



Physical layout of Avaya SIP phone J179

- ① Beacon LED (*flashing for Incoming call or lit for new voicemail*)
- ② Phone Display
- ③ Line Keys
- ④ Soft Keys
- ⑤ Main Menu, Contacts, Phone Key (Home) and Message
- ⑥ Navigation Cluster and OK
- ⑦ Recents, Headset and Speaker
- ⑧ Mute
- ⑨ Volume

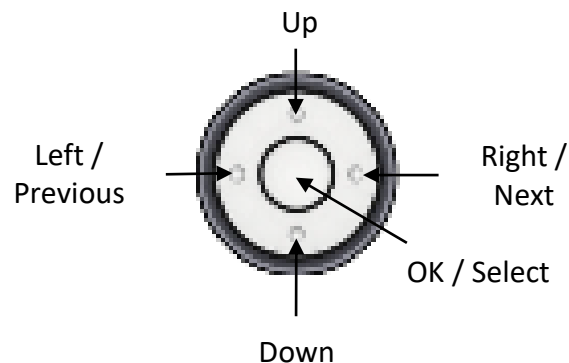
Line Keys ③

Use the line keys to select the corresponding line or feature like forward and DND.

The LED illuminates to indicate the following:

- Red, steady: Line selected
- Red and green, steady: Off-hook
- Red and green, flashing: Line waiting
- Green, steady: Feature is enabled
- Green, flashing: Incoming call

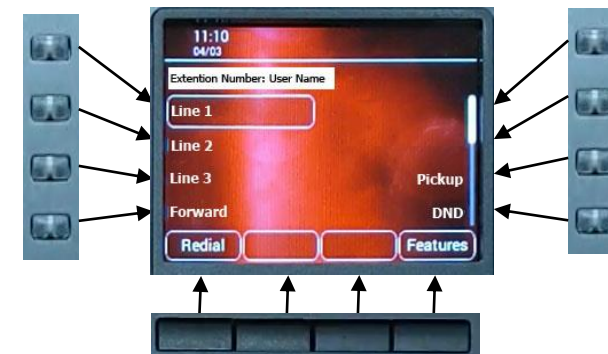
Navigation Cluster and OK ⑥



Use the navigation cluster to scroll up and down, move cursor in the text input field and toggle values in the selection fields.

Use the OK button to select the action assigned to the first soft key on the left.

Phone Display: Select with Line Keys and Soft Keys



Make a Call

- 1) Pick up the handset.
- 2) Enter extension for internal call, or enter 9 and phone number for external call.

Answer a Call

Pick up the handset or press the flashing line key .

Put a Call on Hold

Press the **Hold** soft key. Press the flashing line key to cancel.

View Recent Calls

- 1) Press **Recents** .
- 2) Use the **Navigation Cluster** to navigate.
- 3) Press the **Call** soft key to dial or the **Details** soft key to view details.

Make a Conference Call

- 1) During a call, press the **Conf** soft key.
- 2) Dial the second phone number or select a person from **Contacts**.
- 3) Press the **Conf** soft key. Repeat if needed.

Make a Call on the Speaker

Enter a number using the keypad. It will dial automatically.

Mute your Microphone

- 1) Press **Mute**  and the LED will be turned on.
- 2) To unmute, press **Mute**  again.

Activate the Do Not Disturb (DND) Mode

- 1) Press the **DND** line key and the line key will be turned on.
- 2) To turn it off, press the **DND** line key again.


Pick up a Call in the Group (Group users only)

Press the **Pick Up** line key to pick up a call to a user in the same group.


Adjust the Ringing Volume

Press **Volume**  up or down to adjust the ringing volume when the phone is not in use.

Adjust the Volume in a Call

Press **Volume**  up or down to adjust the handset, headset or speaker volume when the phone is in use.

Redial a Number


- 1) Press the **Redial** soft key.
- 2) Use the **Navigation Cluster**  to select a number.
- 3) Press the **Call** soft key.

Transfer a Call to Another Person

- 1) Press the **Transfer** soft key during a call.
- 2) Enter the phone number or select a person from **Contacts**.
 - Optional:*
 - Press the **Drop** soft key to pick up the call again.
 - Press the **Cancel** soft key to make another call transfer.
- 3) Select the **Complete** soft key.


Forward all Calls

To Turn On:



- 1) Press the **Forward** line key.
- 2) Enter a phone number.
 - Optional:*
 - Press the **Bksp** or **Cancel** soft key to clear the number in the call forward field.
 - Press the **Exit** soft key to cancel forwarding.
- 3) Press the **Save** soft key to confirm. The call forward icon  will be shown on the top.

To Turn Off:


- 1) Press the **Forward** line key again.

Note: Always press the **Phone Key**  after browsing the **Contacts**. If not, it will dial automatically when you lift the handset.

Retrieve Voicemail Messages

- 1) Press **Message** .
- 2) Enter the passcode and press the **Done** soft key.
- 3) Press the **Select** soft key or **Listen** line key.
- 4) Choose between **New**, **Old**, and **Saved** line keys.
- 5) Press the **Line key** or use the **Navigation Cluster**  to select a voicemail.
 - Optional:*
 - Press the **Call** soft key to call back.
 - Press the **More** soft key for more commands like **Delete**, **Save**, or **Copy**.
- 6) Press the **Play** soft key to listen to the voicemail.

Choose between Dual and Single Column Display on the Main Menu

- 1) Press the **Features** soft key.
- 2) Use the **Navigation Cluster**  to go to **Phone User** and press the **Select** soft key.
- 3) Press the **Select** soft key to choose **Phone Screen Settings**.
- 5) Press the **Change** soft key on **Display Mode** to switch between **Single Column** and **Dual Column**.
- 6) Press the **Save** soft key to save or press the **Cancel** soft key to cancel.

Please visit the “Unified Communication and Collaboration System” website for more information.
URL: <https://www.eduhk.hk/ocio/ucc>

Office of the Chief Information Officer

