



# AVAYA

## AVAYA J129 IP Phone QUICK REFERENCE GUIDE



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.

Callout number	Name	Description
1	Beacon LED	Displays a flashing red light to indicate a voice mail or incoming call. The Beacon LED also flashes when you are on a call using the hands free speaker capability.
2	Phone display	Displays information such as time, softkey labels, and menu items.  If a text is wider than the display area, then the text is followed by three dots. Use the Right and Left Arrow keys to scroll through the text.  If there is a scroll bar or a line indicator at the right of the phone display, use the up and down arrow keys to scroll up and down.
3	Softkeys	Displays screen-specific commands.
4	OK	Selects the function assigned to the left softkey.
5	Navigation arrows	Navigates between various menu options.
6	Phone	Displays the Phone screen.
7	Back	Cancels the current action and returns to the previous menu.
8	Speaker	Activates and deactivates the speakerphone. You can also lift the handset to deactivate the speakerphone.
9	Main Menu	Displays the menu options and other phone settings.
10	Hold	Puts the call on hold.
11	Volume	Increases or decreases the volume of the handset, or speaker when you are on a call.  Adjusts the ringer volume when you are not on a call.
12	Mute	Mutes and unmutes the microphone.

## **Making a Local Phone Call Dial 9 Plus The 7 Digit Telephone Number**

1. Lift the handset or press Speaker.
2. Press the digits on the dial pad.
3. Press the **Call** soft key to start a call

## **Making a Long-Distance Phone Call Dial 9 Plus 10 Digit Long-Distance Telephone Number (Requires an Authorization Code)**

1. Lift the handset or press Speaker.
2. Press the digits on the dial pad.
4. Press the **Call** soft key to start a call
5. When you hear a tone enter your authorization code and #

## **Redial From Call History**

1. On the Phone screen press
  - Recents
2. Use the Up and Down Arrow keys to select the number that you want to call.
3. Press one of the following to start a call
  - Call
  - OK

## **Answer A Call**

Do one of the following:

- Lift the handset.
- Press Speaker.
- Press OK.
- Press the Answer soft key

## **Answering a Second Call**

Use this procedure to answer a call when you are attending a call. When you get another call while you are on a call, the phone plays a call waiting tone. If you disconnect the ongoing call without answering the other call, the phone stops playing the call waiting tone and generates audio visual alerts.

1. Press one of the following:
  - The Answer soft key
  - OK

The phone puts the first call on hold and moves to the second call.

## **Toggle Between Calls**


Use this procedure to toggle between active call appearances

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


## **Changing the ring tone**

1. Press the "hamburger" menu button. This is the button with 3 horizontal lines located below the directional pad.
2. Scroll down to select "Settings"
3. Scroll down to select "Audio Settings"
4. Select "Ring Type"
5. As you scroll through the options, the buttons on the display will allow you to 'Select' the tone to use as your tone or 'Play' the tone to sample it.


## **Adjusting the ring volume**

1. With the handset on the base and the phone not active, press the volume key  use the + and - to adjust volume.

## **Adjusting the call volume**

2. Press the volume key  use the + and - to adjust volume.
3. Volume is adjusted separately for handset, headset & speaker that you are currently using.

## **Mute**

1. Press mute button  to block the caller from hearing you. You still hear the caller. Button is lit
2. Press mute to remove the block and begin speaking.

## **Hold**

1. Press hold button 
2. To retrieve the call – press the resume soft key

## **Transfer**

Transfer is a built in soft key on your display.

1. Press Transfer. The current call is put on hold
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 Recents list
3. The recipient's phone starts ringing
4. Press the Complete soft key after the recipient answers the call. The phone transfers the call to the selected number.

**To transfer a caller directly to someone's voicemail. Press transfer, # and the extension number.**

## **Conference**

You must be on a call to initiate a conference call.

1. During a call, on the Phone screen, press Conf soft key. The phone puts the second call on hold.
2. To make a call to a third participant, do one of the following:
  - Dial the phone number by using the dial pad.
  - Call the person from the Recents list
  - Redial the last dialed number by using the Redial soft key.The third participant answers the call.
3. Press the Join soft key.

## **Parking A Call Within Your Department**

Parking a call is like holding a call. However, parked calls can be retrieved by other users in your department. Your department park slot numbers will be listed on your phone.

1. While on your call press transfer then # plus your 4-digit department park zone.
2. To reclaim the call, press \* plus your 4-digit department park zone.

## **Retrieving a Department Parked Call from A Phone That Is Not in Your Department**

You can park a call on a phone within your department and go to a phone outside your department to retrieve it if you know the park zone the original call was parked on,

Press an available line key on the phone you wish to pull the parked call to.

1. Dial Call Park Retrieve Code **\*AND THE PARK ZONE (example \*6001)** you parked the call on.

## **Do Not Disturb**

In 'do not disturb' mode, your callers are redirected to voicemail (if available) or otherwise hear busy tone.

1. Dial \*08 to forward all calls directly to voicemail.
2. Dial \*09 to cancel

## **Mobile Twinning Onsite**

To activate Mobile Twinning

1. From your extension, dial \*871

To Change the destination phone number, you want to Twin to your extension

1. From your extension dial \*870 9+number then #

To deactivate Mobile Twinning

2. From your extension, dial \*872

## **Activate and Deactivate Mobile Twinning Offsite**

When offsite you can call the following telephone numbers to Turn on and Turn Off your mobile twinning feature. You will hear a confirmation tone that you have enabled or disabled the feature.

***You must call from the telephone number you are currently twinned to.***

1. Dial 816-383-7960 to turn your Mobile Twinning on.
2. Dial 816-383-7961 to turn you Mobile Twinning off.

You will not be able to change the telephone number you are twinned to while offsite. You must do this from your desk following the directions above "***Mobile Twinning Onsite***".