Physical layout of Avaya SIP phone J179

① Phone Display
② Line Keys
③ Soft Keys
④ Navigation Cluster and OK
⑤ Contacts
⑥ Recents

Dial Pad Key	Characters
1	1.,@-_ … etc
2	ABC
3	DEF
4	GHI
5	JKL
6	MNO
7	PQRS
8	TUV
9	WXYZ
0	+ SPACE

Make a Call from Contacts

1) Press **Contacts** 👤 .
2) Use the **Navigation Cluster** ◎ to select a contact.
3) Press the **Call** soft key or line key to call.

View Details of a Contact

1) Press **Contacts** 👤 .
2) Use the **Navigation Cluster** ◎ to select a contact.
3) Press the **Details** soft key.
4) Press the **List** soft key to go back.

Use the Dial Pad for Text Input

- Press the number key corresponding to the letter, number or symbol that you want to enter.
- To switch between characters, press the same number key repeatedly.
- To change letter case or to number, press the **Abc** soft key as below:
  Abc – Sentence case
  ABC – UPPER CASE ONLY
  abc – lower case only
  123 – Number
- To delete the last character, press the **Backspace** soft key.

Quick Search for a Contact

1) Press **Contacts** 👤 .
2) Press the number key corresponding to the first letter of the first name or last name of the contact.
   Optional:
   - Continue to press the corresponding number key for the rest of the letter until you see the contact.

Examples:
Case 1 - "Peter"
1) In **Contacts**, press 73837.
2) Contact(s) containing "Peter" will be listed.

Case 2 - "Cheung"
1) In **Contacts**, press 243864.
2) Contact(s) containing "Cheung" will be listed.

Case 3 - "Man"
1) In **Contacts**, press 626.
2) Contact(s) containing "Man" will be listed.

Add a Personal Contact

1) Press **Contacts** 👤 .
2) Use the **Navigation Cluster** ◎ to go to the Personal Contacts page.
3) Press the **New** soft key.
4) Enter the contact name. (You may refer to **Use the Dial Pad for Text Input**).
5) Use the **Navigation Cluster** ◎ to scroll down and input the number.
6) Press the **Save** soft key.

Edit a Personal Contact

1) Press **Contacts** 👤 .
2) Use the **Navigation Cluster** ◎ to go to the Personal Contacts page.
3) Use the **Navigation Cluster** ◎ to select a contact.
   Optional:
   • Press the **Details** soft key for the contact details.
   • Press the **List** soft key to go back.
4) Press the **More** soft key.
5) Press the **Edit** soft key to modify the contact name or number. Press the **Save** soft key to save or the **Cancel** soft key to discard changes.

Delete a Personal Contact

1) Press **Contacts** 👤 .
2) Use the **Navigation Cluster** ◎ to go to the Personal Contacts page.
3) Use the **Navigation Cluster** ◎ to select a contact.
   Optional:
   • Press the **Details** soft key for the contact details.
   • Press the **List** soft key to go back.
4) Press the **More** soft key.
5) Press the **Delete** soft key.
6) Press the **Delete** soft key again to confirm delete or the **Cancel** soft key to discard changes.

Add a Personal Contact from Recents

1) Press **Recents** 🕘 .
2) Use the **Navigation Cluster** ◎ to switch to **All**, **Missed**, **Incoming** or **Outgoing**.
3) Use the **Navigation Cluster** ◎ to select a call record.
4) Press the **More** soft key.
5) Press the **+Contact** soft key.
6) Edit the name and number of the contact as needed.
7) Press the **Save** soft key to save or the **Cancel** soft key to discard changes.

View a Call Record from Recents (Call history)

1) Press **Recents** 🕘 .
2) Use the **Navigation Cluster** ◎ to switch to **All**, **Missed**, **Incoming** or **Outgoing**.
3) Use the **Navigation Cluster** ◎ to select a call record.
4) Press the **Details** soft key.
   Optional:
   • Press the **Call** soft key or **Line Key** to call.
   • Press the **List** soft key to go back.

Delete a Call Record from Recents

1) Press **Recents** 🕘 .
2) Use the **Navigation Cluster** ◎ to switch to **All**, **Missed**, **Incoming** or **Outgoing**.
3) Use the **Navigation Cluster** ◎ to select a call record.
4) Press the **Delete** soft key.

Delete all Call Records from Recents

1) Press **Recents** 🕘 .
2) Use the **Navigation Cluster** ◎ to switch to **All**, **Missed**, **Incoming** or **Outgoing**.
3) Press the **More** soft key.
4) Press the **Del All** soft key.

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