



Avaya J129 IP Phone SIP Quick Reference guide

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Main Menu

The following table describes each of the Main menu options.

Name	Description
Recents	To view the call history.
Contacts	To add, edit, or delete a contact.
Voice Mail	To check your voice messages.
Features	To access administrator activated features
Settings	To change your phone settings, audio settings, display settings, and more.
Network Information	To check network settings.
Lock	To lock your phone.
Log Out	To sign off the phone, to protect your settings, or to let another user to log in.
Administration	To access administration settings.
About IP Deskphone	To display the phone software version, and the default device type.

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

Table continues...

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

Operations

Entering the provisioning details

Enter the provisioning server address if the phone prompts, for example, when you connect to the network for the first time.

Obtain the provisioning server address from the system administrator.

- When you boot the phone for the first time, the Auto Provisioning screen displays *Do you want to activate Auto Provisioning now?*, press one of the following:
 - Yes:** To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.
 - No:** To obtain the provisioning server address from the DHCP server.

In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for an Enrollment code. Contact your administrator for an Enrollment code. When you enter the valid Enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

If you do not have an Enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

The phone displays the **Starting** message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the **Enter provisioning details** screen.

2. On **Enter provisioning details** screen, press one of the following:

- **Config**: To enter the provisioning server address.
- **Never**: To never prompt for the provisioning server address.
- **Cancel**: To cancel the prompt and display the **Login** screen.

3. After you have pressed **Config**, enter the provisioning server address in the **Addr** field.

The address is an alphanumeric URL like `http://myfileserv.com/j100/`.

+ Tip:

To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the **ABC** mode.

To enter the forward slash symbol (/) in the field, press the / soft key.

4. **(Optional)** Enter the **Group** number.

Obtain the Group number from your system administrator. The value ranges from 0 to 999. 0 is the default value. If you do not enter any value in this field, the phone uses the default value.

5. Press **Save**.

The phone continues to boot and connect to the provisioning server address for provisioning configuration.

Making a call by using the manual dial mode

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you

initiate a call, there is no dial tone, and no time out for completing the dialed string.

- Do one of the following:
 - Lift the handset.
 - Press **Speaker**.
 - Dial the number, and press the **Call** soft key or **OK** button.
- Or
- Just dial the number, and press the **Call** soft key or **OK** button.

If your system administrator has enabled the digit mapping feature the phone can automatically correct wrongly dialed numbers or prevent you from dialing certain numbers.

Setting the dialing mode

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

1. Press **Main menu > Settings > Phone Settings**.
 2. Press **Main menu**.
 3. Use the **Down Arrow** key to go to the **Dial mode** screen.
 4. Press **Toggle** to select one of the following options:
 - **Manual**: Press the **Call** soft key to start a call.
- * Note:**
In the IP Office environment, use the **Manual** mode.
- **Auto**: Ensure that the dialed digits match the dial plan to start a call.
 - **Default**: Press the **Call** soft key to start a call.
5. Press **Save**.

Making a call by using the auto-dial mode

In an auto-dial mode, when you initiate a call by off-hook, you hear a dial tone until you press any digit from the dial pad. You can edit a partially entered dialed input after initiating a call. You hear a DTMF feedback tone for the digits pressed on the dial pad. The phone automatically places the call when it detects that the dialing string is complete or when there is a time out.

To initiate a call quickly, you can press the # key to indicate the end of the dial, and the phone places the call.

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

Or

3. Just dial the number.

Making a call from the local Contacts list

1. Press **Main menu > Contacts**.

The phone displays the message "Use dial pad to search".

2. Scroll to the contact you want to call.
3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

For example, press 76484 to search for someone whose name is Smith.

4. Press **Call**.

Making a call from the corporate database Contacts list

Depending on the configuration by your administrator you may be able to search and call contacts from other remote contacts lists or directories.

1. On the **Phone** screen, press one of the following:

- **Main menu > Contacts > Search**.
- **Contacts > Search**.

2. Press **Search**.

3. Enter the digits on the dial pad that correspond to the name of the person you want to call.

For example, press 76484 to search for someone whose name is Smith.

4. Press **Search** again.

The phone displays the contact saved in the corporate database.

5. Press **Call**.

Making a call from Recents

Use this procedure to make a call from call history. If the system administrator configures emergency calling for your phone, the **Emerg** softkey replaces the **Recents** soft key.

1. On the **Phone** screen, press one of the following:

- **Main menu > Recents**

2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.

3. Press **Call**.

Making an emergency call

Ensure that the **Emerg** soft key is assigned by your administrator.

Do one of the following:

- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

Making an attended transfer

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.

1. While on the first call, press the **Transfer** softkey.
2. Do one of the following:
 - Use the keypad to dial the number to which you want to transfer the call .
 - Call the person from the Contacts list or the Recents list.

The first call is put on hold, and the recipient's phone starts ringing.

3. Press the **Complete** softkey after the recipient answers the call.

The phone transfers the call to the selected number.

Making an unattended transfer

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

1. While on the first call, press the **Transfer** softkey.
2. Do one of the following:
 - Use the keypad to dial the number to which you want to transfer the call.
 - Call the person from the Contacts list or the Recents list.

The first call is put on hold, and the recipient's phone starts ringing.

