



Using Avaya J129 IP Phone SIP

© 2019, Avaya Inc.
All Rights Reserved.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL

PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Regulatory Statements

Australia Statements

Handset Magnets Statement:



Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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.

Radiation Exposure Statement

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.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Industry Canada (IC) Statements

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.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- 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.



本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我等など人身事故の原因となることがあります。

México Statement

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.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

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.

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

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

Radiation Exposure Statement

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

ENERGY STAR® compliance statement



As an ENERGY STAR partner, Avaya Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency. Information on the ENERGY STAR program can be found at www.energystar.gov. ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from <https://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Device Usage Consent

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

Contents

Chapter 1: Introduction	9
Purpose.....	9
Chapter 2: Avaya J129 IP Phone overview	10
Physical layout of a J129 IP Phone.....	11
Connection jacks for a J129 IP Phone :	12
Supported features.....	14
Chapter 3: Getting started	16
Entering the file server address.....	16
Identifying the device type during phone boot-up.....	17
Logging in to your phone.....	17
Logging out of your phone.....	18
Locking and unlocking the phone.....	18
Chapter 4: Navigation	19
Main Menu.....	19
Icons on the phone.....	19
Chapter 5: Call operations	21
Handling outgoing calls.....	21
Making a call by using the dial mode.....	21
Making a call without using the dial mode.....	21
Redialing a number.....	21
Making a call by using speed dial.....	22
Toggling between calls.....	22
Making a call from the local Contacts list.....	22
Making a call from the corporate database Contacts list.....	23
Making a call from Recents.....	23
Emergency call.....	24
Making an international call.....	24
Handling incoming calls.....	25
Answering a call.....	25
Answering a call when on another call.....	25
Ignoring a call.....	26
Handling calls and conferences using Multiple Device Access.....	26
Making an attended transfer.....	27
Making an unattended transfer.....	27
Transferring a call on hold.....	27
Call related features.....	28
Muting and unmuting a call.....	28
Placing a call on hold and resuming the call.....	28
Resuming a held call by using Hold button.....	29

Managing conference calls.....	29
Managing contacts.....	30
Managing call history.....	33
Chapter 6: Advanced features.....	35
Advanced features.....	35
Accessing the Features screen.....	35
Activating transfer to voice mail.....	35
Parking and unparking a call.....	36
Activating Do not disturb.....	36
Setting up automatic call back.....	37
Call Forwarding.....	37
Activating EC500.....	38
Multiple Device Access.....	38
Tracing a malicious call.....	39
No Hold Conference.....	39
Multicast Paging.....	40
Shared control	41
Blocking your extension from displaying during calls.....	42
Retrieving a voice mail.....	42
Chapter 7: Avaya J129 IP Phone customization.....	43
Phone.....	43
Setting the Dial mode.....	43
Displaying call timers.....	43
Assigning Speed Dial.....	44
Replacing and clearing a Speed Dial contact.....	44
Activating Mute Alert.....	44
Setting Visual alerting.....	45
Audio.....	46
Setting a ring tone for incoming calls.....	46
Turning button clicks on and off.....	46
Turning error tones on and off.....	47
Turning audio settings on and off.....	47
Setting Handset Profile.....	47
Display.....	48
Adjusting the contrast of the display screen.....	48
Setting the display language.....	48
Setting the date format.....	49
Setting the time format.....	49
Setting the time zone.....	50
Setting the network mode.....	50
Setting the network configuration.....	51
Connecting to a Wi-Fi network.....	52
Backup and restore.....	53

Backup and restore overview.....	53
Chapter 8: Troubleshooting	55
Viewing the Product ID.....	55
Viewing the Device type.....	55
Viewing the Server type.....	56
Chapter 9: Resources	57
Documentation.....	57
Finding documents on the Avaya Support website.....	59
Avaya Documentation Portal navigation.....	59
Viewing Avaya Mentor videos.....	60
Support.....	61

Chapter 1: Introduction

Purpose

This document describes the features of Avaya J129 IP Phone and also provides instructions on how to use this phone.

This document is for end users.

Chapter 2: Avaya J129 IP Phone overview

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.

Physical specifications

- Single call appearance
- A 128 x 32 pixels graphical LCD
- Three softkeys
- Dual 10/100 network ports
- Power over Ethernet class one device
- Magnetic Hook Switch

Physical layout of a J129 IP Phone



Callout number	Name	Description
1	Beacon LED	Displays a flashing red light to indicate a voice mail or incoming calls. 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.

Table continues...

Callout number	Name	Description
4	OK	Selects the function assigned to the left softkey.
5	Navigation arrows	Navigates between various menu options. <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.
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	Increase 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.
13	Mic	The mic of the phone. It is positioned on the front panel for J129D03A and later models.

Connection jacks for a J129 IP Phone:

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

Connection jacks for a J129 IP Phone:



No.	Name	Description
1	5V DC Jack	To connect the power supply. * Note: Available only in J129D03A and later models.
2	Network port	To connect the Ethernet cable

Table continues...

