



# Using Avaya J129 IP Phone SIP

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#### Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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### Australia Statements

### Handset Magnets Statement:

#### Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

### Industry Canada (IC) Statements

#### RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### *Radio Transmitter Statement*

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### *Radiation Exposure Statement*

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISÉ établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### **Japan Statements**

##### *Class B Statement*

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

#### *Denan Power Cord Statement*



#### **Danger:**

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by

Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.

- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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#### **México Statement**

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

#### **Power over Ethernet (PoE) Statement**

This equipment must be connected to PoE networks without routing to the outside plant.

#### **U.S. Federal Communications Commission (FCC) Statements**

##### *Compliance Statement*

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### *Radiation Exposure Statement*

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### **ENERGY STAR® compliance statement**



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#### WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

#### **General Safety Warning**

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.

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# Chapter 1: Introduction

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## Purpose

This document is intended for end users and describes how to use the features available on Avaya J129 IP Phone. This document also describes the end user procedures to set up various functionalities.



# Chapter 2: Avaya J129 IP Phone overview

The Avaya J129 IP Phone is a SIP-based phone intended to be used for basic business communications. The phone supports two-call appearances with a single-line call display.

## Physical specifications

- Single call appearance
- A 128 x 32 pixels graphical LCD
- Three softkeys
- Dual 10/100 network ports
- Power over Ethernet class one device
- Magnetic Hook Switch

## Physical layout



Callout number	Name	Description
1	Beacon LED	Displays a flashing red light to indicate a voice mail or incoming call. The Beacon LED also flashes when you are on a call using the hands free speaker capability.
2	Phone display	Displays information such as time, softkey labels, and menu items.

