AVAYA

Avaya J129 IP Phone SIP Quick Reference

Navigation

Main Menu

The following table describes each of the Main menu options.

Name	Description
Recents	To view the call history.
Contacts	To add, edit, or delete a contact.
Voice Mail	To check your voice messages.
Features	To access administrator activated features
Settings	To change your phone settings, audio settings, display settings, and more.
Network Information	To check network settings.
Lock	To lock your phone.
Log Out	To sign off the phone, to protect your settings, or to let another user to log in.
Administration	To access administration settings.
About IP Deskphone	To display the phone software version.

Icons on the phone

The following table lists the icons used in the Avaya J129 IP Phone:

Icon	Description
▪	Line indicator; first call appearance
▪	Line indicator; second call appearance
↺	More than 10 recent missed calls
↑	Recents- Outgoing call
✕	Recents- Missed call
↓	Recents- Incoming call
↑	Outgoing recents MDA
↺	Missed call
✓	Check
☎	MDA active
☎+	New call setup
☎	Voicemail
☐	Checkbox off
☑	Checkbox on
☎	Active conference
☷	Conference on hold
◑	Contrast
⎙	EC500
⚠	Failover
○	Radio button off
◉	Radio button on
∅	Feature unavailable
⇄	Call forward
☎	Handset
❚❚	Hold
🔒	Phone lock
🔔	Ringer on

Table continues…

Icon	Description
🔕	Ringer off
🔊	Speaker
⦸	Do not disturb

Operations

Entering the file server address

Use this procedure to enter the file server address if the phone prompts. For example, when you connect the phone to the network for the first time.

Get the file server address from the system administrator.

1. To open the Auto Provisioning screen, press one of the following:
   - **Yes**: Connects to the DES server.
   - **No**: Connects to the DHCP server.
   In case of a time out, the phone selects **Yes**.
2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for the file server address.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays Enter the file server address screen.
4. Press one of the following:
   - **Config**: To enter the file server address.
   - **Never**: To never prompt for the file server address.
   - **Cancel**: To cancel the prompt and display the Log Out screen.
5. In the **Address** field, enter the file server address.
   The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

   ➕ **Tip:**
   To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.
6. Press **Save**.
   The phone restarts.

Making a call by using the dial mode

Use this procedure to make a call without lifting the handset or pressing **Speaker**.

Set the dialing mode on the phone to **Auto** or **Manual**.

- If the dial mode is set to **Auto**, dial the required number of digits.

  The phone initiates the call when the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number and press the **Call** softkey.

Setting the dialing mode

Use this procedure to set the dialing method used to initiate dialing.

1. Press **Main Menu** > **Settings** > **Phone Settings**.
2. Use the **Down Arrow** key to go to the Dial mode screen.
3. Press **Change** to select one of the following options:
   - **Manual**: Press the **Call** softkey to start a call.

     ⭐ **Note:**

     In the IP Office environment, use the **Manual** mode.
   - **Auto**: The dialed digits must match the dialplan to start a call.
4. Press **Save**.

Making a call without using the dial mode

1. Do one of the following:
   - Lift the handset
   - **Speaker**
2. Dial the number.

   The phone starts a call when the inter digit timer times out.

Making a call from the local Contacts list

1. Press **Main Menu** > **Contacts**.

   The phone displays the message Use dialpad to search.
2. Scroll to the contact you want to call.
3. **(Optional)** Press **Search**, and press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

   For example, press 76484 to search for someone whose name is Smith.
4. Press one of the following:
   - **Call**
   - **OK**

Making a call from the corporate database Contacts list

Use this procedure to make a call from the corporate database Contacts list. This feature is only available in the Avaya Aura® environment.

1. On the Phone screen, press one of the following:
   - **Main Menu** > **Contacts** > **Search**.
   - **Contacts** > **Search**.
2. Press **Search**.
3. Enter the digits on the dial pad that correspond to the name of the person you want to call.
4. Press **Search** again.

   The phone displays the contact saved in the corporate database.
5. Press one of the following:
   - **Call**
   - **OK**

Making a call from call history

Use this procedure to make a call from call history. If the system administrator configures emergency calling for your phone, then **Emerg** softkey replaces the **Recents** softkey.

1. On the Phone screen, press one of the following:
   - **Main Menu** > **Recents**
   - **Recents**
2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
3. Press one of the following:
   - **Call**
   - **OK**

Making an emergency call

Ensure that the **Emerg** softkey is assigned by your administrator.

   Do one of the following:
   - On the Phone screen, press the **Emerg** softkey, and again press **Emerg** when the phone prompts you for confirmation.
   - Dial the emergency number by using the dial pad.

Making an attended transfer

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

1. While on the first call, press the **Transfer** softkey.

2. Do one of the following:
   - Use the keypad to dial the number to which you want to transfer the call .
   - Call the person from the Contacts list or the Recents list.

   The first call is put on hold, and the recipient's phone starts ringing.
3. Press the **Complete** softkey after the recipient answers the call.

   The phone transfers the call to the selected number.

Making an unattended transfer

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

1. While on the first call, press the **Transfer** softkey.
2. Do one of the following:
   - Use the keypad to dial the number to which you want to transfer the call.
   - Call the person from the Contacts list or the Recents list.

   The first call is put on hold, and the recipient's phone starts ringing.
3. To complete the transfer, press the **Complete** softkey.

