
3. Press **Change** to enable or disable visual alerting.
4. Press **Save**.

Personalize ringing:

Use this procedure to set a ring tone for different uses.

1. Press **Main menu**.
2. Scroll to **Settings>Audio>Personalize ringing**.
3. Scroll to one of the following options that may be applicable to your phone:
 - **Primary, Team Key, Bridged CA, Call Pickup**
 - Press the **Select** or **OK** button
4. Scroll to the ringtone, and press **Select**.
5. (Optional) To play the ringtone, press **Play**.
6. Press **Save**