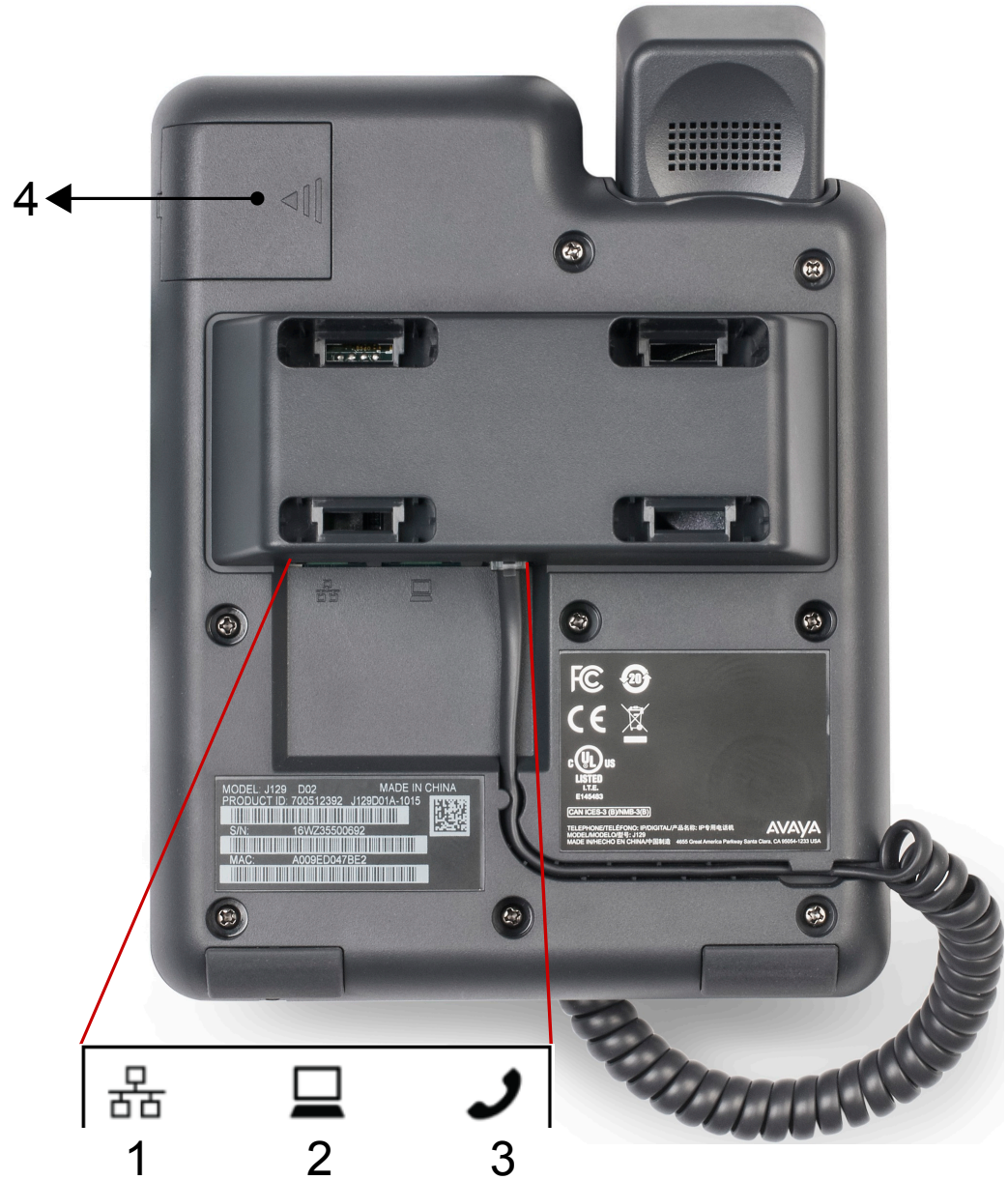
*Table continues...*

Callout number	Name	Description
		<p>If a text is wider than the display area, then the text is followed by three dots. Use the Right and Left Arrow keys to scroll through the text.</p> <p>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.</p>
3	Softkeys	Displays screen-specific commands.
4	OK	Selects the function assigned to the left softkey.
5	Navigation arrows	<p>Navigates between various menu options.</p> <ul style="list-style-type: none"> <li>• <b>Up</b> and <b>Down</b> arrow keys: To scroll up and down.</li> <li>• <b>Right</b> and <b>Left</b> arrow keys: To move cursor in the text input field, and to toggle values in the selection fields.</li> </ul>
6	Phone	Displays the Phone screen.
7	Back	Cancels the current action and returns to the previous menu.
8	Speaker	Activates and deactivates the speakerphone. You can also lift the handset to deactivate the speakerphone.
9	Main Menu	Displays the menu options and other phone settings.
10	Hold	Puts the call on hold.
11	Volume	<p>Increases or decreases the volume of the handset, or speaker when you are on a call.</p> <p>Adjusts the ringer volume when you are not on a call.</p>
12	Mute	Mutes and unmutes the microphone.

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## Connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya J129 IP Phone models. The image schematically describes which device to connect in which jack.



No.	Name	Description
1	Network port	To connect the Ethernet cable.
2	PC port	To connect the computer.

Table continues...

No.	Name	Description
3	Handset Jack	To connect the handset.
4	WLAN Module Panel	To integrate the Wi-Fi module.

## Supported features

Features	Avaya Aura®	IP Office
End to end security indicator	Yes	No
Private call	Yes	No
Automatic call back	Yes	No
Call forward	Yes	Yes. It is supported using short codes.
Emergency dialing when user not logged in	Yes	No
Conference calls	Yes	Yes. Conference call supports three participants and the call is hosted on the phone.
Attended transfer	Yes	Yes
Unattended transfer	Yes	Yes
Transferring a call by selecting a contact or Recents	Yes	Yes
Contacts	Yes	Yes
Presence	Yes	No
Quick log in	Yes	No
Multiple Device Access (MDA)	Yes	No
Voice mail	Yes	Yes
Call Park/Unpark	Yes	Yes. It is supported using short codes.
Block Calling party info	Yes	No
EC500	Yes	No
Malicious Call Trace (MCT)	Yes	No
Do No Disturb	Yes	Yes. It is supported using short codes.
Automatic call back	Yes	Yes. It is supported using short codes.

*Table continues...*

## Avaya J129 IP Phone overview

Dial mode	Yes	Yes. It supports only manual mode.
Speed dial	Yes	No



# Chapter 3: Getting started

---

## Entering the file server address

### About this task

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.

### Before you begin

Get the file server address from the system administrator.

### Procedure

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.

---

## Logging in to your phone

### About this task

Perform this task to log in to your phone.

### Before you begin

Get the log in password from the system administrator.

### Procedure

1. Press **Log In**.
2. Enter your extension.
3. Press **Enter** or **OK** or **#**.
4. Enter the password that your administrator assigned to you.
5. Press **Enter** or **OK** or **#**.

