



# Using Avaya J129 IP Phone

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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 ISED 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.

#### 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.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

##### Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

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.

#### **EU Countries**

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 211 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

#### **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.
  - Limit the power to the device over telecommunications wiring to 36-57 volt DC or  $\leq 1.3$  ampere DC.

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# Chapter 1: Introduction

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## Purpose

This document describes how to use product features and capabilities.

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## Intended audience

This document is intended for people who want to learn how to use product features and capabilities.



# 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



- Two call appearances
- 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	Button Icon	Description
1	Beacon LED	N/A	The beacon LED flashes a red light to the upper-right corner of the phone, which indicates that you have a voice mail, an incoming call or you are on a call using the hands free speaker capability.
2	Phone display	N/A	The phone displays the call information in this area, such as the extension, caller information, and missed calls.   <b>Note:</b> <ul style="list-style-type: none"> <li>• If there are three dots after a text, use the right and left arrow keys to scroll through the text.</li> <li>• If there is a scroll bar or line indicator at the right of the phone display, use the up and down arrow keys to scroll up and down.</li> </ul>
3	Softkeys	N/A	The softkeys selects the action that is displayed in the softkey section of the phone display. The softkeys are context sensitive.
4	Navigation arrows and OK		The <b>OK</b> button performs the action of selecting the function assigned to the left most soft key function.  The navigation arrows performs the action of scrolling through various sections of the phone display.
5	Phone		Press the <b>Phone</b> button to move to the Phone screen.
6	Back		Press the <b>Back</b> button to cancel the current action and return to the previous menu.
7	Speaker		Press the <b>Speaker</b> button to use the speakerphone. To take the call off the speakerphone, lift the handset.
8	Main Menu		Press the <b>Main Menu</b> button to access the menu options and other phone settings.
9	Hold		Press <b>Hold</b> button to place the call on hold.

