



Using Avaya J129 IP Phones

Draft

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75 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.



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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.

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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.

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Denan Power Cord Statement



Danger:

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- 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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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

1 equipment off and on, the user is encouraged to try to correct the
2 interference by one or more of the following measures:

- 3 • Reorient or relocate the receiving antenna.
- 4 • Increase the separation between the equipment and receiver.
- 5 • Connect the equipment into an outlet on a circuit different from
6 that to which the receiver is connected.
- 7 • Consult the dealer or an experienced radio/TV technician for
8 help.

9 *Radiation Exposure Statement*

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

15 **EU Countries**

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

20 **General Safety Warning**

- 21 • Use only the Avaya approved Limited Power Source power
22 supplies specified for this product.
- 23 • Ensure that you:
 - 24 - Do not operate the device near water.
 - 25 - Do not use the device during a lightning storm.
 - 26 - Do not report a gas leak while in the vicinity of the leak.
 - 27 - Limit the power to the device over telecommunications
28 wiring to 36-57 volt DC or ≤ 1.3 ampere DC.

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Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

Intended audience

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

Chapter 2: Avaya J129 IP Phones overview

The Avaya J129 IP Phones is a SIP-based phone intended to be used for basic business communications.

Physical specifications

- Two call appearances
- A 128 x 32 graphical LCD
- Three softkeys
- Dual network ports with integrated Power over Ethernet (PoE)
- Magnetic Hook Switch

Feature specifications

- Call forwarding
- Call transferring
- Call conferencing
- Voice mail
- Deskphone customization