---

## Logging out of your phone

### About this task

If the administrator enables the offline call-log feature, missed calls are added to the call history. The offline call-log feature is only available in an Avaya Aura<sup>®</sup> environment.

### Procedure

1. Press **Main Menu > Log Out**.

 **Note:**

In IP Office, press **Main Menu > Admin > Log Out**.

2. Press **Log Out** when the phone prompts for confirmation.

---

## Locking and unlocking the phone

### About this task

Use this procedure to lock your phone to prevent the use of the phone when you are away. Locking your phone does not log you out, so you can make emergency calls and receive calls.

### Procedure

- To lock the phone, press **Main Menu**, and select **Lock**.
- To unlock the phone, press **Unlock** and enter the login password.

# Chapter 4: 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

*Table continues...*

Icon	Description
	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
	Ringer off
	Speaker
	Do not disturb

# Chapter 5: Call operations

---

## Handling outgoing calls

---

### Making a call by using the dial mode

#### About this task

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

#### Before you begin

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

#### Procedure

- 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.

#### Related links

[Setting the dialing mode](#) on page 39

---

### Making a call without using the dial mode

#### Procedure

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

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

## Redialing a number

### About this task

Use this procedure to redial a number. If you delete the outgoing call log, the last dialed number is deleted.

### Procedure

On the Phone screen, press one of the following:

- **Redial**
- If **Redial** softkey is the first softkey, press **OK**.

---

## Making a call using speed dial

### Before you begin

Assign speed dial numbers to your contacts.

### Procedure

Press and hold the dial pad key assigned to the number you want to call.

### Related links

[Assigning Speed Dial entries](#) on page 39

---

## Toggling between calls

### About this task

Use this procedure to toggle between active call appearances.

### Before you begin

Ensure that you have more than one active call appearances.

### Procedure

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

---

## Making a call from the local Contacts list

### Procedure

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**

#### Related links

[Adding a new contact](#) on page 28

---

## Making a call from the corporate database Contacts list

### About this task

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

### Procedure

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

### About this task

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.

## Procedure

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**

## Related links

[Managing a call record in the Recents list](#) on page 31

---

## Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Home screen
- Lock screen

In IP Office environment, you can make an emergency call only when you are logged in to your phone.

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** softkey.

Otherwise, the **Recents** softkey replaces the **Emerg** softkey.

Using the **Emerg** softkey, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** softkey is unavailable.
- The **Emerg** softkey is available. You want to call an emergency number that is not the highest priority number set by the system administrator.

In an IP Office environment, the **Emerg** softkey is not available. You must dial the emergency number by using the dial pad.

## Making an emergency call

### Before you begin

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

## Procedure

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 international call

### Procedure

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

---

## Handling incoming calls

---

### Answering a call

#### About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio visual alerts.
- Displays the caller's name or number.

#### Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK**.
- Press the **Answer** softkey.

---

### Answering a call when on another call

#### Procedure

Press one of the following:

- The **Answer** softkey

- **OK**

The phone puts the first call on hold and moves to the second call.

---

## Ignoring a call

### About this task

Use this procedure to ignore an incoming call alert. If you ignore a call while you are on a call, you can use the **Up** and **Down Arrow** keys to select the call and then answer the call.

### Procedure

On the Incoming phone screen, press one of the following:

- The **Ignore** softkey
- **Back**

The phone turns off the audio alert and returns to the previous screen.

---

## Handling a call by using MDA

### About this task

The phone supports Multiple Device Access (MDA) in which you can register up to 10 SIP devices with your extension. If you register to multiple devices with the same extension, you can switch between devices during an active call. The configuration is done on Avaya Aura<sup>®</sup> Session Manager.

This feature is only available in an Avaya Aura<sup>®</sup> environment.

### Before you begin

Ensure that the system administrator activates the option for your extension.

### Procedure

1. Answer or initiate a call from the first phone.
2. Press **Bridge** on the first phone to switch to the second phone.

The bridged call appears on the second MDA phone. However, limited service icon might appear briefly if your MDA phone joining the call has a different signalling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signalling mode address family.

---

## Making an attended transfer

### About this task

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.

### Procedure

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

### About this task

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

### Procedure

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.