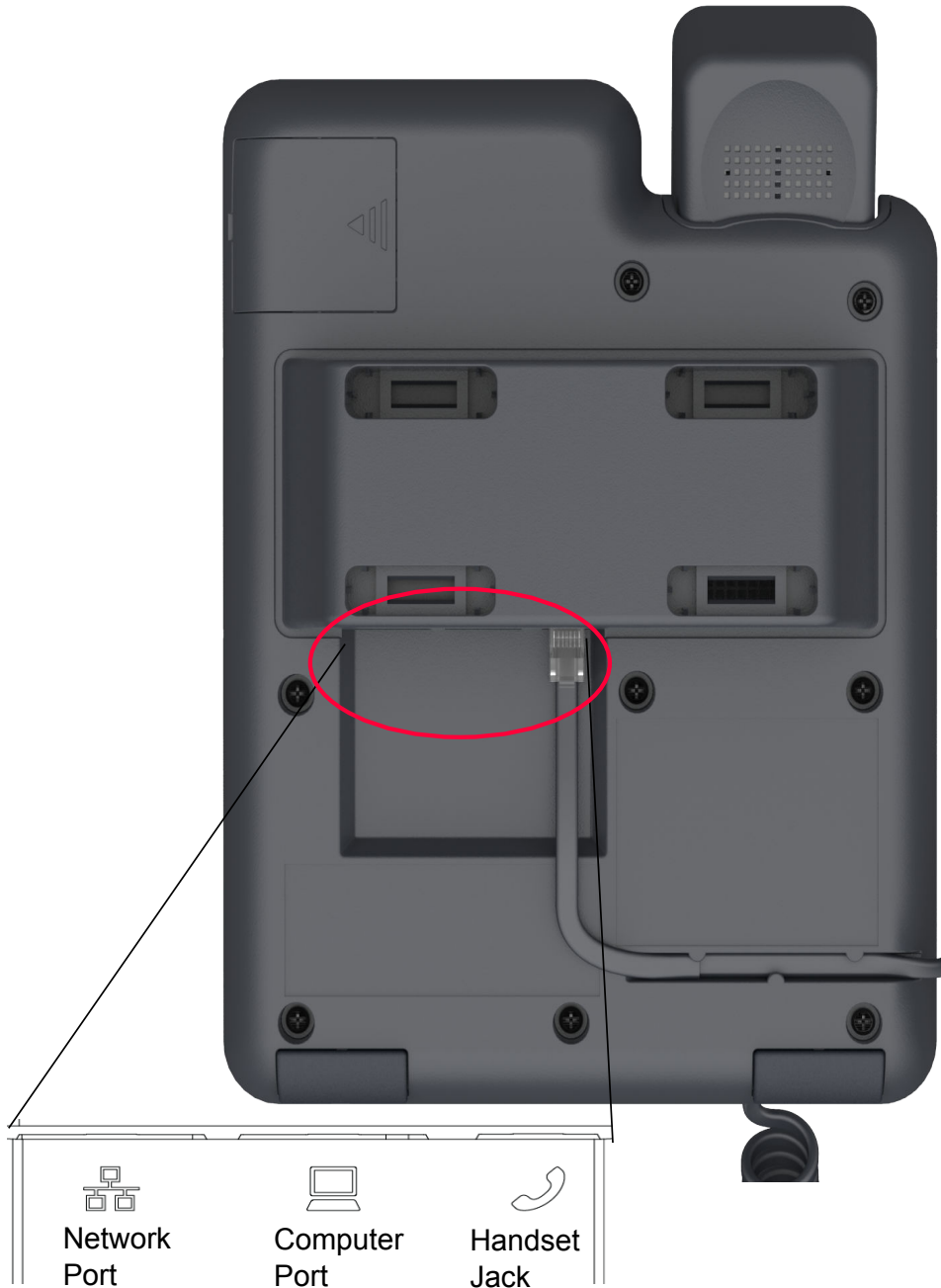
*Table continues...*

Callout number	Name	Button Icon	Description
			To resume the call, press the <b>Resume</b> softkey.
10	Volume		If you press <b>+</b> or <b>-</b> on the <b>Volume</b> button on an active call, the phone increases or decreases the volume of your handset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
11	Mute		Press the <b>Mute</b> button to mute a call in progress. To unmute the call, press the <b>Mute</b> button again.

---

## 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.



---

## 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
	Ringer off
	Speaker

*Table continues...*

Icon	Description
⊘	Do not disturb

## Supported features

Avaya J129 IP Phone supports the Avaya Aura<sup>®</sup> and IP Office environments. The following table shows the supported features in both the environments.

Features	Avaya Aura <sup>®</sup>	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 hosed on the phone.
Attended transfer	Yes	Yes
Unattended transfer	Yes	Yes
Transferring a call by selecting a contact or Recents	Yes	Yes. It is supported only through Recents.
Contacts	Yes	No
Presence	Yes	No
Quick log in	Yes	No
Multiple Device Access (MDA)	Yes	No
Concurrent log in	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 provisioning server address

### About this task

In some cases, you may be asked to enter the provisioning server address when the phone is first plugged into the network. Use this procedure to enter the address of the provisioning server.

### Before you begin

The system administrator must provide the provisioning server address.

### Procedure

1. On the Configure Provision Server screen, press one of the following softkeys:
    - **Config**: To enter the provisioning server address.
    - **Never**: To never prompt for the provisioning server address.
    - **Cancel**: To cancel the prompt and display the Log Out screen.

You can also press **Back** to cancel the prompt and display the Log Out screen.
  2. In the **Prov Server** field, enter the provisioning server address. The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).  
  
To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.
  3. Press **Save**.
- On successful entry of the address, the phone reboots.

---

## Logging in to your phone

### About this task

Perform this task to log in to your phone.

### Procedure

1. Press the **Log In** softkey.
2. Enter your extension.

3. Enter the password that your administrator assigned to you.
4. 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® 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 when it is idle. This prevents the use of phone for making calls when you are away, with the exception of making emergency calls. Locking your phone does not log you out.

### Procedure

1. Press **Main Menu > Lock**.

The phone displays a padlock symbol and your presence status changes to Away.

 **Note:**

You can receive incoming calls after you lock your phone.