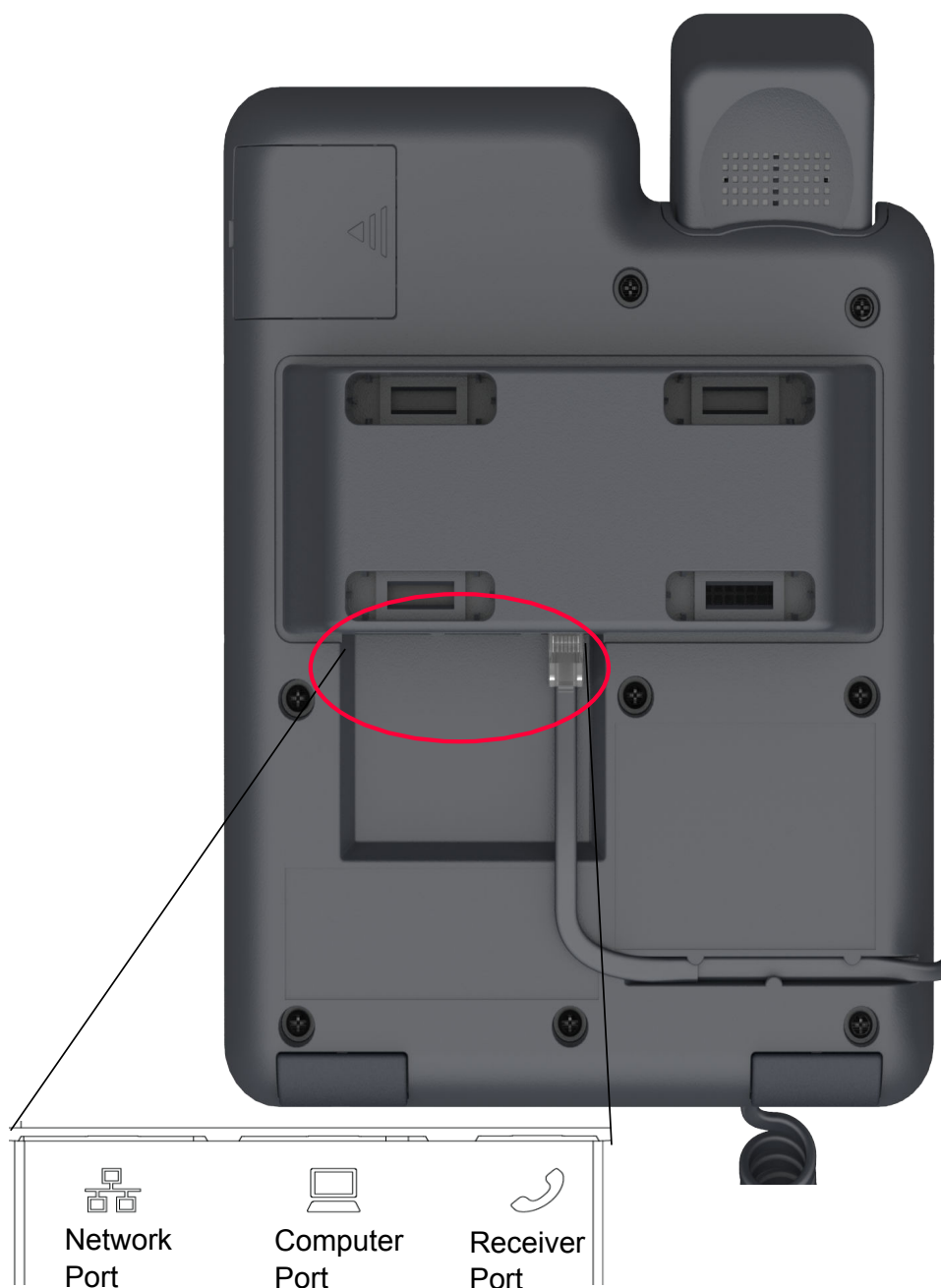
1 Physical layout



Callout number	Name	Icon	Description
1	Beacon LED	N/A	The beacon LED flashes a red light to the upper-right corner of the deskphone, which indicates that you have a voice mail, an incoming call or you are on a call using speakers.
2	Phone display	N/A	The phone displays the call information in this area, such as the extension, caller information, and missed calls.
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	N/A	The OK 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 Phone button to move to the phone screen.
6	Back		Press the Back button to return to the previous menu.
7	Speaker		Press the Speaker button to use the speakerphone. To take the call off the speakerphone, lift the handset.
8	Main Menu		Press the Main Menu button to access the menu options and other phone settings.
9	Hold		Press Hold button to place the call on hold. To resume the call, press the Resume softkey.
10	Volume		If you press + or - on the Volume 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 Mute button to mute a call in progress. To unmute the call, press the Mute button again.

1 Connection jacks

- 2 The following image illustrates the connection jacks that are present on the back panel of Avaya J129 IP Phones models. The image schematically describes which device to connect in which jack.
- 3



4

1 Icons on the deskphone

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

Icon	Description
	Incoming call
	Outgoing call
	Missed call
	Line indicator call appearance on
	Line indicator call appearance off
	Check
	MDA active
	New call setup
	No handset
	Incoming call recents
	Outgoing recents MDA
	Recents
	More than 10 recent missed calls
	Speaker silent
	Voicemail
	Checkbox off
	Checkbox on
	Active conference
	Conference on hold
	Contrast
	EC500
	Failover
	Radio button off

Table continues...

Icon	Description
	Radio button on
	Feature unavailable
	Call forward
	Handset
	Hold
	Phone lock
	Mute
	Ringer on
	Ringer off
	Speaker
	Do not disturb

1 Supported features

- 2 Avaya J129 IP Phones supports the Avaya Aura® and IP Office environments. The following table
3 shows the supported features in both the environments.

Features	Avaya Aura®	IP Office
End to end security indicator	Yes	No
Private call	Yes	No
Automatic call back	Yes	No
Emergency dialing when user not logged in	Yes	No
Attended transfer	Yes	Yes
Transferring a call by selecting a contact or recents	Yes	No
Contacts	Yes	No
Presence	Yes	No
Quick log in	Yes	No
Multiple Device Access (MDA)	Yes	No
Concurrent log in	Yes	No

Table continues...

LED on speaker button	No	No
Voice mail	Yes	Yes
Call Park/Unpark	Yes	Yes; It is supported using short codes.
Block Calling party info	Yes	No
EC500	Yes	Yes (The feature is called Mobility)
Malicious Call Trace (MCT)	Yes	No

Draft

Chapter 3: Getting started

Logging in to your deskphone

About this task

Perform this task to log in to your deskphone. Log in from the initial screen when it prompts you for your extension.

Procedure

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

Logging out your deskphone

About this task

Use this procedure to log out of your deskphone. If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls. The offline call-log feature is only available in an Avaya Aura® environment.