3. To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number. If the called party does not answer the call, then the unanswered call returns to your phone as a recalled transfer call.

Making an international call

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

Forwarding a call to another extension

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.

Ensure that the feature is activated by the administrator. Contact your administrator for details.

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. To enable Call Forward feature, scroll to one of the following options:
 - **Call Forward**
 - **Call Forward-Busy**
 - **Call Forward-No Answer**
4. Press **Select**.
5. In the **Destination** field, enter the number where you want to forward the incoming calls.
6. Press **Enter**.
The phone generates a confirmation tone and returns to the Features screen.
7. To disable any of the Call Forward features, go to the respective screen and press **Select**.

Managing conference calls

Adding a person to an active call

You can add participants to an active call to set up a conference call.

Start a call.

1. During a call, on the Phone screen, press **More > Conf**.
The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
 - Dial the phone extension by using the dial pad.
 - Call the person from the Contacts list or the Recents list.
3. When the third participant answers the call, press the **Join** soft key.
4. To add another person, press **Add** and repeat Steps 2 and 3.

Managing contacts

Adding a new contact

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

1. To open Contacts list, do one of the following:
 - Press **Contacts**.
 - Press **Main menu**, and select **Contacts**.
2. Do one of the following:
 - If your Contacts list is empty, press **New**.
 - If your Contacts list is not empty, press **More > New**.
3. Use the dial pad to enter the contact's first and last name in the corresponding fields.
 - Press the number key that corresponds to the letter or number that you want to enter.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter the remaining letters or numbers.
 - To enter a symbol, press **More > Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
 - To delete the last character, press the **Bksp** soft key.
4. Enter the extension.
The contact extension can include uppercase and lowercase letters, numbers 0 - 9, and special symbols, such as comma (,), plus (+), and dot (.).
5. Press **Save**.

Searching for a contact

Use this procedure to search contacts from the local contacts list or enterprise directory. However, in IP Office environment, you can search for a contact only from the local contacts list.

1. To search for a contact from the local contacts, do the following:
 - a. Press **Main menu > Contacts**.
The phone displays the message `Use dial pad to search`.
 - b. Press the digits on the dial pad that correspond to the letters of the name of the person you want to call. For example, press `764` to search for someone whose name is Smith.
2. To search for a contact from the enterprise directory, do the following:
 - a. On the Phone screen, press **Contacts > Search** or press **Main menu > Contacts > Search**.

- b. Use the dial pad to enter the name.
- c. Press **Search**.

To add the contact to the local contacts, press **+Contact**.

Managing call history

Call log

Depending on the call type, call log provides the following information about the last 100 calls on your phone:

- Caller name
- Caller number
- Call time-stamp
- Call duration

Avaya J100 Series IP Phones software version 4.0.3 and later always encrypts the content of the call log file.

Managing a call record in the Recents list

1. On the Phone screen, press one of the following:
 - **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.

Using call related features

Parking and unparking a call

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.

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.

Toggling between calls

Use this procedure to toggle between active call appearances.

Ensure that you have more than one active call appearances.

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

Setting up automatic call back

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.

Your system administrator must activate the feature for your extension.

1. During an outgoing call to far end, when the line is busy, 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

Use this procedure to answer calls on your cell phone.

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

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

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

Assigning speed dial entries

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.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Scroll to **Speed Dial**.
5. Use the **Up** and **Down Arrow** keys to select a speed dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected speed dial number.
You can assign only one contact.

Setting the display language

1. Press **Main menu > Settings > Display settings**.
2. Select **Language**.
3. Scroll to the language, and press one of the following:
 - **Select**
 - **OK**
 The phone prompts for the confirmation.
4. Press one of the following:
 - **Yes**
 - **OK**
 The phone returns to the Display Settings screen and the language changes to the selected language.

Identifying the device type during phone boot-up

Avaya J100 Series IP Phones screen displays the device type during the phone boot-up. This feature is supported only in the phone software version 4.0.3 and later.

1. Set up the phone hardware.
2. Plug the Ethernet cable to the phone.
The phone powers up and starts to initialize.
The phone screen displays one of the following message on Avaya J129 IP Phone:
 - Starting... Avaya SIP
 - Starting... Open SIP

Sending a multicast page

You can send a multicast page to a group of users by activating the Multicast Paging group on the Phone screen. If the required group is not added on this screen,

you can access all multicast page groups configured for your phone in the Features menu.

1. Do one of the following:
 - Lift the handset.
 - Press **Speaker**.
2. On the Phone screen, scroll to the required multicast page group, and press **Select**.
The phone displays the Paging <group name> box.
3. To end the multicast page, do one of the following:
 - Press **End Call**.
 - If you use the handset as an audio device, hang up.

installation and maintenance guide, interactive document, and software downloads.

Troubleshooting

Viewing the Device type

View your device type when your system administrator asks you to provide your device type information. The device type can be either Avaya SIP or Open SIP.

1. Press **Main menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Device type**.

Viewing the Server type

View your server type when your system administrator asks you to provide your server type information. The server type can be of Avaya Aura® or an open SIP.

1. Press **Main menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Server type**.

Viewing the Product ID

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view the Product ID on the phone screen.

1. Press **Main menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Product ID**.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide,