IP OFFICE J159 End User Guide

6	Voicemail	Used to dial the configured voice mail number to receive a voice message.
7	Redial	Used to redial the most recently dialed number from any screen of the phone.
8	Speaker	Used to turn on the speaker.
9	Hold	Used to put an active call on hold and resume a held call.
10	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. ⊛ Note: The default action depends on the application and the context.
11	Secondary display	Provides quick access to line appearances, features, and phone menus.
12	Left, Right keys	Used to navigate on the Secondary Display screen.
13	Mute	Used to mute and unmute the outgoing audio.

14	Navigation cluster	Used to navigate on the phone screen. • **Up** and **Down** arrow keys: To scroll up and down. • **Right** and **Left** arrow keys: To move cursor in the text input field, and to toggle values in the selection fields. • **OK** button: To select the action assigned to the first soft key.
18	Transfer	Used to transfer a call.
19	Headset	Used to turn on headset, and also to toggle your call from the speaker to headset.
20	Conference	Used to initiate a conference call and also to add a participant to a conference call.
21	Dialpad keys	Used to dial the phone extensions or enter alphanumeric characters and special symbols.
22	Handset	Used to receive and make calls.
23	Volume	Used to adjust volume of a handset, speaker, or ringtone. • **(+)** : To increases the volume. • **(-)**: To decrease the volume.
24	Mic	The Mic of the phone.

MAIN PHONE SCREEN
The main phone display you will see the following:
Ext. number, Date, Time and Soft Key Features

4. SOFTKEYS
Use the 4 gray soft keys below the display to select features or options displayed on the screen. The soft key labels will vary depending on the feature that is currently selected.

14. SCROLLING AND NAVIGATION
Use the **up** and **down** navigation arrows to scroll through lists. Use the **right** and **left** navigation arrows to scroll between menus and logs or to move the cursor during text input. The **Center** button is a shortcut for the default action.

5. PHONE/EXIT BUTTON

At any time while you are programming, utilizing features and soft key functions, you may press the **Phone/Exit** button and you will return to the main screen.

3. CALL APPEARANCE BUTTONS
The first three buttons on the top left of the display or to the right of the keypad are programmed as 'Call Appearance' keys and are indicated with the name assigned to the extension on each button.
These keys are used to place and receive internal and external calls.

SECOND LOWER DISPLAY
There are six buttons to the right of the lower display, that are programmable for features, extension and external speed dial numbers. You can access multiple pages of these buttons by using the right and left arrow buttons below the display. Press the button next to the speed dial to select.

23. ADJUSTING THE VOLUME
Using the -/+ arrow button on the bottom of your phone,
- ♦ Adjust ringing volume with the handset down
- ♦ Adjust handset volume after lifting the handset
- ♦ Adjust speaker volume after turning the speaker on

13. MUTE
The Mute button allows a user to temporarily cut off their end of the conversation while continuing to listen to the caller. Press Mute button and red light will be lit during which time you may have a private conversation with another co-worker. To resume 2-way conversation, press Mute again and red light will go out.

6. VOICEMAIL
To access voicemail from your desk phone press the **Envelope** button. She will prompt for your pin number followed by the pound sign.

ANSWERING A CALL
When you receive an incoming call, the incoming call is selected automatically when you **lift the handset** or press the **Speaker** button. However, if you are already on a call, you will need to put that call on hold and then select the incoming call appearance button manually. As your phone rings, the right menu key will have two arrows on the right soft key. If you select that soft key you will have the options on your screen for incoming calls, **Answer, Ignore and Decline**

Decline: Selecting this option will send the incoming call directly to your voice mailbox.
Ignore: Selecting this option turns off the ringing for the current incoming call. *This feature does not send calls immediately to your voice mailbox, the caller will hear the normal coverage rings.*

9. HOLD
To put a call on hold, press the **HOLD** softkey on your display. To return to the Held Call, press the **RESUME** softkey on your display.

20. TRANSFERRING A CALL

1. During the call, press the **Transfer** button found phone slightly above the number 2. The call is put on hold and you will hear a second dial tone.
2. Dial the number you want to transfer the call to.
   - If you want to introduce the caller, press the **Talk** softkey. You can introduce the call, the caller cannot hear you.
   - To release the call, press **Complete**
   - to immediately transfer the caller without introduction, considered a blind transfer, press the **Now soft key** after entering the extension number.
   - You may hang up once you have transferred the call.

   To Transfer a call directly to a user's voicemail
   - Press Transfer, ***0** followed by typing in the **extension number** and **Now**.