Procedure

1. Press **Main Menu > Log Out**.
2. Press **Log out** when the deskphone prompts for confirmation.

Locking and unlocking the deskphone

About this task

Use this procedure to lock your deskphone when it is idle. This prevents the use of deskphone 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 deskphone displays a padlock symbol and your presence status changes to Away.

 Note:

⁴ You can receive incoming calls after you lock your deskphone.

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

Chapter 4: Handling outgoing calls

Making a call

Before you begin

Set the **Dial mode** to automatic or manual.

Procedure

1. Lift the handset or press **Speaker**.
2. Do one of the following:
 - If the dial mode is set to **Auto**, dial the number you want to call.

*** Note:**

- In IP Office, you can press the **Call** softkey or wait for a timeout.
- 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 40

Redialing a number

Procedure

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

The phone redials the last number that you have dialed.

*** Note:**

- The deskphone clears the last dialed number, if you clear the outgoing call log.

1 Toggling between active calls

2 Procedure

- 3 1. During an active call, press **Hold**.
- 4 2. Do any one of the following:
 - 5 • To make a new call, press **NewCall** and dial the extension of the second person.
 - 6 • To answer an incoming call, press **Answer**.
- 7 3. To toggle between the two active calls, press **Swap**.

8 Calling a person form the contacts list

9 About this task

10 Use this procedure to call any contact from the contacts list.

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

12 Procedure

- 13 1. Do one of the following to search for a contact:
 - 14 • On the phone screen, press **Contacts** > **Search**.
 - 15 • Press **Main Menu** > **Contacts** to use dialpad to search.
- 16 2. Press **Call** or **OK** to initiate a call to the selected contact number.

17 Making a call from call history

18 Procedure

- 19 1. Do one of the following:
 - 20 • Press **Main Menu** > **Recents**.
 - 21 • Press **Recents** from the phone screen.
- 22 2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
- 23 3. Press **Call** or **OK**.

1 Making an emergency call

2 About this task

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

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

Note:

7 You can make an emergency call when your deskphone is logged out only if your administrator
8 configured this feature for you. The emergency call feature is available in IP Office only when
9 you are logged in to your deskphone. Also, in IP Office environment, **Emerg** softkey is not
10 available. You must manually dial the emergency number.

Important:

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

14 Procedure

- 15 1. On the Phone screen, press **Emerg**.
- 16 2. To end the emergency call, press **Speaker**..

17 Making an international call

18 About this task

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

22 Procedure

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

Chapter 5: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually.

* Note:

The procedure for answering a call might vary depending on how the administrator has configured your phone.

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 another call and the deskphone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the phone does automatically display the incoming call, you can press **Answer** to automatically put the first call on hold when you answer the new call. Also, you can press **Ignore** or **Next** to return to the first incoming call screen.

Related links

[Making an unattended transfer](#) on page 23

Ignoring an incoming call

About this task

Use this procedure to turn off the ringer for an incoming call.

Procedure

From the Phone screen, press **Ignore**.

1 Switching to another deskphone during an active call

2 About this task

3 Avaya J129 IP Phones supports Multiple Device Access (MDA) using which you can register up to
4 10 SIP devices with your extension. If you register to multiple devices, you can perform functions,
5 such as switching to another registered device during an active call or bridging on to calls at multiple
6 registered devices.

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

8 Before you begin

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

10 Procedure

- 11 1. Answer the incoming call from your deskphone.
- 12 2. To switch to the other deskphone, press **Bridge** on that deskphone.

13 Making an attended transfer

14 About this task

15 An attended transfer is when you transfer an active call to another deskphone number after
16 announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can
17 complete the call transfer by disconnecting the deskphone through any of the following methods:

18 Transfer on Hang-up feature is only available in an Avaya Aura® environment.

- 19 • Put the handset on the cradle
- 20 • Press **Speaker**

21 Before you begin

22 You must answer the call before transferring the call to another deskphone.

23 Procedure

- 24 1. While on the active call, press the **Transfer** softkey.
- 25 2. Perform one of the following actions:
 - 26 • Dial the number.
 - 27 • Call the person from the contacts list or from the history list.
- 28 3. Tell the contact about the call when the contact answers your call.
- 29 4. To complete the transfer, perform one of the following actions:
 - 30 • Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your
 - 31 deskphone.
 - 32 • Press the **Complete** softkey.

