Quick Reference for Avaya J159 SIP IP Phone in Avaya Aura®

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Main menu

The following table lists the Main menu icons used in Avaya J159 IP Phone:

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, and Activate screen saver. • To sign off the phone, to protect your settings, or to let another user log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc. Used to view the connected USB devices such as USB stick and keyboard.
	Network information	To check network settings.
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

Table continues…

General phone icons

The following table lists the icons used in Avaya J159 IP Phone:

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see this icon in the Recents application.
	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.
	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
	Bridged call; indicates this line is being used for a call on another phone.
	Incoming call is alerting.
	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.
	Use the **Right** or **Left** navigation arrow to see more pages / screens / options.
	Scroll left for other options.
	Scroll right for other options.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and unavailable.
	Team icon indicating this team member is not on a call, but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Indicates that the phone is not connected to the SIP proxy server and is operating in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone has encountered a failure and has preserved the media session until the user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available.
	The EC500 feature is on.
	The Do not disturb feature is on.
	The Call forward feature is on.

Table continues…

Icon	Description
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates the Bluetooth feature is on.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J159 IP Phone:

Icon	Description
	Non-secure Wi-Fi network is detected.
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Operations

Entering the provisioning details

Enter the provisioning server address if the phone prompts, for example, when you connect to the network for the first time.

Obtain the provisioning server address from the system administrator.

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press one of the following:
   - **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.
   - **No**: To obtain the provisioning server address from the DHCP server.

   In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

   If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

   If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

   If you do not have a numeric enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

   The phone displays the `Starting` message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.
2. On Enter provisioning details screen, press one of the following:
   - **Config**: To enter the provisioning server address.
   - **Never**: To never prompt for the provisioning server address.
   - **Cancel**: To cancel the prompt and display the Login screen.
3. After you have pressed **Config**, enter the provisioning server address in the **Address** field.

   The address is an alphanumeric URL like http://myfileserver.com/j100/.

   Tip:

   To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.

   To enter the forward slash symbol (/) in the field, press the / soft key.
4. **(Optional)** Enter the **Group** number.

   Obtain the Group number from your system administrator. The value ranges from 0 to 999. 0 is the default value. If you do not enter any value in this field, the phone uses the default value.
5. Press **Save**.

   The phone continues to boot and connect to the provisioning server address for provisioning configuration.

Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

Press and hold the dial pad key assigned to the number you want to call.

Making an emergency call

Ensure that the **Emerg** soft key is assigned by your administrator.

Do one of the following:

- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

Answering a call when on another call

You can receive a call on a secondary call appearance only if the call appearance is free.

Press one of the following:

- The **Answer** soft key
- **OK Button**

The phone puts the first call on hold and moves to the second call.

Adding a person to an active call

You can add participants to an active call to set up a conference call.

Start a call.

1. During a call, on the Phone screen, press **Conference** button or 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 extension by using the dial pad.
   - Call the person from the Contacts list or the Recents list.
   - Redial the last dialed number by using the **Redial** button.
   - Highlight the extension on the phone screen, and press **Conference** button.
3. When the third participant answers the call, press the **Join** soft key or press **Conference** button.
4. To add another person, press **Add** and repeat Steps 2 and 3.

Viewing the Recents details

In the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

Note:

Duration is not available for a missed call.

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Recents**, and press **Select**.
3. Select the call that you want to view.
4. Press **Details**.

   The phone displays the details of the selected call.

Contacts

Adding a contact from the Recents list

Use this procedure to add a number to your Contacts list from your call history.

1. Press **Recents**.
2. Scroll to the required number, and press **+Contact**.
3. In the **First name** and **Last name** fields, type the relevant information.

   The phone assigns the extension number to **Last name**. You can remove the extension number from this field and add other information.
4. Press **Save**.

Combining contacts

Use this procedure to merge the phone number of the current contact with the existing local contact.

Ensure the Contacts list is not empty.

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Scroll to the contact that you want to combine, and press **Details** > **More** > **Combine**.

   The select mode displays the Contacts list without the current content.
4. To combine the current contact, scroll to the existing contact, and press **Select**.

   The current contact will be deleted from the Contacts list and merged with the local contact.

Creating a local Contacts group

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **NewGroup**.
6. In the **Enter group name** field, type your group name.
7. Press **Save**.

Advanced features

Avaya Spaces Calendar integration

Avaya Spaces is a cloud-based team collaboration and meeting application. You can use it for instant messaging, voice and video communication, track communications, and manage tasks. For more information about Avaya Spaces, see Avaya Spaces/user manual.

With the Avaya Spaces Calendar integration feature, you can press the Call soft key on the calendar appointment of your phone and join a meeting hosted on Avaya Spaces. The phone dials into the meeting phone number and enters the Space ID and Space password automatically without any further user input.

