

RHEC IP Office J179 Quick Reference Guide



1. **LED** – Displays a flashing red light to indicate a voice mail or incoming call
2. **Phone Display** – Displays information such as time, softkey labels and menu items. If there is a scroll bar or a line indicator at the right of the phone display, use the up and down arrow keys to scroll up and down
3. **Line Keys** - The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the phone is off-hook, both the red and the green LED glow
4. **Softkeys** – Displays screen-specific commands
5. **Navigation Arrows** – Navigates between various menu options
6. **Phone** – Displays the phone screen
7. **OK** – Selects the function assigned to the left softkey
8. **Main Menu** – Displays the menu options and other phone settings – press the down navigation arrow to scroll through various options
9. **Contacts** - Displays All extensions on system – can navigate to the right for Personal Contacts
10. **Call Log** – Displays All calls (Incoming, Outgoing, Missed) – navigate to the right for lists of outgoing only calls, incoming only calls and missed calls
11. **Voice Mail** – Displays Visual Voice for listening to messages, sending messages, recording a greeting, and changing the passcode
12. **Headset** – accessing headset mode
13. **Speaker** – Activates and deactivates the speakerphone
14. **Volume** – Increases or decreases the volume of the handset, or speaker when you are on a call. Adjusts the ringer volume when you are not on a call
15. **Mute** – Mutes and unmutes the microphone

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Answering Calls

- To quiet the ringing, press the **Ignore** soft key. The call will continue alerting visually and can be answered or ignored.
- To redirect the call to voicemail, press the **To VM** soft key
- To answer the call using the handset, lift the handset
- To answer the call in handsfree mode, press the **SPEAKER** key or press **OK**

Answering Another Call

- If you are already on a call, answering a new call will automatically put the existing call on hold, unless you first press **Drop**
- Press **Ignore** or **To VM** to quiet ringing or send call to voicemail

Calling a Person from the Contacts List

- Press the **CONTACTS** key – **button to the bottom left of the navigation wheel**. The directory menu is displayed
- Use the **<left** and **right>** arrow keys to select which type of directory entries you want displayed.
 - **ALL** – all directory entries
 - **External** – entries stored by the telephony system for all users to use
 - **Groups** – names and numbers of hunt groups on system
 - **Users** – names and numbers of other users on the telephone system
 - **Personal** – your own personal directory entries
- Use the **Up** and **Down** arrow keys to scroll through the list or start dialing the name you want to find.
- Press **Call** when the required entry is highlighted

Calling a Person from the Call Log

- To access call log, press **the button to the left of the dial pad – has the counterclockwise arrow on it**
- The display will change to show your call log records. Use **Left** and **Right** arrows to select which call log records you are viewing. The options are **All, Missed, Incoming** and **Outgoing**
- Press **CALL** to call the number displayed in the call record

Redialing a Previous Number

- Press **Redial** from the soft key menu
- Use the **Up** and **Down** arrow keys to scroll through the 10 most recent outgoing calls
- Press **Call** to call the number displayed in the call record.

Adjust the Call Volume

- Toggle the volume control key below dial pad to adjust volume for which every device you are currently using (handset, headset or speaker)

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Ending Calls

- The **Drop** option can be used to end the current call
- If the call is connected on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.

Transferring Calls

- While connected to a call, press **Transfer**. The current call is automatically put on hold.
- Dial the number for the transfer.
- To complete the transfer, press **Complete** or hang up the phone handset. You can do this while the call is still ringing. This is called a **Blind Transfer**.
- You have the option to wait for the party to answer in order to announce the call before transferring. Once announced, press Complete or hang up.

Transferring Call to Voicemail

- While connected to a call, press **Transfer**.
- Dial # and the extension number for the transfer.
- Press **Complete**.

Conferencing

- If you have more than one held call, or one held call and a connected call, pressing the **Conf** soft key will start a conference between you and those calls.
- Make a call to the first party or answer a call
- Press the **Conf** soft key. The current call is automatically put on hold.
- Dial the party 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 your call, press **Drop** and then press the appearance key of the held call
- The first three inside parties on the conference call have access to **Details** from the soft feature keys. Details allow the user to view parties on the call, mute, drop or add a caller to the conference.

Dropping/Muting Conference Parties

- You can drop parties from your conference including yourself. You can also mute other parties
- While connected to a conference call, press the **Details** key to display the conference details menu
- You can perform the following actions:
 - Scroll through the list of conference parties using arrow keys
 - To drop a party, highlight the party and press **Drop**
 - To mute a party, highlight the party and press **Mute**. Press **Mute** to unmute them
 - To return to the call display, press the **Back** key

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Twin: Activates a simultaneous ring to another number such as a cell phone. *(This feature may not be active on all phones – see system administrator)*

- Press **Twin** button to configure or activate feature.
- Press **Edit** and enter 9 and the cell number, then press **Select**.
- Press **On** to activate Twin feature. Press **Save**. (Green indicator light is lit).
- Press **Twin** to deactivate. (Green indicator light is off.)
- To change Twin destination, press **Twin** button. Arrow down to highlight **Destination**, Press **Edit** and enter new number. Press **Save**

To Program a One-Touch Key of an Extension

- Press the **Program** key located on the third screen.
- Press the **down arrow** pad until you get to a blank key.
- Press **Replace**.
- Press the **↓ down arrow** pad until **User BLF** is highlighted.
- Enter the **extension number**.
- Press **Save**.

