

Avaya IP Office J129 SIP Deskphone User Manual



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TELEPHONE KEYS AND FEATURES

1 Beacon LED	Indicates an incoming call, an active speaker call or a new voicemail
2 Phone Display	Displays phone's extension, missed call information and information on active calls such as caller ID
3 Softkeys	Displays information that is activated by pressing the key below the action. Softkeys are context sensitive.
4 Navigation Keys	Navigates through various menu options on display.
5 Phone Button	Moves the phone screen.
6 Back	Cancels the current action and returns you to the previous screen.
7 Speaker	Places the call on Speaker, to return to handset, lift handset.
8 Main Menu	Access menu options and phone settings.
9 Hold	Places active call on hold.
10 Volume	Increases or decreases volume of active call or when idle, ringer volume
11 Mute	Navigates between various menu options. You can use the Left navigation key to perform the back function that takes you one level up the menu options.

SOFTKEY LABELS: Appear on display to indicate features that can be activated by pressing the keys directly below. These features change based on the current state of the phone. IE: on an active call, idle, etc.

When the phone is idle the following Softkeys appear:

- + Redial Redials the last number called from your phone.
- + Contacts Accesses the Personal Contacts List.

When your phone is ringing the following Softkeys appear:

- + Answer Answers the ringing call.
- + Ignore Stops the ringing of your telephone (Call is redirected to Voicemail).

When you are connected to a call the following Softkeys appear.:

- + New Call Allows you to place a second call
- + Conference Creates a three-way call
- + Transfer Sends the call to another extension

NOTES: As you complete the actions, additional Softkeys appear.

The **MORE** Softkey appears in the majority of Softkey menus and allows you to view additional Softkey options.

CALL PROCESSING

ANSWERING AND PLACING CALLS

- TO ANSWER INCOMING CALL:** Phone rings, Indicator Flashes Slow
Lift Handset
OR Press **SPEAKER** Key
OR Press **ANSWER** Softkey
OR Press **OK** Key
- TO IGNORE THE CALL:** Press the **IGNORE** Softkey Call is redirected to Voicemail
- TO ANSWER SECOND CALL:** Press **OK** Key
OR Press **ANSWER** Softkey first call automatically holds
- TOGGLE BETWEEN CALLS:** Press **SWAP** Softkey. Two small dots appear in right corner of display to indicate you have two active calls .
- TO PLACE A CALL:** Lift the Handset or
OR Press the Speaker Key
Enter Number
- TO PLACE A SECOND CALL:** Press **NEWCALL** Softkey first call is automatically held
Enter Number

SPEAKER: Press to toggle calls between handset and speaker

TO SWITCH TO SPEAKER FROM HANDSET: Press **SPEAKER** Key

TO RESUME PRIVACY: Lift handset

MUTE: Turns off your Microphone (Speaker, Handset and Headset) to allow you to speak privately.
Caller cannot overhear office noise/conversation

TO USE: Press **MUTE** Key Mute Key lights blue

TO RESUME CONVERSATION: Press **MUTE** Key again Mute key light goes off

HOLD: Places an active call on hold. This is an exclusive hold to your phone. No one else can retrieve call.

TO HOLD: Press **HOLD** Softkey. Display reads Hold

TO RETURN TO CALLER: Press **RESUME** Softkey

TRANSFER: Allows you to connect your call to someone else (With call on line)

Blind Transfer Press **TRANSFER** Softkey Call automatically held
Enter **EXTENSION** Number
Press **CALL** Softkey
Press **COMPLETE** Softkey immediately

or

Announced Press **TRANSFER** Key Call automatically held
Enter **EXTENSION** Number
Press **CALL** Softkey
Wait for party to answer and announce the call
Press **COMPLETE** Softkey

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone

Press **TRANSFER** Key Call automatically held

Press **#** Sign

Enter **EXTENSION** Number

Press **CALL** Softkey

Press **COMPLETE** Softkey immediately

ADHOC CONFERENCE: Allows three-way Conferencing (With call on line)

Press **CONFERENCE** Softkey

Enter Second Number

Press **JOIN** Softkey

IMPORTANT: *wait for answer and announce conference*

NOTE: You must remain on the line for the duration of the Conference Call or all other parties are dropped.

CALL PARK: Puts a call on hold in the system so it can be retrieved from another phone in the system.

TO PARK: With call on line

Press **TRANSFER** Key

Dial ***37***

Enter Park Slot Number typically slots are numbered 1, 2 and 3

Press **#** Sign

Press **CALL** Softkey

NOTES: When parking a call from the J129 phone, use the highest PARK SLOT, there is less likelihood of it being in use.
If a park slot is in use, you will hear a special tone.

