



AVAYA

AVAYA J139 IP Phone QUICK REFERENCE GUIDE



Number	Name	Description
1	Beacon LED	Displays green light for the Voice mail and messages visual alert. Displays green and red light during an active call.
2	Phone display	Displays two areas: <ol style="list-style-type: none"> 1. Top Bar: It is always visible, displays communication and device status, and time and date. 2. Application area displays the following: <ul style="list-style-type: none"> • Application header: it displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen. • Application content area: it displays menus, lists, pop-up windows, images, or other application content. • Softkey labels area: it displays labels with information about the state of the Soft Key buttons.
3	Line keys	Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts: <ul style="list-style-type: none"> • Red light: disabled features. • Green light: incoming call and enabled features. • Red and green light: phone is off-hook.
4	Softkeys	Used to select the corresponding label of context-specific actions.
5, 7	Navigation cluster	Used to navigate on the Phone screen. <ul style="list-style-type: none"> • Up and Down arrow keys: to scroll up and down. • Right and Left arrow keys: to move cursor in the text input field, and to toggle values in the selection fields. • OK button: to select the action assigned to the first soft key.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to toggle your call from the speaker to headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. <ul style="list-style-type: none"> • (+): To increases the volume. • (-): To decrease the volume.
15	Mute button	Used to mute and unmute the outgoing audio.

Application keys provide direct access to the corresponding applications:

Number	Name	Description
6	Phone key	Displays the Phone screen
8	Main Menu	Displays the list of options, such as Features, Applications, Settings, and Network Information
10	Recents	Displays call history list

Logging in to your phone

1. On the Login screen in the Username field, type your extension.
2. Press one of the following:
 - a. **Enter**
 - b. **OK**
 - c. **#**
 - d. Down Arrow**
3. In the Password field, type your password (**27238**).
4. Press one of the following:
 - e. **Enter**
 - f. **OK**
 - g. **#**
5. To change the extension number or the password, press **Backspace**.

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.
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.
3. Press the **Call** soft key to start a call
4. 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 **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.
5. Select **Primary**
6. Press one of the following:
 - **Select**
 - **OK**
7. Scroll to the ringtone, and press **Select**.
8. (Optional) To play the ringtone, press **Play**.
9. Press **Save**.

Adjusting the ring volume

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

1. Press the volume key  use the + and - to adjust volume.
2. 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.

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 the More soft button
 - press Conf soft button
 - The phone puts the 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 code (**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 Change the destination phone number, you want to Twin to your extension

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

To activate Mobile Twinning

1. From your extension, dial *871

To deactivate Mobile Twinning

1. 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.

- If your phone is already twinned and you call the Mobile Twinning On number, you will just hear two beeps. There is no way to verify the status of your twining without testing it.
- 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***".