2. To unlock your phone, press **Unlock** and enter the password you use for phone login.

# Chapter 4: Handling outgoing calls

---

## Making a call

### Procedure

1. Do one of the following:
  - Go to step 2, if you lift the handset or press the **Speaker**.
  - Go to step 3, if you do not lift the handset or do not press the **Speaker**.
2. Press the digits on the dial pad.

The phone initiates the call when you enter required number of digits or when the inter digit timer times out.

3. Press the digits on the dial pad.

The phone initiates the call according to the set dial mode.

- If the dial mode is set to **Auto**, dial till you enter required number of digits or till the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number you want to call and press the **Call** softkey.

### Related links

[Setting the Dial mode](#) on page 41

---

## Redialing a number

### Procedure

From the Phone screen, press **Redial** or press **OK**.

The phone redials the last number that you have dialed.

### **Note:**

If you delete the outgoing call log, the last dialed number is deleted.

## Making a call using speed dial

### About this task

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

### Before you begin

Ensure that you assign speed dial numbers to your contacts.

### Procedure

Press and briefly hold the dialpad key assigned to the person you want to call.

### Related links

[Assigning Speed Dial](#) on page 41

---

## Toggling between active calls

### Procedure

1. During an active call, do any one of the following:
    - To make a new call, press **NewCall** and dial the extension of the second person.
    - To answer an incoming call, press **Answer**.
  2. To toggle between the two active calls, press **Swap**.
- 

## Calling a person from the contacts list

### About this task

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

### Procedure

1. Do one of the following to search for a contact:
  - Go to step 2, to search from the list stored on the corporate database.
  - Go to step 3, to search the local contacts stored on the phone.
2. To search from the list stored on the corporate database, do one the following:
  - On the Phone screen, press **Contacts > Search**. Enter the first name or last name and press **Search**.
  - Press **Main Menu > Contacts**. Wait till the message `Use dialpad to search times out`. Press **Search**. Enter the first name or last name and press **Search**.
3. To search the local contacts stored on the phone, do the following:
  - a. Press **Main Menu > Contacts**.

- b. Enter the letters of the name of the person you want to call when the IP phone displays the message `Use dialpad to search`. For example, press 7 6 4 to search for someone whose name is Smith.
4. Press **Call** or **OK** to initiate a call to the selected contact number.

#### Related links

[Adding a new contact](#) on page 26

---

## Making a call from call history

### Procedure

1. Do one of the following:
  - Press **Main Menu > Recents**.
  - Press **Recents** from the Phone screen.

 **Note:**

If emergency dialing is configured for your phone, **Emerg** softkey replaces the **Recents** softkey on the phone screen.

2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
3. Press **Call** or **OK**.

#### Related links

[Adding or deleting a call record from the call history menu](#) on page 29

---

## Making an emergency call

### About this task

If your administrator configured emergency calling for your phone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

Using the **Emerg** softkey you can dial only the number which is given the highest priority by the system administrator. Also, you can manually dial all the emergency numbers.

However, if emergency dialing is not configured for your phone, **Recents** softkey replaces **Emerg** softkey.

 **Note:**

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your

phone. Also, in IP Office environment, **Emerg** softkey is not available. You must manually dial the emergency number.

 **Important:**

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

**Procedure**

1. Do one of the following:
  - On the Phone screen, press **Emerg**. Press **Emerg** when the phone prompts for confirmation. The phone calls the number with the highest priority.
  - Dial the emergency number manually.
2. To end the emergency call, press **Speaker**.

---

## Making an international call

**About this task**

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

**Procedure**

1. Long press the **0** key to display the plus sign (+).
2. Dial the number that you want to call.



# Chapter 5: Answering a call

## About this task

Use this procedure to answer a call. The Avaya J129 IP Phone supports two active lines at a time. One line can have an active call. The other line is a call on hold. When you receive an incoming call, the phone generates an audio or visual alert. The phone screen displays the name or number of the incoming call.

## Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone.
- If you are on a call and a second incoming call arrives, press **Answer** or **OK** to answer the incoming call. Answering the second call, automatically puts the first call on hold.

You can also, press **Ignore** or **Back** to turn off the ringer and return to the previous screen.

### Note:

Pressing **Ignore** or **Back** does not disconnect the second call. You can use the **Up** and **Down Arrow** keys to select the second call and answer the call.