Result

Your deskphone transfers the call to the selected number.

Making an unattended transfer

Before you begin

You must answer the call before transferring the call to another deskphone

About this task

An unattended transfer is when you transfer an active call to another deskphone without announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can complete the call transfer by disconnecting the deskphone through any of the following methods:

- Put the handset on the cradle
- Press **Speaker**

Procedure

1. While on the active call, press the **Transfer** softkey.
2. Perform one of the following actions:
 - Dial the number.
 - Call the person from the contacts list or from the history list.
3. To complete the transfer, perform one of the following actions:
 - Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your deskphone.
 - Press the **Complete** softkey.

Result

Your deskphone transfers the call to the selected number.

* Note:

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

Related links

[Answering a call](#) on page 21

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:

- 7 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: Using call forwarding

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 only through short code.

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 deskphone 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

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.

- 1 5. Press **Save** or **OK**.
- 2 The deskphone generates a confirmation tone and returns to the Features menu.
- 3 6. To deactivate the feature, go to the Fwd B/NA screen.
- 4 7. Press **Select** or **OK**.

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Chapter 7: Managing conference calls

Adding a person to an active call

About this task

Use this procedure to set up a conference call and add participants to the 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 telephone number, or call the person from the contacts list or the history 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.

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:

- 22 To toggle between the calls, press **Swap**.
3. When the second person answers the call, press the **Conf** softkey.

- 1 The person on hold adds to the conference call.

2 **Putting a conference call on hold**

3 **About this task**

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

5 **Procedure**

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

Draft

Chapter 8: 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:

- 6 The Mute button is illuminated when you press mute.

Activating Mute Alert

About this task

Use this procedure to configure your deskphone to alert if you speak while your deskphone 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 deskphone 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 deskphone displays the Call Muted icon.

* Note:

- 21 If the user stops talking while mute alerting is on, after a delay of 500 milliseconds, the
 - 22 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 deskphone.

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 41

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.

Procedure

1. 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 Transfer to VM.

3 Parking and unparking a call

4 About this task

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

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

7 Your system administrator must activate the feature for your extension.

8 In the IP Office environment, this feature is supported only through short code.

9 Before you begin 10 Procedure

- 11 1. While on an active call, press **Main Menu > Features**.
- 12 2. Use the **Down Arrow** key to go to the Call Park screen.
- 13 3. Press **Select** or **OK**.
- 14 The deskphone parks the call.
- 15 4. To answer a parked call, press **Main Menu > Features**.
- 16 5. Use the **Down Arrow** key to go to the Call Unpark screen.
- 17 6. Press **Select** or **OK**.
- 18 7. Enter the extension from which the call was parked.
- 19 8. Press **OK**.
- 20 The deskphone unparks the call.

21 Activating Do Not Disturb

22 About this task

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

25 Before you begin

26 Your system administrator must activate the feature for your extension.

27 Procedure

- 28 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.

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 EC500

About this task

Use this procedure to answer office calls on your cell phone.

Before you begin

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

Your system administrator must activate the feature for your extension.

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

Procedure

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

1 Tracing a malicious call

2 About this task

3 Use this procedure to activate malicious call tracing (MCT) and providing information about the
4 malicious call. This feature is available only if your administrator has set up the phone system to
5 trace and track malicious calls and there is an attendant or controlling user to oversee the trace.
6 This feature is only available in an Avaya Aura® environment.

7 Before you begin

8 Your system administrator must activate the feature for your extension.

9 Procedure

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

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

15 Blocking your extension from displaying during calls

16 About this task

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

18 Before you begin

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

20 Procedure

- 21 1. Press **Main Menu > Features**.
- 22 2. Select **CPN Block**.
- 23 3. In the **Destination** field, enter the extension number that you do not want the called party to
24 see.
- 25 4. Press **OK**.

Chapter 9: Managing call history

Turning call history on and off

About this task

Use this procedure to turn the call history feature on or 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 **Log recent calls** 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 contains: name, extension number, time, date, and duration.