   The phone transfers the call to the selected number.

   If the called party does not answer the call, then the unanswered call returns to your phone as a recalled transfer call.

Making an international call

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

Forwarding a call to another extension

Use this procedure to forward incoming calls to a specified number.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Ensure that the feature is activated by your administrator.

1. Press **Main Menu**.
2. Scroll to **Features**, and press **Select**.
3. To enable Call Forward feature, scroll to one of the following options:
   - **Call Fwd**
   - **Call Forward-Busy**
   - **Call Forward-No Answer**

4. Press one of the following:
   - **Select**
   - **OK**
5. In the **Destination** field, enter the number where you want to forward the incoming calls.
6. Press one of the following:
   - **Save**
   - **OK**

   The phone generates a confirmation tone and returns to the Features menu.
7. To disable any of the Call Forward feature, go to the respective screen and press one of the following:
   - **Select**
   - **OK**

Managing conference calls

Adding a person to an active call

Use this procedure to add participants to an active call to set up a conference call.

Start a call.

1. During a call, on the Phone screen, press **Conf**.

   The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
   - Dial the phone number by using the dial pad.
   - Call the person from the Contacts list or the Recents list.
   - Redial the last dialed number by using the **Redial** softkey.
3. When the third participant answers the call, press the **Join** softkey.
4. To add another person, press **Add** and repeat Step 2 and 3.

Managing contacts

Adding a new contact

Use this procedure to add a contact to the phone. You can save up to 250 contacts.

1. To open Contacts list, do one of the following:
   - Press **Contacts**.
   - Press **Main menu**, and select **Contacts**.
2. Do one of the following:
   - If your Contacts list is empty, press **New**.
   - If your Contacts list is not empty, press **More** > **New**.

3. Use the dial pad to enter the contact's first and last name in the corresponding fields.
   - Press the number key that corresponds to the letter or number that you want to enter.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press 0.
   - Enter the remaining letters or numbers.
   - To enter a symbol, press **More** > **Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
   - To delete the last character, press the **Bksp** softkey.
4. Enter the extension.

   The contact extension can include uppercase and lowercase letters, numbers 0-9, and special symbols, such as comma (,), plus (+), and dot (.).
5. Press **Save**.

Searching for a contact

Use this procedure to search contacts from the local contacts list or enterprise directory. However, in IP Office environment, you can search for a contact only from the local contacts list.

1. To search for a contact from the local contacts, do the following:
   a. Press **Main Menu** > **Contacts**.

      The phone displays the message `Use dialpad to search`.
   b. Press the digits on the dial pad that correspond to the letters of the name of the person you want to call. For example, press `764` to search for someone whose name is Smith.
2. To search for a contact from the enterprise directory, do the following:
   a. On the Phone screen, press **Contacts** > **Search** or press **Main Menu** > **Contacts** > **Search**.
   b. Use the dialpad to enter the name.
   c. Press **Search**.

      To add the contact to the local contacts, press **+Contact**.

Managing call history

Managing a call record in the Recents list

1. On the Phone screen, press one of the following:
   - **Main Menu** > **Recents**
   - **Recents**

2. Select the number that you want to add or delete.
3. Select **Details**.
4. Select one of the following:
   - **+Contact**: To add a call record from the call history menu to the contacts list.
   - **Delete**: To delete a call record from the call history.

Using call related features

Parking and unparking a call

Use this procedure to park the active call and answer the call from another extension.

This feature is only available in the Avaya Aura® environment.

Your system administrator must activate the feature for your extension.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

1. While on an active call, press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go to the Call Park screen.
3. Press **Select** or **OK**.

   The phone parks the call.
4. To answer a parked call, press **Main Menu** > **Features**.
5. Use the **Down Arrow** key to go to the Call Unpark screen.
6. Press **Select** or **OK**.
7. Enter the extension from which the call was parked.
8. Press **OK**.

   The phone unparks the call.

Toggling between calls

Use this procedure to toggle between active call appearances.

Ensure that you have more than one active call appearances.

1. Press **Swap**.

   The current call goes on hold and the other resumes.
2. Press **Swap** again to go back to the first call.

Setting up automatic call back

When an extension is busy, use this procedure to receive a call back automatically after the extension is free.

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In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Your system administrator must activate the feature for your extension.

1. During an active call, press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go to the Auto Callback screen.
3. Press **Select** or **OK** to activate **Auto Callback**.

   When you end the callback call, the system deactivates the feature automatically.

Activating EC500

Use this procedure to answer calls on your cell phone.

This feature is only available in the Avaya Aura® environment.

The system administrator must program the phone so that you can receive incoming calls on your cell phone.

1. Press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go the EC500 screen.
3. Press **OK**.

Assigning Speed Dial entries

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

This feature is only available in the Avaya Aura® environment.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Select **Speed Dial**.
5. Use the **Up** and **Down Arrow** keys to select a Speed Dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected Speed Dial number.

   You can assign only one contact.

Setting the display language

1. Press **Main Menu** > **Settings** > **Display Settings**.
2. **Language**.
3. Scroll to the language , and press one of the following:
   • **Select**
   • **OK**

   The phone prompts for the confirmation.

4. Press one of the following:
   • **Yes**
   • **OK**

   The phone returns to the Display Settings screen and the language changes to the selected language.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.