---

## Transferring a call on hold

### About this task

Use this procedure to transfer a call on hold to an outgoing or an incoming call.

## Before you begin

Press **Hold** to put an ongoing call on hold.

### Procedure

1. Press one of the following softkeys:
  - **New Call**: To make a new call.
  - **Answer**: To answer a call
2. When the called party answers the call or you answer the call, press the **Transfer** softkey.
3. Press the **Transfer** softkey again when the phone prompts for confirmation.

---

## Call related features

---

### Muting and unmuting a call

#### Procedure

1. To mute an active call, press **Mute**.  
The **Mute** button is illuminated.
2. To unmute the call, press **Mute** again.

---

### Placing a call on hold and resuming the call

#### Procedure

1. To put an active call on hold, press **Hold**.
2. To resume the call, press one of the following:
  - **Resume**
  - **OK**

---

## Managing conference calls

### Adding a person to an active call

#### About this task

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



## Before you begin

Start a call.

### Procedure

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.

## Adding a person on hold to a conference call

### About this task

Use this task to add a person that you have put on hold to a conference call.

### Procedure

1. During an active call, press **Hold**.
2. Do one of the following:
  - To make a new call, press **New Call** and dial the extension of the second person.
  - To answer an incoming call, press **Answer**.
  - To toggle between the calls, press **Swap**.
3. When the second person answers the call, press the **Conf** softkey  
The person on hold adds to the conference call.

## Putting a conference call on hold and resuming a call

### About this task

Use this procedure to put a conference participant on hold, while the others continue in the conference call.

### Procedure

1. Press **Hold** during a conference call.
2. Do one of the following:
  - Press **Resume**.
  - Press **OK**.
  - Select the call appearance to resume the conference call.

## Managing contacts

### Adding a new contact

#### About this task

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

#### Procedure

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**.

### Editing a contact

#### About this task

Use this procedure to edit a contact in the contacts list. In IP Office environment, during failover, the **Edit** softkey is not available.

#### Before you begin

Ensure that the Contacts list contains at least one contact.

## Procedure

1. Do one of the following:
  - Press **Contacts**.
  - Press **Main Menu > Contacts**.
2. Select the contact that you want to edit.
3. Press **More**.
4. Press **Details > Edit**.
5. Choose the field that you want to edit.
6. Use the dial pad and softkeys to change the contact information.
7. Press **Save**.

## Viewing the contact details

### About this task

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

### Before you begin

You must have at least one contact in the Contacts list.

## Procedure

1. Do one of the following:
  - Press **Contacts**.
  - Press **Main Menu > Contacts**.
2. Select the contact that you want to view.
3. Press **More**.
4. Press **Details**.
  - To call a contact, press **Call**.
  - To edit a contact, press **Edit**.
  - To delete a contact, press **Delete**.
  - To view more options, press **More**.

## Searching for a contact

### About this task

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.

## Procedure

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**.

## Deleting a contact

### Before you begin

Ensure that there is at least one contact in the Contacts list.

### Procedure

1. Do one of the following:
  - Press **Contacts**.
  - Press **Main Menu > Contacts**.
2. Select the contact you want to delete.
3. Press **More > Details > Delete**.
4. Press one of the following:
  - **Delete**: To delete the contact.
  - **Cancel**: To cancel the action.

---

## Managing call history

### Turning call history on and off

#### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the **Log recent calls** screen.

3. To toggle the call history feature on or off, do one of the following:
  - Select **Change**.
  - Use the **Left Arrow** and **Right Arrow** keys.
4. Press **Save**.

## Viewing call history details

### About this task

You can view following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)
- Name
- Extension number
- Time
- Date
- Duration

### Procedure

1. On the Phone screen, press one of the following:
  - **Main Menu > Recents**
  - **Recents**
2. Select the number that you want to view.
3. Press **Details**.

The phone displays the details of the selected call.

## Managing a call record in the Recents list

### Procedure

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.

## **Clearing the Recents list**

### **Procedure**

1. On the Phone screen, press one of the following:
  - **Main Menu > Recents**
  - **Recents**
2. Press **Clear All**.
3. Select one of the following when the phone prompts for confirmation:
  - **Clear All:** To delete all entries.
  - **Cancel:** To cancel and return to the previous menu.

# Chapter 6: Advanced features

---

## Features

With the Feature screen, you can access advanced features. The administrator configures the features and call appearances on your phone.

