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AVAYA

Colby



**J179
IP Office Telephone**

Making Calls

If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press a specific appearance button in order to make a call using that button. Dial 9 first for an outside call.

Calling a Person from the Contacts List

You can use any directory contact to make a call. You can also use the directory in any function where **Dir** is displayed.

- Press the **CONTACTS** key. The directory menu is displayed.
- Use the left/right keys to select the type of directory entries you want displayed; **External, Users, Groups, Personal** (Your own personal directory contacts) or **All**.
- Use the up/down keys to scroll through the list or start dialing the name you want to find to display matching entries. If you dial a name, to return to the full list, press **Clear**.
- To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
- When the required entry is highlighted, press **Call** or press the button next to the name.

Redialing a Previous Number

- Press **Redial**. Use the up/down arrow keys to scroll through your 10 most recent outgoing calls.
- Press **Call** to call the number displayed in the call record.

Answering Calls

A slow flashing appearance button indicates an alerting call.

- To answer the call using the handset, lift the handset.
- To answer the call hands free, press the **SPEAKER** key.
- To answer the call on a headset, press the **HEADSET** key.
- Once you have answered the call, you can switch between different talk modes:
 - To switch to using the handset, simply lift the handset.
 - To switch to hands free, press the **SPEAKER** key. If you were using the handset you can now replace it.
 - To switch to headset mode, press the **HEADSET** key. If you were using the handset you can now replace it.
- Pressing the call's appearance key or any other appearance key will put the call on hold.

Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the hold button to put the first call on hold, and then the line key next the ringing line.
- Alternatively, if you are done with the current call, say goodbye and press the line key next to the ringing line.

Call Handling

Adjust the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for the device (handset, headset or speaker) you are currently using.

- With the call connected, press the **VOLUME** key.
- Use the + plus and – minus keys to adjust the volume.

Muting a Call

Muting a call stops the caller from hearing you. However you can still hear them. The mute setting remains active even if you switch between calls using hold and or appearance buttons. If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.

- To activate mute, press the **MUTE** key. The button will be lit while mute is active.
- To switch mute off, press the key again.

Ending a Call

- The **Drop** option can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

Starting a Conference (Up to 32 parties)

If you a connected call and any held calls, pressing **Conf** will start a conference with all those calls. Otherwise, to start a conference or to add another party to a conference:

- Press **Conf**. Your current call is automatically put on hold.
- Dial the party that you want to add to the conference.
- If they answer and want to join the call, press **Conf** again.
- If they do not want to join or do not answer, press **Drop** and then press the appearance key of the held call.

Dropping/Muting Parties

- While in the conference, press the **Details** key. Scroll through the list of callers in the conference and:
 - To drop a caller from the conference, highlight them and press **Drop**.
 - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
- To return to the call display, press **Back**.

Transferring Calls

Blind: The caller is placed on hold while you transfer the call to a new recipient. You do not speak to the new recipient first.

- Press the (transfer) button or the Transfer soft key during a call. The caller is placed on hold.
 - Enter the number to transfer the call to.
 - Press the (transfer) button or the Transfer soft key again to complete the transfer.
- Attended:** The caller is placed on hold while you speak to (or attempt to speak to) the new recipient. If the new recipient can accept the call, you can "Complete" the transfer it when ready. If the new recipient does not answer, or is otherwise unavailable, you can "Cancel" and return to the on-hold call in progress and/or try to reach a different recipient.
- Press the (transfer) button or the Transfer soft key during a call. The caller is placed on hold.
 - Enter the number to transfer the call to. In the next step, you will be placing a call to this recipient while the caller is still on hold.
 - Speak with the recipient, if able, then either complete the transfer or cancel it:
 - To complete the transfer: Press the (transfer) button or the Transfer soft key.
 - To cancel the transfer: Press the Cancel soft key.
 - You will be taken to a screen showing that the inbound call is still on hold. At this point, you can either press the Transfer soft key to keep the caller on hold and dial a new recipient, or press the Resume key to speak to the caller.

Transfer a Caller to Voicemail

You can transfer a call to another user or group's voicemail mailbox.

- While on an active call press transfer # key + the mailbox/extension number
- Press Complete immediately.

Quiet a Ringing Call

You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.

- If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
- Press **Ignore**.