---

## Switching to another phone during an active call

### About this task

Avaya J129 IP 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.

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 the incoming call from your phone.
2. To switch to the other phone, press **Bridge** on that phone.

---

## 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 active call, press the **Transfer** softkey.
2. Perform one of the following actions to call the call-transfer recipient:
  - Dial the number using the keypad.
  - Call the person from the **Contacts** list or from the **Recents** list.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

3. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

 **Note:**

In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

---

## 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 active call, press the **Transfer** softkey.
2. Perform one of the following actions to call the call-transfer recipient:
  - Dial the number.
  - Call the person from the **Contacts** list or from the **Recents** list.

The active call is put on hold, and the second call starts ringing.

3. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

 **Note:**

- Unanswered transfers might return to your phone as a recalled transfer.

- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

---

## Transferring a call on hold

### About this task

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

### Procedure

1. Dial the extension of the first person you want to call.
2. When the first person answers the call, press **Hold**.
3. Do one of the following:
  - To make a new call, press **NewCall** and dial the extension of the second person.
  - To answer an incoming call, press **Answer**.

 **Note:**

To toggle between the calls, press **Swap**.

4. When the second person answers the call, press the **Transfer** softkey.
5. To confirm the transfer, press the **Transfer** softkey.

# Chapter 6: Managing contacts

---

## Adding a new contact

### About this task

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

### Procedure

1. Do one of the following:
  - If there is no contact in the contacts list, press **Contacts > New** or press **Main Menu > Contacts > New**.
  - If there is at least one contact in the contacts list, press **Contacts > More > New** or press **Main Menu > Contacts > More > New**.
2. Use the dialpad to enter the first name and last name.
  - 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.
3. Enter the number.

The contact number can include a-z, A-Z, 0-9, and special symbols, such as comma (,), plus (+), dot (.).
4. Press **Save**.

---

## Editing a contact

### About this task

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

## 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 edit.
3. Press **More > Details > Edit**.
4. Choose the field that you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

---

## Viewing the contact details

### About this task

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

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

## 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 > Details**.
  - To call a contact, press **Call**.
  - To edit a contact, press **Edit**.
  - To delete a contact, press **Delete**.

---

## Searching for a contact

### About this task

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

### Procedure

1. To search for a contact from the local contacts, do the following:
  - a. Press **Main Menu > Contacts**.
  - b. Enter the first name or the last name of the contact using the dialpad.  
For example, press 7–6–4 to search for 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 part of the full name, or part of the last name or part of the first name and part of the last name.
  - c. Press **Search**.  
To add the contact to the local contacts, press **+Contact**.

---

## Deleting a contact

### About this task

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

### 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 you want to delete.
3. Press **More > Details > Delete**.

# Chapter 7: 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** and **Right Arrow** keys.
4. Press **Save**.

---

## Viewing call history details

### Procedure

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

The details section contain: call type icon such as incoming call icon, outgoing call icon, or missed call icon, name, extension number, time, date, and duration.

---

## Adding or deleting a call record from the call history menu

### Procedure

1. Do one of the following:
  - Press **Recents**.
  - Press **Main Menu > 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.

 **Note:**

In IP Office:

- Contacts feature is not supported. Therefore, you cannot add a call record to the contacts list.
- The **Delete** softkey is available only from the **Main Menu**.

---

## Clearing the call history menu

### Procedure

1. Do one of the following:
  - Press **Recents**.
  - Press **Main Menu > Recents**.
2. Select **ClearAll**.

 **Note:**

In IP Office, the **ClearAll** softkey is available only from the **Main Menu**.

3. Select one of the following when the phone prompts for confirmation:
  - **ClearAll**: To clear all entries.
  - **Cancel**: To cancel and return to the previous menu.

# Chapter 8: 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

You must be on a call.

### Procedure

1. During an active call, from the Phone screen, press **Conf**.  
The active call goes on hold.
2. Dial the phone number, or call the person from the **Contacts** list or from the **Recents** list.
3. Press **Join** when the person answers the call.
4. To add another person, press **Add** and repeat steps 3 and 4.