No.	Name	Description
3	PC port	To connect the computer. * Note: PC port is disabled when Wi-Fi network is used.
4	Handset Jack	To connect the handset.
5	WLAN Module Panel	To integrate the Wi-Fi module.

* **Note:**

Headset is not supported in Avaya J129 IP Phones.

Supported features

Features	Avaya Aura®	IP Office
End to end security indicator	Yes	No
Private Call	Yes	Yes. It is supported using short codes.
Call Forward	Yes	Yes. It is supported using short codes.
Emergency dialing when user not logged in	Yes	No
Conference calls	Yes	Yes. Conference call supports three participants and the call is hosted on the phone.
Attended Transfer	Yes	Yes
Unattended Transfer	Yes	Yes
Transferring a call by selecting a contact or Recents	Yes	Yes
Contacts	Yes	Yes. Personal contacts only.
Presence	Yes	No
Quick log in	Yes	No
Multiple Device Access (MDA) ¹	Yes	No
Voice mail	Yes	Yes

Table continues...

¹ The MDA feature is supported in Avaya J129 IP Phone with limitations. For more information, see “Multiple Device Access”.

Call Park/Unpark	Yes	Yes. It is supported using short codes.
Block Calling party info	Yes	No
EC500	Yes	No
Malicious Call Trace (MCT)	Yes	No
Do Not Disturb	Yes	Yes. It is supported using short codes.
Automatic Call Back	Yes	No
Dial mode	Yes	Yes. It supports only manual mode.
Speed Dial	Yes	No

Chapter 3: Getting started

Entering the file server address

About this task

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

Before you begin

Obtain the file server address from the system administrator.

Procedure

1. 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 (DES) server to obtain the file server address and ignore the file server address from the DHCP.
 - **No**: To obtain the file server address from the DHCP server.

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

If the connection to DES is successful, and the phone receives the file server address, the phone continues to boot and not prompt you for the file server address.

If the connection to DES is successful, and the phone does not receive the file server address, 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 file server address.

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

If the connection is successful, the phone displays the `Starting` message. If the phone does not receive the file server address from the DES or the DHCP server, the phone displays the Enter the file server address screen.

2. On Enter the file server address screen, press one of the following:
 - **Config**: To enter the file server address.
 - **Never**: To never prompt for the file server address.
 - **Cancel**: To cancel the prompt and display the Login screen.

3. After you have pressed **Config**, enter the file server address in the **Address** field.

The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN) like `http://myfileserv.com/j100/`.

+ Tip:

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

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

4. Press **Save**.

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

Identifying the device type during phone boot-up

About this task

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.

Procedure

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

The phone primary screen displays one of the following as the backslash screen:

- A screen with Avaya text for Avaya SIP phones
- A screen with Open SIP text for Open SIP phones

Logging in to your phone

About this task

Perform this task to log in to your phone.

Before you begin

Get the log in password from the system administrator.

Procedure

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

Logging out of your phone

About this task

If the administrator enables the offline call-log feature, missed calls are added to the call history. The offline call-log feature is only available in an Avaya Aura® environment.

Procedure

1. Press **Main menu** > **Log Out**.

 **Note:**

In IP Office, press **Main menu** > **Admin** > **Log Out**.

2. Press **Log Out** when the phone prompts for confirmation.

Locking and unlocking the phone

About this task

You can lock your phone to prevent the use of the phone when you are away. Locking your phone does not log you out, so you can make emergency calls and receive calls.

Procedure

- To lock the phone, press **Main menu**, and select **Lock**.
- To unlock the phone, press **Unlock** and enter the login password.

Chapter 4: Navigation

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

Table continues...

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

Chapter 5: Call operations

Handling outgoing calls

Making a call by using the dial mode

About this task

Use this procedure to make a call without lifting the handset or pressing **Speaker**.

Procedure

Set the dial mode on the phone to one of the following:

- **Auto**: Dial the number.

The phone starts the call when the inter digit timer times out.

- **Auto**: Dial the number and press # key.

Pressing # key indicates end of dial, the phone starts the call.

- **Manual**: Dial the number, and press the **Call** soft key.
-

Making a call without using the dial mode

Procedure

1. Do one of the following:

- Lift the handset.
- Press **Speaker**.

2. Dial the number.
-

Redialing a number

About this task

Use this procedure to redial a number. If you delete the outgoing call log, the last dialed number is deleted.

Procedure

On the Phone screen, press one of the following:

- **Redial**
- If **Redial** softkey is the first softkey, press **OK**.

Making a call by using speed dial

Before you begin

Ensure you have speed dial numbers assigned to your contacts.

Procedure

Press and hold the dial pad key assigned to the number you want to call.

Toggleing between calls

About this task

Use this procedure to toggle between active call appearances.

Before you begin

Ensure that you have more than one active call appearances.

Procedure

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

Making a call from the local Contacts list

Procedure

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**.