The Avaya Spaces Calendar integration feature is optimized to work when meeting organizers use the Avaya Spaces Outlook plugin. For more information about the Outlook plugin, see the Microsoft Outlook Add-on section of the Avaya Spaces user guide.

Joining an Avaya Spaces meeting through a direct dial-in phone number

You can use a direct dial-in phone number to connect to the Avaya Spaces audio-only meeting. If you choose to join the meeting through the direct number, enable the Prompt direct number feature. The phone displays the direct numbers from the meeting invitation. Choose the direct number of your country. If your country is not listed, you can select the direct phone number of the country that is most appropriate to your location. The phone dials in the number and enters the Space ID and optional password to join the meeting.

Ensure that your administrator enables the Avaya Spaces feature and the option to select a direct number.

Enable the Prompt direct number option.

1. Press the **Main menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

   The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press one of the following:
   - The **Up Arrow** key.
   - The **Down Arrow** key.
5. Select an Avaya Spaces calendar event, and press **Call**.
6. In the Country > Select direct number screen, press one of the following:
   - **Select**: To call the direct number available for the selected country.

     The phone dials in the number and enters the Space ID and optional password to join the meeting.
   - **Country**: To select the direct number of a different country. The Direct numbers > Select Country screen displays a list of countries for selection.

- **Details**: To view the details of the selected direct number. The Direct number > Details screen displays the information.

Preventing duplicate audio streams on Avaya Spaces application

For a smooth audio experience, prevent duplicate audio streams. You can establish an audio session to Avaya Spaces using the J100 IP Phone and use the Avaya Spaces application on your computer to view the presentation. To prevent duplicate audio session on your Avaya Spaces application, make the following settings.

1. Log on to Avaya Spaces application on your computer.
2. On application screen, click on the display name.
3. Select **User Preferences** option.
4. On the left panel, select **Meeting defaults**.
5. Toggle to enable **Show preview when joining**.
6. Join a meeting on spaces from your computer.
7. On the Preview screen, click **Other join options** > **Join By Phone**.
8. On the Join Presentation Mode, follow the screen instructions.

   You join the Avaya Spaces meeting as a view-only participant on your computer without using an audio and video session.

   The audio session is established on your phone.

Call forwarding to your cell phone using EC500

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

- Ensure that the administrator activates the feature. Contact your administrator for details.
- Ensure that the system administrator sets your personal phone number as your destination number.

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500**, and press **Select**.

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Configuring Long term acoustic protection

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Long term acoustic protection**, and press **Select**.
5. Choose one of the following and press **Select**:
   - **Default** : Sets the acoustic protection values to one of the following options that your administrator sets:
     - Dynamic
     - 8 hours
     - 4 hours
     - Off

     Administrator configured value will be chosen as the default value.
   - **Off**: Sets the acoustic protection off.
   - **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
   - **4 hours**: Sets the acoustic protection for 4 hours.
   - **8 hours**: Sets the acoustic protection to 8 hours.
6. Press **Save**.

Making a priority call

Use the Priority Calling feature to provide a special type of internal call alerting for the users. The called party hears a distinctive ringing when the calling party uses Priority Calling.

The call rings even at an extension with Do not disturb enabled.

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll down to **Priority Call**, press **OK**, or press the corresponding line button.
4. Enter the extension you want to call.
5. Press **Enter** or **OK** to initiate a priority call.

Retrieving a voice message

Use this procedure to listen to your voicemail messages. Few voicemail configuration has the web interface to access it, please contact your administrator for more information.

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

Making a precedence call by using the Main menu

1. Press the **Main menu**.
2. Scroll to **Applications** and press **Select**.
3. Select **Call Priority**.
4. On the Precedence Selection screen, select the precedence level.
5. Dial the extension from one of the following:
   - **Contacts**
   - **Recents**
   - The dial pad

Joining a call on a bridged line

On the phone, do one of the following:

- Press the line button with the active call.
- Select an active bridge line number, and press **Bridge**.

Using a Guest Login

Use this procedure to log in as a guest on another phone to access your applications and call history for a limited time.

Note:

You need to re-login if the phone reboots.

Ensure that the administrator activates the feature. Contact your administrator for details.

1. Press the **Main menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Guest login** and press **Select**.
4. Enter your extension and password.
5. Press one of the following to set the duration in hours:
   - **Right** arrow key: To increase the value.
   - **Left** arrow key: To decrease the value.
6. Press **Enter**.

Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Making a consultative transfer

Transfer a call by connecting a call with the transfer recipient.

1. While on an active call, press **Transfer** soft key or **Transfer** button.

   The phone displays the Enter transfer destination screen.

   The first call is placed on hold.
2. Do one of the following and then press the **Call** soft key :
   - Dial the number to transfer the call.
   - Search for the number in Contacts or Recents.
   - Redial the last dialed number by using the **Redial** button.
   - Highlight the extension on the phone screen, and press **Transfer** button.
3. To initiate a consultative transfer, press **Talk**.