---

## Accessing the Feature screen

### About this task

Use this procedure to gain access to the Feature screen.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
  2. Press one of the following:
    - **Select**
    - **OK**
  3. Scroll to see the features that are configured for your extension.
- 

## Activating transfer to voice mail

### About this task

Use this procedure to transfer an active call to voice mail.

### Before you begin

Your system administrator must activate the feature for your extension.

This feature is only available in the Avaya Aura<sup>®</sup> environment.

### Procedure

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

## Parking and unparking a call

### About this task

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.

### Procedure

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.

---

## Activating Do Not Disturb

### About this task

Use this procedure to direct incoming calls to a predefined coverage number that is set by the system administrator.

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

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

1. Press **Main Menu > Features**.
2. Use the **Down Arrow** key to go to the Do Not Disturb screen.
3. Select **Do Not Disturb**.



---

## Setting up automatic call back

### About this task

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

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

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

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.

---

## Call Forward

With the Call Forward feature, you can divert incoming calls to another number. The phone supports the following Call Forward types:

- Call Forward: Forwards all incoming calls to another number.
- Call Forward Busy: Forwards incoming calls to another number if you are on a call.
- Call Forward No Answer: Forwards incoming calls that you do not answer within a stipulated time to another number.

## Forwarding a call to another extension

### About this task

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.

### Before you begin

Ensure that the feature is activated by your administrator.

### Procedure

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**

---

## Activating EC500

### About this task

Use this procedure to answer calls on your cell phone.

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

### Before you begin

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

### Procedure

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

---

## Tracing a malicious call

### About this task

Use this procedure to activate Malicious Call Tracing and providing information about the malicious call. This feature is available only if your administrator has set up the phone system to

trace and track malicious calls and there is an attendant or controlling user to oversee the trace. This feature is only available in an Avaya Aura® environment.

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

1. During an active call, press **Main Menu > Features**.
2. Use the **Down Arrow** key to go to the MCT Act screen.
3. Press **OK**.

An alerting tone or flashing beacon LED indicates that the trace is active. Hanging up deactivates MCT Act.

---

## Blocking your extension from displaying during calls

### About this task

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

### Before you begin

Ensure that the system administrator activates the option for your extension.

### Procedure

1. Press **Main Menu > Features**.
2. Select **CPN block**.
3. In the **Destination** field, enter the extension number that you do not want the called party to see.
4. Press **OK**.

---

## Retrieving a voice mail

### About this task

Use this procedure to listen to your voice mail messages. The beacon LED illuminates to indicate that you have a voice mail.

### Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

### Procedure

1. Press **Main Menu**.

## Advanced features

2. Use the **Down Arrow** key to go to the Voicemail screen.
3. Press **Select**.
4. Follow the voice prompts to playback your voice messages.

# Chapter 7: Customizing Avaya J129 IP Phone


---

## Setting the dialing mode

### About this task

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

### Procedure

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**.

---

## Assigning Speed Dial entries

### About this task

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<sup>®</sup> environment.

### Procedure

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.

---

## Replacing and clearing a Speed Dial contact

### About this task

Use this procedure to replace or remove a Speed Dial contact.

### Before you begin

Assign a contact to a Speed Dial number.

### Procedure

1. Press **Main menu**.
2. Scroll to **Phone settings**, and press **Select**.
3. Select **Speed Dial**.
4. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.
5. Press one of the following:
  - **Replace**: To replace the contact with another contact.
  - **Clear**: To remove the contact from the Speed Dial.
6. Press **Replace** or **Clear** when the phone prompts for confirmation.

---

## Activating Mute Alert

### About this task

Use this procedure to configure your phone to alert if you speak while your phone is on mute.

### Before you begin

Ensure that the system administrator activates the option for your extension.

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the Mute Alert screen.
3. Press **Change** to select one of the following:
  - **Audible**: If you put a call on mute and start speaking after eight seconds, the phone produces a beep to notify that you are on mute.

- **Visual:** If you put a call on mute and start speaking after eight seconds, the phone displays the Call Muted icon.

**\* Note:**

If the user stops talking while mute alerting is on, after a delay of 500 milliseconds, the call muted icon is replaced by the normal active call icon

- **Both:** Combines the actions of both audible and visual alerting.
- **None:** Disables the mute alert for your phone.