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

2 Procedure

- 3 1. Do one of the following:
 - 4 • Press **Recents**.
 - 5 • Press **Main Menu > Recents**.
- 6 2. Select **Details**.
- 7 3. Select one of the following:
 - 8 • **+Contacts**: To add a call record from the call history menu to the contacts list.
 - 9 • **Delete**: To delete a call record from the call history.

10 Clearing the call history menu

11 Procedure

- 12 1. Do one of the following:
 - 13 • Press **Recents**.
 - 14 • Press **Main Menu > Recents**.
- 15 2. Select **ClearAll**.
- 16 3. Select one of the following:
 - 17 • **ClearAll**: To clear all entries.
 - 18 • **Cancel**: To cancel and return to the main menu.

Chapter 10: Managing contacts

Adding a new contact

Before you begin

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

Procedure

1. Press **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

Procedure

1. Press **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.

Procedure

1. Press **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

Procedure

1. To search for a contact from the local contacts, do the following:
 - a. Press **Main Menu > Contacts**.
 - b. Use the dialpad to search for the contact.
2. To search for a contact from the enterprise directory, do the following:
 - a. On the phone screen, press **Contacts > Search**.
 - b. Use the dialpad to search by the full name, or part of the first and last name.
 - c. Press **Search**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Details > Delete**.

Chapter 11: Managing your presence

Enabling Away Timer

About this task

Use this procedure to automatically update the presence status to Away after a predefined time.

Procedure

1. Press **Main Menu > Settings > Presence Settings**.
The deskphone displays the Away Timer screen.
2. Press **Change** to turn on the Away 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 12: 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 of your voice mail.

Procedure

1. Dial the user ID of your voice mail.
2. Follow the voice prompts to listen to your messages.

Chapter 13: Customizing Avaya J129 IP Deskphones

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**:
 - 11 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.

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.

1 You can assign only one contact to a Speed dial number.

3 Replacing and clearing a Speed Dial contact

4 About this task

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

6 Before you begin

7 Assign a contact to a Speed Dial number.

8 Procedure

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

16 Setting Visual alerting

17 About this task

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

19 Procedure

- 20 1. Press **Main Menu > Settings > Phone Settings**.
- 21 2. Use the **Down Arrow** key to go to the Visual alerting screen.
- 22 3. Press **Change** to activate or deactivate visual alerting.
- 23 4. Press **Save**.

24 Displaying Call timers

25 About this task

26 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 deskphone.

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 deskphone.

Procedure

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

The deskphone 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**.

1 Adjusting the contrast of the display screen

2 Procedure

- 3 1. Press **Main Menu > Settings > Display Settings**.
- 4 2. Select **Contrast**.
- 5 3. Use the **Left** and **Right Arrow** keys to increase or decrease the contrast.
- 6 4. Press **Save**.

7 Setting the display language

8 Procedure

- 9 1. Press **Main Menu > Settings > Display Settings**.
- 10 2. Select **Language**.
- 11 3. Press **Select** or **OK** to change the language.
- 12 4. Press **Yes** or **OK** when the phone prompts for confirmation.
- 13 The phone saves the new language and returns to the Display Settings screen.

14 Setting the Time Format

15 Procedure

- 16 1. Press **Main Menu > Settings > Display Settings**.
- 17 2. Use the **Down Arrow** key to go to the Time Format screen.
- 18 The deskphone displays the following:
 - 19 • **Time Format 24 Hour**
 - 20 • **Time Format 12 Hour**
- 21 3. Press **Change** to select one of the options.
- 22 4. Press **Save**.

23 Setting the Date Format

24 Procedure

- 25 1. Press **Main Menu > Settings > Display Settings**.

2. Use the **Down Arrow** key to go to the Date Format screen.

The deskphone 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 deskphone.

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 14: 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.
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® System Manager on Avaya Aura® System Platform at a customer site.
Administering		
<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,	For people who perform Avaya Aura® Session Manager

Table continues...

Title	Use this document to:	Audience
	how to manage data and security, and how to perform periodic maintenance tasks.	system administration tasks.
<i>Administering Avaya Aura® System Manager for Release 7.1</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, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
Maintaining		
<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.
General		
<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 Avaya Aura® Session Manager features, functions, capacities, and limitations.

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 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:

- 24 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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