   The call transfer recipient's phone starts ringing.
4. Do one of the following:
   - Press **Complete** or **Transfer** button after the recipient answers the call.

     The call transfer is complete. This is also called attended transfer.
   - Press **Complete** or **Transfer** button after the recipient's number starts ringing.

     The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

Use this procedure to transfer an active call without connecting a call with the transfer recipient.

1. While on an active call, press **Transfer** or **Transfer** button.

   The phone displays the Enter Transfer Destination screen.
2. Do one of the following and then press the **Call** soft key:
   - Dial the number to which you want to transfer the call.
   - Search for the number in the Contacts or Recents list.
   - Redial the last dialed number by using the **Redial** button.
   - Highlight the extension on the phone screen, and press **Transfer** button.
3. To initiate a blind transfer, press **Now** or **Transfer** button.

   The call transfer is complete.

Customization

Customizing phone keys

Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Press **Customize key**.
6. Use **Navigation** keys to select the line key.
7. **(Optional)** On the phone screen, if the selected line is empty, press **Add**, and do the following:
   - To add a contact, press **Contact**.
   - To add a feature, press **Feature**.
   - To add an application, press **App**.

     You can use the Navigation keys to scroll to the required functionality, and press **Select**.
8. To move the selected line key, do the following:
   a. Press **Move**.
   b. Use the Navigation keys to move the selected line.
   c. **(Optional)** If the new location is empty, press **Select**.
   d. **(Optional)** If the new location is already assigned a key, press **Swap**.
9. To set a new label, do the following:
   a. Press **Relabel**.
   b. Type the name of the label.
   c. If your native language uses extended Latin or non-Latin symbols, press **More** > **Symbol** the soft key to open the Symbols menu and select the necessary symbols there. Press **Insert** > **More** > **Save**.
10. To delete a key, press **Delete**, and then confirm the deletion.

Enabling the Away timer

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll down to **Presence integration**, and press **Select**.
5. Scroll down to **Away timer**.
6. Press **Toggle** to turn on the timer.
7. Use the **Down Arrow** key to go to **Away timer value**.
8. Enter the time in seconds.

   You can enter any value from 0 to 999.
9. Press **Save**.

Changing the background image

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Background**, and press **Select**.
5. Scroll to **Primary display**, and press **Select**.
6. Scroll down to the new image.
7. **(Optional)** To preview the image, press **Preview** and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Setting a personalized ringtone

Use this procedure to set a ringtone for different uses.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.
5. Scroll to one of the following options:
   - **Primary**
   - **Team Key**
   - **Bridged CA**
   - **Call Pickup**
6. Press **Select**.
7. Scroll to the ringtone, and press **Select**.
8. **(Optional)** To play the ringtone, press **Play**.
9. Press **Save**.

Setting the network mode

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

Ensure that the system administrator gave you access to perform this task.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to **Network mode**.

   The **Network mode** setting shows the following options:
   - **Ethernet**: To connect to an Ethernet network.
   - **Wi-Fi**: To connect phone to a Wi-Fi network.
5. Press one of the following:
   - **Toggle**
   - **Right Arrow** key
   - **Left Arrow** key
6. When **Network mode** displays **Wi-Fi**, the following lines are shown on the **Phone** screen:
   - **SSID**: The name of the Wi-Fi network that the phone is either currently connected to, or will attempt to connect to if you start the connection process.
   - **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.
7. After selecting the network mode, press **Save**.
8. When you switch **Network mode** from **Ethernet** to **Wi-Fi**, see Connecting to a Wi-Fi network section.
9. When you switch **Network mode** from **Wi-Fi** to **Ethernet**, press **Save**.
10. When the phone prompts for permission to restart, press **OK**.

    Press **Cancel** to go back to previous step.

Connecting to a Wi-Fi network

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network

- Ensure that the system administrator gave you access to perform this task.
- Select Wi-Fi as your network mode.
- When you set the network mode, note the SSID, as this is the name of the Wi-Fi network that the phone will attempt to connect to.
- Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. To access the list of available Wi-Fi networks, scroll to **Wi-Fi network**, and press **Select**.
5. Scroll to the required **Wi-Fi network**, and press **Connect** to start the connection process.
6. Press **OK** to restart the phone.
7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.
8. If the security is 802.1x EAP, enter the following:
   - **Identity**: Either your personal user ID or the shared user ID provided by your system administrator.
   - **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your system administrator.
   - **Password**: Either your personal password or the shared password provided by your system administrator.

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

Viewing USB menu

Use this procedure to view the USB menu for information on connected USB devices.

Connect the USB device to the phone and ensure that USB support is enabled.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **USB** and press **Select**.

   You can view the list of USB devices connected to the phone, such as a USB flash drive and keyboard.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.