Quick Reference Guide for users at NDSU
This guide is not designed to be an exhaustive user guide for the J179 phone. Rather, it is designed as an aid to help users' transition from an existing Avaya multiline phone. It is assumed that users are familiar with the multiline phone sets currently deployed at NDSU. These include Digital 9408 and 2420 phones as well as 9611 and 9650 IP phones.

The J179 IP phone uses a technology known as SIP. This technology does not necessarily offer all the features that were available on the Avaya Phones they are replacing. While most of the missing features are seldom used, the one that most users will probably notice is the Directory feature. The Directory, Next, and Call Display buttons are no longer on your phone as this feature is not supported with SIP. There is, however, a search function within the contacts menu that can be used to look up other users of SIP phones. As more and more users convert to SIP this lookup will replace the directory feature.

There are some call center functions that are different, but I won’t elaborate on those here as these functions are not widely used.
1. Message Waiting Light
2. Phone Display
3. Line Keys
4. Soft Keys
5. Navigation Cluster
6. Home Screen Button
7. Enter Button
8. Menu Button
9. Contacts Button
10. Call History
11. Voice Mail
12. Headset
13. Speaker
14. Volume
15. Mute Button
16. Handset
The home screen has been setup to look as much like the 9408 and 9611 phones as possible. Line appearances and send all calls on the left and bridged appearances or other feature buttons on the right. Pressing the down button (bottom of navigation cluster) will scroll down the screen to show the rest of the provisioned features (EC500, Call Pickup...) and any additional busy/speed dial buttons. Send All Calls is red when deactivated and green when activated.
• The contacts screen displays (in alphabetical order) any contacts that have been added to the phone. These contacts are added manually by pressing More>New and entering the information by way of the number pad, or by using the Search button to locate another user on the system. The search function will only find users of similar IP phone that utilize SIP technology. Contacts can also be added from the History Screen. A contact can be dialed by selecting it and pressing Call, or by pressing the button to its right.
The History Button displays your most recent outgoing and incoming calls. The numbers can be called by selecting and pressing the call button or pressing the button to the right of the desired entry. If the selected entry is not already set up as a contact the +Contact button will appear. Pressing this button will add the contact to your contacts list without having to enter the information with the keypad.
• You now have the ability to add your own buttons. From the Home screen navigate to an empty button position and press Custom>Add, you can then choose to add a contact from your contacts list, a feature button (feature must be put on phone by VCS, but you can place them on any available button). The More button will allow you to choose any provisioned Autodials or to cancel the operation.
• Button labels can be changed at any time. Press Menu>Settings>Phone>scroll down to Phone keys customization>Customize Key. Highlight key whose label you want to change, and press Relabel. The current name can be backspaced out and a new label entered with the keypad. Press Save. More will give you the option to cancel the operation
• Buttons can also be rearranged. Press Menu>Settings>Phone>scroll down to Phone keys customization>Customize Key. Highlight the key you would like to relocate, and press Move. Scroll around with the navigation keys to an empty button and press Select. The button will move to that position. If an already occupied button is selected, you will be given the option to Swap the buttons.
The functions available during a call will display on the soft keys once the call connects. You should be familiar with these functions as they are the same as those available on other Avaya multiline phone sets. Use the More key to display the next 3 function choices. This image shows the 6 available choices.