4. Press **Save**.

Mute alert turns off automatically when you take the call off mute.

## Visual alerting

The beacon LED works in the following manner to indicate incoming calls and messages:

- If there is an incoming call, the beacon LED blinks.
- If there are new voice mail messages, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voice mail messages, the beacon LED turns off every 15 seconds.

**\* Note:**

- When the call is on speaker, the speaker icon (🔊) replaces the active call handset (📞) icon.
- If the call is on hold, the beacon LED stops flashing.

### Related links

[Setting Visual alerting](#) on page 41

## Setting Visual alerting

### About this task

Use this procedure to illuminate the beacon LED when there are incoming calls and messages.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Scroll to **Visual alerting**.

5. Press **Change** to enable or disable visual alerting.
6. Press **Save**.

---

## Displaying call timers

### About this task

Use this procedure to display the duration of calls.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Use the **Down Arrow** key to go to the **Display call timers**.
5. Press **Change** to activate or deactivate the call timers.
6. Press **Save**.

---

## Setting a ring tone for incoming calls

### Procedure

1. Press **Main Menu > Settings > Audio Settings**.
2. Use the **Down Arrow** key to select **Ring Type**.
3. Press **Select** to choose the required ring tone.
4. Press **Save**.

---

## Turning button clicks on and off

### Procedure

1. Press **Main Menu > Settings > Audio Settings**.
2. Use the **Down Arrow** key to go to the Button Clicks screen.
3. Press **Change** to turn the audio on or off.
4. Press **Save**.



---

## Turning Error Tones on and off

### About this task

Use this procedure to activate the error tone alarm when you perform an incorrect action while using the phone.

### Procedure

1. Press **Main Menu** > **Settings** > **Audio Settings**.
2. Use the **Down Arrow** key to go to the Error Tones screen.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

---

## Turning audio settings on and off

### About this task

Automatic gain control (AGC) raises the volume when a caller is speaking in a low voice and lowers the volume when the caller is speaking aloud. Use this procedure to turn AGC on or off separately for the headset and speaker.

### Procedure

1. Press **Main Menu** > **Settings** > **Audio Settings**.
2. Select **AGC**.
3. Use the **Up** and **Down Arrow** keys to select the handset or speaker for which you want to turn AGC on or off.
4. Press **Change** to turn AGC on or off.
5. Press **Save**.

---

## Setting Handset Profile

### About this task

The task is relevant for people with hearing difficulties. Use this procedure to change the audio characteristic of the phone.

### Procedure

1. Press **Main Menu** > **Settings** > **Audio Settings**.
2. Select **Handset Profile**.

The phone displays the following:

- **Default**
  - **Normal**
  - **Amplified:** Extends the maximum volume beyond the normal audio level. The option must be used with care because long term extended use of the highest volume settings can cause ear damage.
  - **Hearing Aid:** Optimizes the sound quality of hearing aids.
3. Press **Change** to select one of the options.
  4. Press **Save**.

---

## Adjusting the contrast of the display screen

### Procedure

1. Press **Main menu**.
2. Press **Main Menu > Settings > Display Settings**.
3. Press **Main menu**.
4. Scroll down to **Contrast**.
5. Press one of the following:
  - **Right Arrow** key: To increase the contrast.
  - **Left Arrow** key: To decrease the contrast.
6. Press **Save**.

---

## Setting the display language

### Procedure

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.

---

## Setting the Time Format

### Procedure

1. Press **Main Menu > Settings > Display Settings**.
2. Use the **Down Arrow** key to go to the Time Format screen.
3. Press **Change** to select one of the following options:
  - **Time Format 24 Hour**
  - **Time Format 12 Hour**
4. Press **Save**.

---

## Setting the Date Format

### Procedure

1. Press **Main Menu > Settings > Display Settings**.
2. Use the **Down Arrow** key to go to the Date Format screen.

The phone displays one of the following:

- **Default**
- **mm/dd**
- **dd/mm**
- **mm.dd**
- **dd.mm**
- **mm-dd**
- **dd-mm**
- **mmm dd**

3. Press **Change** to select one of the options.
4. Press **Save**.

## Setting the time zone

### About this task

Use this procedure to set the current time of the phone.