Park a Call

When on an active call you wish to park, press the pound (#) key twice, followed byt the star (*) key. Then press 3 to park the call.

##*3

The system will announce the virtual extension number with "Your call is parked. Parked extension is star 8XX" where 8XX is the virtual extension number (800-899)
You may hang up, the call is now parked.

To Unpark a Call

On any phone registered with the system, press the star (*) key followed by the virtual extension number The call will be retrieved and connected with the user.

*801 if the call was parked on 801

7. REDIAL

7. REDIAL the most recent number, press the Redial Soft Key found on the display and press Call for the first number listed in the history. Or you may scroll and select the button for the number you wish to redial and press the Call button under the display to place the call.

17. MISSED CALLS / RECENTS

17. MISSED CALLS / RECENTS icon will display when you have Missed Calls

Press the   Recents button to view the missed calls.

Viewing the Missed Call Log.
1. As a default, the **All** category is displayed. You will see at the top of your screen the type of calls that are displayed (**All, Missed, Answered** or **Outgoing)**

2. Scroll to the right or left to view specific lists of your *answered*, *outgoing*, or *missed* calls.

3. Scroll down to view all entries in a log.

4. Select **More** to see the **Delete** option, you can also add the call to your Contacts.

5. Use the **up** and **down** navigation buttons to scroll and then select the person you want to call.

DND ⊖

To Set Do Not Disturb, press the Menu button ⬚ on top left with three lines. Then Select Features Select DND or De-select DND. When in DND there will be a circle with a line through it on top of display.
        Press the Phone button to return to the main screen.

18. CONFERENCE CALLING   Conf Soft Key on the display

1. During an existing call, press the **Conference** soft key, the original caller will be placed on hold.

2. Dial your next party, if they answer and want to join the call, press Join Soft Key again.

    Your choices now are to put the Conference call on hold, to End Call or to make a new call.

    If you want to conference more than the two parties, you will want to use Conference from your application on your desktop or your cell phone.

16. CONTACTS ⬚

So long as the telephone system capacity has not been reached, you can add up to 250 personal directory entries.
1. Press the ♟CONTACTS key. The directory menu is displayed.
2. Use the left and right cursor keys to select your **Personal** directory.
3. Press the **New** soft key. Use the up and down cursor keys to switch between number and name entry.
4. When the name and number have been entered as required, press the **Save** soft key.
5. To exit without making any changes, press the **Cancel** soft key.

USING CONTACTS ⬚
1.   Press the key Contacts button. The directory menu is displayed.
2. Use Left/Right arrow keys to scroll to **Users** (internal extensions), **External** (entries stored in the system for all users to access) or **Groups** (names & numbers of hunt groups in the system)
3. Use the up and down arrows to scroll through the list, or press the dial pad key that matches the first letter of the entry you are searching for. Then, press the up/down arrow keys to scroll through the matching entries.
    OR Using the dial pad, spell the complete name of the person you are searching for.
    If you do not find the name you are searching for, press the **Clear** *soft key to start over*
4. When the name you want is shown, press **Call.**

Customizing Buttons on your Display

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

Phone screen. Please note: To add a speed dial button for an external contact, you need to create the contact first.

    1. Press 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:
   - Then press Contact, and select the Contact you want to program to the button.
   - To add a feature, press Feature, DND to program DND to the button.
     You can use the Navigation keys to scroll to the required functionality, and press Select.

15. MAIN MENU

This menu allows you to access and make changes to options and settings on your phone.

Changing the ring pattern

1. Press the **Main** Menu button
2. Select **Ring Pattern/Sound**
3. Use the up and down cursor keys to highlight **Settings**. Press **Select**.
4. Use the up and down cursor keys to highlight **Audio**. Press **Select**.
5. Use the up and down cursor keys to highlight **Personalized Ringing**. Press **Select**.
6. Use the up and down cursor keys to highlight **Primary**. Press **Select**.
   - Use the up and down cursor keys to scroll through the different available ring tones.
   - Press **Play** to hear the currently highlighted ring pattern.
   - Press **Select** to select the currently highlighted ring pattern.
7. Press **Save** to save the selected ring pattern.

Voicemail Access Remote via phone

1. You may call in on your Direct Number, or call your Avaya Cloud Office Main Number, enter your extension number as soon as you hear the ring.
2. Press the star key (*).
3. Enter your voicemail PIN followed by the hash sign (#) once prompted.
4. Listen to the prompt for instructions or press One (1) to listen to your messages.

Intercom

Intercom is a button on the bottom of the display when you phone is idle.
Press intercom, then dial the extension number you want to intercom.
After the beep, speak your message.