To Program a One-Touch Key of an Outside Telephone Number

- Press the **Program** key located on the third screen.
- Press the **↓ down arrow** pad until you get to a blank key.
- Press **Replace**.
- Press the **↓ down arrow** pad until **Abbreviated Dial** is highlighted.
- Enter **9** and the **telephone number**.
- Press **Save**
- Press **More**.
- Press **Label**.
- Spell the name of the number by using the dial pad, and Press **Save**.

To Change the Phone Background, Screen Saver, on J179

- Press the **HOME** button – **button to the top left of the navigation wheel**.
- Select **SETTINGS**.
- Select **DISPLAY**.
- Select **BACKGROUND or SCREEN SAVER, ETC. (Only Screen Saver on J139)**
- Scroll through options and press **Select** for the image you want.

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Logging in to your Voice Mailbox From Your Telephone for the *First Time*:

- Press SPK or lift the handset and dial **6099**
- Dial your mailbox number and press **#**.
- The system will ask for you to enter the password. The default password is 134679 #.
- Password Requirements:
 - At least 6 numbers in length
 - Cannot be sequential numbers (i.e. 123456)
 - Cannot be the same as your extension
 - Cannot be all the same number (i.e. 111111)
- Follow instructions to press **1** to record your name, speak your name, and press **1** again.
- Press **3** to Administer your personal Greeting. Follow the prompts.
- Press **1** for All Calls - Activate Greeting 1.
- Press **1** to Record your Personal Greeting for ALL Calls and continue following the prompts.

Accessing Visual Voice:

- Press the **envelope** button to the left of the navigation control panel.
- Enter your 6-digit passcode. (if required)
- This will take you to visual voicemail and the phone display will offer a selection to listen to your messages, record a message to a co-worker, record your greeting, and change your passcode.

Checking Messages:

- Press the **envelope** button.
- Use the Navigation control panel until **“Listen”** is highlighted.
- The numbers shown next to **Listen** indicate the number of new, old and saved messages.
- Press **Select**
- Use the **Up** and **Down** arrow keys to scroll through messages
- Use the soft keys to control playback actions for the current message.

To Leave a Message for a Co-Worker:

- Press the **envelope** button.
- Press the down arrow from the navigation control panel until **“Message”** is highlighted.
- Press the **“Select”** gray soft key.
- Press the **“Record”** gray soft key.
- Immediately begin speaking – there will not be a tone.
- Press **“Stop”** to end recording.
- Press **“Send To”**.
- Enter the extension number or press **“DIR”** from the gray soft keys to find the extension.
- Select **“Add”** and then select **“Send”**.

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To Record a Personal Greeting for Your Mailbox:

- Press the **envelope** button to access voicemail.
- Press the down arrow from the navigation control panel until “Greeting” is highlighted.
- Press the “Select” gray soft key.
- Press the “Record” gray soft key.
- Immediately begin speaking – there will not be a tone.
- Press “Stop” to end recording.

To Changes Your Passcode:

- Press the **envelope** button to access voicemail.
- Enter your passcode.
- Press the down arrow from the navigation control panel until “Passcode” is highlighted.
- Press the “Select” gray soft key.
- Enter the old passcode.
- Enter the new passcode.
- Press the “Done” gray soft key.
- Re-enter the passcode.
- Press the “Save” gray soft key.
- Press “Done”.

To Check Voicemail Remotely:

- Call the backdoor number 540-767-6099.
- Enter your mailbox number, followed by #.
- Enter your password and #.
- Dial 2 to get messages.
- Dial 0 to listen.
- Follow prompts.

Helpful Hint: To bypass someone’s personal greeting, press 1.

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Voicemail Commands When Accessing Voice Mail from the Outside

After Login

- 1 Record
- 2 Get Messages
- 3 Greetings
- 5 Personal
- 7 Quick Scan

Get Messages

- 0 Skip Header
- 1 Reply
- 2 Restart
- 3 Pause on/off
- 5 Rewind
- 6 Advance
- # Save & Skip
- * 3 Delete
- * * 8 Undelete
- * * 4 Skip

Quick Scan

- 1 All
- 2 Headers only
- 3 Messages only

General

- * 4 Help
- * 7 Return
- * 8 Transfer
- * 0 Operator
- * * 6 Name/Number Directory
- * * 7 Relogin
- * * 9 Exit

Record Messages

- 1 Record
 - ↳ 1 Start/Stop
 - 2 Rewind
 - # Approve
 - ↳ # Enter Address
 - * 2 Name/Number Switch
 - * 3 Delete Address
 - # # Finish Addressing
 - ↳ # Send
- 2 3 Playback
- * 3 Delete

Greetings

- 0 Listen to..
- 1 Create, change
- 2 Scan all
- 3 Activate

Personal

- 4 Password
- 5 Record Name
- 6 Address after/before record
- 7 1 Call Answer