In IP Office environment, the **Add** softkey is not available. Therefore, the conference is hosted on the phone and only three participants are supported.

---

## 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 **NewCall** and dial the extension of the second person.
  - To answer an incoming call, press **Answer**.

 **Note:**

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

### About this task

Use this procedure to put a conference call on hold, while the other parties can talk to each other.

### Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** or select the call appearance to resume the conference call.

# Chapter 9: Using call related features

---

## Muting and unmuting a call

### Procedure

1. To mute an active call, press **Mute**.
2. To unmute the call, press **Mute** again.

 **Note:**

The **Mute** button is illuminated when you press mute.

---

## 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.
- If the speaker is on during an active call and there are no voice mail messages, the beacon LED turns on 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 42

---

## 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 **Resume** or **OK**.

---

## 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® 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.

---

## **Activating and deactivating call forward**

### **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**

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 Call Fwd screen.
3. Press **Select** or **OK**.
4. In the **Destination** field, enter the number where you want to forward the incoming calls.
5. Press **Save** or **OK**.  
The phone generates a confirmation tone and returns to the Features menu.
6. To deactivate the Call Forward feature, go to the Call Fwd screen.
7. Press **Select** or **OK**.

---

## Activating call forwarding when you do not answer the call

### About this task

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

### 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 Fwd B/NA screen.
3. Press **Select** or **OK**.
4. In the **Destination** field, enter the number where you want to forward the call.
5. Press **Save** or **OK**.  
The phone generates a confirmation tone and returns to the Features menu.
6. To deactivate the feature, go to the Fwd B/NA screen.
7. Press **Select** or **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 (MCT) 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 screen.
3. Press **OK**.

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

---

## 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**.

# Chapter 10: Managing your presence

---

## Enabling 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<sup>®</sup> 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 screen.
4. Enter time in minutes.  
You can enter any value from 1 to 999.
5. Press **Save**.

# Chapter 11: Managing voice mails

---

## Retrieving a voice mail

### About this task

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

### Before you begin

Your system administrator must configure the user ID and password of your voice mail.

### Procedure

1. Press **Main Menu**.
2. Use the **Down Arrow** key to go to the Voicemail screen.  
The phone prompts for your user ID and password.
3. Dial the user ID and password of your voice mail.
4. Follow the prompts to playback your voice messages or follow the instructions for other possible options.

# Chapter 12: Customizing Avaya J129 IP Phone


---

## Setting the Dial 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 :
    - **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

### 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® environment.

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Select **Speed Dial**.
3. Use the **Up** and **Down Arrow** keys to select a Speed Dial number.
4. Press **Contacts** to select a contact.

5. Press **Select** to assign the contact to the selected Speed Dial number.  
You can assign only one contact to a Speed dial number.

---

## Replacing and clearing a Speed Dial contact

### About this task

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

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

### Before you begin

Assign a contact to a Speed Dial number.

### Procedure

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

---

## 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 > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the Visual alerting screen.
3. Press **Change** to activate or deactivate visual alerting.
4. Press **Save**.

---

## Displaying Call timers

### About this task

Use this procedure to display the duration of calls.

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the Call timers screen.
3. Press **Change** to activate or deactivate the call timers.
4. 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 > Settings > Display Settings**.
2. Select **Contrast**.
3. Use the **Left** and **Right Arrow** keys to increase or decrease the contrast.
4. Press **Save**.

---

## Setting the display language

### Procedure

1. Press **Main Menu > Settings > Display Settings**.
2. Select **Language**.
3. Press **Select** or **OK** to change the language.
4. Press **Yes** or **OK** when the phone prompts for confirmation.

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.

The phone displays the following:

- **Time Format 24 Hour**
- **Time Format 12 Hour**

3. Press **Change** to select one of the options.
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** to go to the My time screen.
3. To set the required time, do one of the following:
  - Use the **Left** and **Right Arrow** key.
  - Press **-** or **+** softkey.
4. Press **Save**.

# Chapter 13: Related 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

### About this task

Use this procedure to find product documentation on the Avaya Support website.

### Procedure

1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.  
  
For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.
8. Click **Enter**.

---

## 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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