### Procedure

1. Press **Main Menu > Settings > Display Settings**.
2. Select **Time Zone**.
3. Press **Save**.

---

## Enabling the Away timer

### About this task

Although Avaya J129 IP Phone does not display presence, it can report it so that the other devices can display your presence. Use this procedure to automatically update the presence status to Away after a predefined time.

### \* Note:

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

### Procedure

1. Press **Main Menu > Settings > Presence Settings**.  
The phone displays the Away Timer screen.
2. Press **Change** to turn on the timer.
3. Use the **Down Arrow** key to go to the Timer Value **Away timer value**.
4. Enter the time in seconds.  
You can enter any value from 0 to 999.
5. Press **Save**.

---

## Setting the network mode

### About this task

Use this procedure to set the network mode to **Ethernet** or **Wi-Fi**.

### Procedure

1. Press **Main menu**.

2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network mode**.

The Network mode shows following two options:

- **Ethernet**: To connect to a Ethernet network.
  - **Wi-Fi**: To connect phone to Wi-Fi network.
5. Press one of the following:
    - **Change**
    - **Right** arrow key
    - **Left** arrow key
  6. Press one of the following:
    - **Save**
    - **OK**

#### Related links

[Setting the network configuration](#) on page 47

[Enabling Wi-Fi](#) on page 48

---

## Setting the network configuration

### About this task

Use this procedure to enable the network configuration to set automatically or manually on your phone.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network config**.

The Network configuration shows following two options:

- **Auto**: To automatically connect a network.
  - **Manual**: To manually connect to a network.
5. Press one of the following:
    - **Change**
    - **Right** arrow key

- **Left** arrow key
6. Press one of the following:
    - **Save**
    - **OK**

#### Related links

[Setting the network mode](#) on page 46

---

## Enabling Wi-Fi

### About this task

#### Before you begin

- Ensure that the Wi-Fi module is installed in your phone.
- Ensure that the feature is activated by your administrator.

#### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network mode**, and press one of the following.
  - **Change**
  - **Right arrow** key
5. Press one of the following:
  - **Save**
  - **OK**

The phone displays the list of Wi-Fi networks available in your organization.

6. **(Optional)** To view Wi-Fi network information, press **Info**.  
**SSID:** Specifies the network name for the WLAN you are using.
7. Use the navigation keys to select a Wi-Fi network, and press **Connect**.  
The phone prompts to restart.
8. Press **OK**.
9. Enter the following details:
  - a. **Identity**
  - b. **Password:** Wi-Fi password
  - c. **Anonymous Identity**

10. Press **Connect**.

The phone authenticates user details to connect the Wi-Fi.

11. **(Optional)** To change the Wi-Fi network, do the following :
  - a. Scroll to **Wi-Fi networks**, and press **Select**.
  - b. Repeat Step 4 to Step 8.

**Related links**

[Setting the network mode](#) on page 46

# Chapter 8: Resources

## Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura®

*Table continues...*



Title	Use this document to:	Audience
		System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
<b>Administering</b>		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
<b>Maintaining</b>		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

---

## Finding documents on the Avaya Support website

### Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.  
  
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

---


## Avaya Documentation Portal navigation


Customer documentation for some programs is now also available on the Avaya Documentation Portal at <https://documentation.avaya.com/>.

Using the Avaya Documentation Portal, you can:

- Search for specific content.

To perform a search:

- Type the keyword in the **Search** field.
  - Type the keyword in the **Search**, and select the filters to search content by product, release, and document type.
  - Select the appropriate product or solution and then select the appropriate item from the list.
- Search for a document from the **Publications** menu.
  - Publish PDF of the content. You can publish PDF of the current section only, the section and its subsections, or the entire document.
  - Add content to your collection using My Docs (  ).  
From the **My Content > My Docs** menu, you can:
    - Create a collection, rename, and delete collection.
    - Add content from various documents to a collection.

- Save as PDF of selected content in a collection and download to your PC.
- Share content in a collection with others through email.
- Receive content that others have shared with you.
- Send feedback on a section and rate the content.
- Add yourself as a watcher to the content using the eye icon (  ).

From the **My Content > Watch list** menu, you can:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a book, or all content on the Watch list page.

You will be notified when the content is updated, deleted from the reuploaded document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and GooglePlus.

 **Note:**

Some functionality is only available when you log on to the portal. The available functionality depends on the role with which you are logged in.

---

## Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

### Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

---

## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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