If you choose a Park slot that is already in use, park will fail and you will hear a busy tone. Press **ENDCALL** Softkey, then **RESUME** Softkey and try again using a different park slot number.

TO UNPARK: Lift Handset or Press **SPEAKER** Key

Dial ***38***

Enter Park Slot Number

Press **#** Sign

Press **CALL** Softkey

PAGING: Accesses Telephone Speakers and or overhead to make an Announcement.

TO USE: Enter the code assigned by the system administrator (typically ***631**)

Press **CALL** Key

Make Announcement

Hang Up

DO NOT DISTURB: Stops ALL Tones and Ringing, lets you work undisturbed.

Incoming calls either hear a busy tone or if you have voicemail, are transferred to your voicemail.

TO PROGRAM: Leave Handset in place

Dial ***08**

Press **CALL** Softkey

Press **SPEAKER** Key to disconnect

TO CANCEL: Leave Handset in place

Dial ***09**

Press **CALL** Softkey

Press **SPEAKER** Key to disconnect

ADDITIONAL FEATURES + USER PROGRAMMING

REDIAL: Redials the last number that you dialed

TO USE: Lift HANDSET or Press **SPEAKER** Key
Press **OK** Key or **REDIAL** Softkey

CONTACTS: Allows you to program numbers to a personal contact list.

TO PROGRAM: Press **CONTACTS** Softkey
Press **MORE** Softkey
Press **NEW** Softkey
Enter Name using the letters on the dial pad
Press Down Arrow Key
Enter Phone Number (include any dialing prefix)
Press **SAVE** Softkey

TO SEARCH: Press **CONTACTS** Softkey
Begin spelling the first or last name using the letters on the dial pad
For example, press 7-6-4 to search for Smith.
Press **CALL** Softkey

CALL FORWARD: Programs your phone to ring at another Extension.

TO PROGRAM EXT: Leave handset in place, Dial ***07***, Extension and **#**, Press **CALL** Softkey
Press **SPEAKER** Key to disconnect

TO ACTIVATE: Leave handset in place, Dial ***01** hear tone
Press **SPEAKER** Key to disconnect

TO CANCEL: Leave handset in place, Dial ***02** hear tone
Press **SPEAKER** Key to disconnect

NOTE: A missed call will return to your voicemail as the call was originally intended for you.

CALL HISTORY (RECENTS): Accesses a list of your recent calls answered, missed, dialed and transferred calls

TO USE: Press **RECENTS**
Scroll to number you wish to dial

TO CALL: Press **OK** or **CALL** Softkey

TO DELETE A NUMBER: Press **MAIN MENU** Key
Press **RECENTS**
Scroll to number you wish to delete
Select **DETAILS**
Select **DELETE**

TO DELETE ALL: Press **MAIN MENU** Key
Press **RECENTS**
Press **CLEAR ALL**

TO ADD TO CONTACTS: Press **MAIN MENU** Key
Press **RECENTS**
Press **+ CONTACTS** Softkey
Clear the number from the NAME Field
Enter a Name using the letters on the dial pad
Press **SAVE** Softkey

SELECT RING TYPE: Change the ring type to help distinguish your phone ringing from others.

Press **MAIN MENU** Key
Select **SETTINGS**
Select **AUDIO SETTINGS**
Scroll and Select **RING TYPE**
Press Select to choose desired Ring tone
Press **SAVE** Softkey to set Ring tone

SET RING TONE VOLUME

When phone is idle, press **VOLUME** control

TURN BUTTON CLICKS ON OR OFF

Press **MAIN MENU** Key
Press **SETTINGS**
Select **AUDIO SETTINGS**
Scroll to **BUTTON CLICKS**
Press **CHANGE** to turn audio **ON** or **OFF**
Press **SAVE** Softkey

ADJUST THE DISPLAY CONTRAST

Press **MAIN MENU** Key
Press **SETTINGS**
Select **DISPLAY SETTINGS**
Scroll to and Select **CONTRAST**
Press Left and Right Arrow Keys to increase or decrease contrast
Press **SAVE** Softkey

ACCESS VOICEMAIL

Press **MAIN MENU** Key
Scroll to Voicemail
Press **SELECT** Softkey
Enter Mailbox number and Press **#**
Enter Password and Press **#**
Follow Voice Prompts
Or
Dial: * 17
Enter Mailbox number and Press **#**
Enter Password and Press **#**
Follow Voice Prompts

IMPORTANT: See voicemail user guide for more detailed information