Function	Steps	Function	Steps
To Answer a Call	• Pick up the Handset – or – Press **[SPEAKER]**	**To Transfer a Call To Another Extension**	**DO NOT PRESS HOLD** • Press **[TRANSFER]** • Enter the **"Transfer to:"** extension • Press [**TRANSFER] or Complete** immediately. You can also wait for the called party to answer and announce the call before pressing **[TRANSFER] or Complete** **Return the caller to you** • If the called party does not answer or does not want the transfer, press **[DROP]**. To return to the held call, press the call appearance key where the call is blinking.
To Make a Call Outside the Office	• Pick up the Handset – or – Press **[SPEAKER]** • Dial the access code "9" • Dial the telephone number		
To Call a Telephone Extension In the Office	• Pick up the Handset – or – Press **[SPEAKER]** • Dial the extension number		
Muting a Call	• Press **[Mute]** during a call so that the other person on call cannot hear you. • Press **[Mute]** again to unmute the call. *Note: When you mute the call, the Mute button light is on and the top line displays the Mute icon*		
To Place a Call on Hold To Return to the Caller	• Press the **[HOLD]** soft key • Press **Resume, OK** button, or **Extension** or **Line key** with the flashing indicator *Note: The line **flashing very quickly** or **without a** _ under the handset is YOUR held call. If the light(s) blink slowly or if there is a _ under the handset, it was placed on hold by someone else.*	**To Make a 3-Way Conference Call**	• Make or answer the first call • Press **[CONFERENCE]** *This will place the first call on hold automatically* • Make the second call • Press **[CONFERENCE]** again to begin the conference If the called party does not answer or does not want to join the conference, press **[DROP]**. To return to the held call, press the call appearance key where the first call is blinking. **Viewing the details for a conference:** • Press **Details** button to access the details on the participants
To Hang-up	• Press **[DROP]** • OR Press **[SPEAKER]** if the call is "handsfree' • OR Return the handset to the cradle		
DND *(Do Not Disturb)*	• Press **[DND]** to temporarily disable ringing and forward all calls directly to voicemail • Press **[DND]** again to cancel		
Redial – Last Number **Redial – Search**	• To have the phone dial the last number you dialed press **Redial** then **Call** • To scroll through a list of recently dialed numbers press **Redial**, then scroll through the redial list • Highlight your selection then press **Call**	**Transfer to Voicemail** Transfer a Caller to a Mailbox	• Press [**MESSAGE]** Envelope Button (Do not place caller on hold) • Enter the **extension number** • Press the **Select** soft key to transfer the call • To exit the Transfer Menu on Display, Press **Cancel** OR • Press Transfer then dial # plus the Mailbox number
Page (if applicable)	Press the **[Page]** key to make an Announcement through phone speakers or dial the **[Page]** access code	**Leave Message** For Internal Callers Leave a message without Ringing an Extension	• Pick up Handset • Enter # plus the **mailbox number**, (**Ex: #2221)** • At the tone, leave a message

Function	Steps	Function	Steps
 Contacts ***(Personal Speed Dial)*** **Up to 250 Entries** ***(Shared Speed Dial)*** ****Programmed by System Administrator**	**<u>To Dial from Contacts</u>** 1. Press **Contacts** key.*(Contact menu is displayed)* 2. Use the left and right arrows keys to select which type of directory entries you want displayed: **ALL** (System Directory, Personal & External) **PERSONAL** (Individual Speed Dial) **EXTERNAL** (Shared Speed Dial) 3. Use the up and down arrow keys to scroll through the list or start dialing the name to find matching entries 4. Press **Call** when your selected contact is highlighted **<u>To Add an Entry – Personal</u>** 1. Press **Contact** key. *(Contact menu is displayed)* 2. Press the **New** soft key. 3. Enter **Name** *Example: To spell the name "Don" on your Dial Pad:* *Press 3 once, for the Letter D.* *Press 6 three times, for the Letter O* *Press 6 twice, for the Letter N* 4. Enter **Number** 5. Press the **Save** soft key. (Your new Entry is now saved) The new entry will show in **ALL** or **PERSONAL** display **<u>To Delete an Entry</u>** 1. Press **Contacts** key 2. Find and highlight your entry to be deleted 2. Press the **More** soft key 3. Press the **Delete** 4. Press the **Delete** soft key again to confirm the action. Press the **Cancel** soft key to exit without making changes ***Note:** You can only delete/modify your **Personal** entries **<u>To Dial from Shared External Directory</u>** 1. Press **Directory** key (arrow right to **External** Display) 3. Use the up and down arrow keys to scroll through the list or start dialing the name to find matching entries 4. Press **Call** when your selected contact is highlighted	 **Recents**	**<u>To View the Call History</u>** 1. Press the **RECENTS** button. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. 2. Use the up and down arrow keys to select which call log records you want to view. ***(All***, ***Missed***, ***Incoming*** & ***Outgoing***) If you have any new missed call records, the **Recents** button lamp is illuminated. 3. Use the up and down arrow keys to scroll through the records. 4. Press **Details** to view additional information 5. To call external number: Lift handset, dial **9**, then press **Call**
		Change Ringer	1.Press the **Main Menu** button 2.Scroll to **Settings**, and press **Select**. 3. Scroll to **Audio**, 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 one of the following: • **Select** • **OK** 7. Scroll to the ringtone, and press **Select**. 8. **(Optional)** To play the ringtone, press **Play**. 9. Press **Save**. Press **Cancel** soft key if you wish to make no changes
		Change Background	1. Press the **Main Menu** button. 2. Scroll to **Settings**, and press **Select**. 3. Scroll to **Display**, and press **Select**. 4. Scroll to **Background**, and press **Select**. 5. Scroll down to the new image. 6. **(Optional)** To preview the image, press **Preview** and then press **Dismiss**. 7. Press one of the following: • **Select** • **OK** 8. Press one of the following: • **Save** • **OK**

General Icons:

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Bridged call; indicates you are on a bridged call.
	Call is active on a bridged line.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Call redirection
	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.

Main Menu Icons:

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 to log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	Network Information	To check phone settings or network settings.

Icons	Name	Description
	Administration	To access administration settings.
	About	To display the phone software version.

Note: The icons are similar for both the phones, except the J169 IP phone displays the icons in grayscale and J179 IP Phone in color

1. Beacon LED – Displays a red light for visual alerts such as incoming call and voicemail message
2. Phone display – Displays 2 areas. Top Bar – Communication status, time & date, and device status. Application area – Application header, application content and softkey labels
3. Line Keys – Used to select the corresponding row. Each line key has an LED that displays visual features such as, Red light-disabled features, Green light-incoming call and enabled features or Red and Green light-off hook status of the phone
4. Soft Keys – Select the corresponding label of context-specific action
5. Navigation Key – Navigate the phone screen. 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.
6. Phone Key – Displays the phone screen
7. Navigation Key – OK button to select the action assigned the first soft key
8. Main Menu – Displays a list of options: Options & Settings, network information, VPN settings, browser, log out, and about the phone
9. Contacts – Displays the entries in your contact list
10. Recents – Displays the list of calls in Call history
11. Voicemail – Used to access voicemail
12. Headset – Used if there is a headset connected to the phone
13. Speaker – Used to access speaker for handsfree capability
14. Volume – Used to adjust the volume for the ringtone when handset is in the cradle. Adjust the volume of the caller when a call is connected. The (+) plus key increased the volume, the (-) minus key decreases the volume
15. Mute Button – Used to mute and unmute the outgoing audio. This can be used with speaker or handset