



# AVAYA IP OFFICE J129

## SIP PHONE

# USER MANUAL

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## TELEPHONE KEYS AND FEATURES

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