Related links

[Adding a new contact](#) on page 30

Making a call from the corporate database Contacts list

About this task

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

Procedure

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

About this task

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.

Procedure

1. On the Phone screen, press one of the following:
 - **Main menu > Recents**
 - **Recents**
2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.
3. Press **Call**.

Related links

[Managing a call record in the Recents list](#) on page 34

Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Phone screen
- Lock screen

In the IP Office environment, you can make an emergency call only when you are logged in to your phone.

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** soft key.

Otherwise, the **Recents** soft key replaces the **Emerg** soft key.

Using the **Emerg** soft key, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** soft key is unavailable.
- The **Emerg** soft key is available, but you want to dial an emergency number that is not set by the system administrator.

In the IP Office environment, the **Emerg** soft key is unavailable. You must dial the emergency number by using the dial pad.

Making an emergency call

Before you begin

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

Procedure

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 international call

Procedure

1. Press and hold the **0** key to enter the plus sign (+).

2. Dial the number that you want to call.

Handling incoming calls

Answering a call

About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio-visual alerts.
- Displays the caller's name or number.

Procedure

Do one of the following:

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

You cannot answer Call Park calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

Answering a call when on another call

About this task

You can receive a call on a secondary call appearance only if the call appearance is free.

Procedure

Press one of the following:

- The **Answer** soft key
- **OK**

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

Ignoring a call

About this task

When you do not want to answer a call or you are on another call, you can ignore the new incoming call. When you ignore a call, only the ring alert on your phone stops, you can still answer this call within its ring time by using the Up and Down arrow keys to select the call and answer it.

Procedure

On the Incoming call screen, press one of the following:

- The **Ignore** soft key
- **Back**

The phone turns off the audio alert and returns to the previous screen.

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone. To transfer the call to another phone, press **Bridge** on your phone.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Related links

[Adding a participant to no hold conference](#) on page 40

Making an attended transfer

About this task

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.

Procedure

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

About this task

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

Procedure

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.

Transferring a call on hold

About this task

Use this procedure to transfer a call on hold to an outgoing or an incoming call.

Before you begin

Press **Hold** to put an ongoing call on hold.

Procedure

1. Press one of the following softkeys:
 - **New Call**: To make a new call.
 - **Answer**: To answer a call
2. When the called party answers the call or you answer the call, press the **Transfer** softkey.
3. Press the **Transfer** softkey again when the phone prompts for confirmation.

Call related features

Muting and unmuting a call

About this task

If you mute a call on the phone, you must unmute it using the **Mute** button. If you mute the call on the Bluetooth headset, you must unmute it on the headset.

Procedure

1. To mute an active call, press **Mute**.
The **Mute** button is lit.
2. To unmute the call, press **Mute** again.

Placing a call on hold and resuming the call

About this task

During a call, you can place the call on hold. When you put a call on hold, both you and the caller cannot hear each other on the call. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call by using the up and down arrow keys to scroll to the required call.

Procedure

1. To put an active call on hold, press the **Hold** soft key.
2. To resume the held call, press the **Resume** soft key.

Resuming a held call by using Hold button

About this task

You can resume a held call by using the hold button.

Before you begin

Ensure you have an active held call on the phone.

Procedure

Press **Hold** button to resume the held call.

When you have multiple held calls and you are on the phone screen, pressing the hold button will:

- Resume the highlighted held call, if the held call is highlighted
- Resume the last held call, if there is no highlighted held call

If you are not on the phone screen, pressing hold button will:

- Resume the last held call
- Redirect you to the phone screen, and cancel any other action on the user input menu

Managing conference calls

Adding a person to an active call

About this task

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

Before you begin

Start a call.

Procedure

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.

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 **New Call** and dial the extension of the second person.
 - To answer an incoming call, press **Answer**.
 - To toggle between the calls, press **Swap**.
3. When the second person answers the call, press the **Conf** softkey.
The person on hold is added to the conference call.

Putting a conference call on hold and resuming a call

About this task

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

Procedure

1. Press **Hold** soft key during a conference call.
2. Do one of the following:
 - Press **Resume**.
 - Select the call appearance to resume the conference call.

Managing contacts

Adding a new contact

About this task

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

Procedure

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**.

Editing a contact

About this task

Edit a contact in the Contacts list.

Procedure

1. Do one of the following:
 - Press **Contacts**.
 - Press **Main menu > Contacts**.
2. Select the contact.
3. Press **More**.
4. Press **Details > Edit**.
5. Scroll to the field to edit.
6. Use the dial pad and soft keys to change the contact information.
7. Press **Save**.

Viewing local contact details

Procedure

1. Do one of the following:
 - Press **Contacts**.
 - Press **Main menu > Contacts**.
2. Press **More**.

3. Press **Details**.

- To call a contact, press **Call**.
- To edit a contact, press **Edit**.
- To delete a contact, press **Delete**.
- To view more options, press **More**.

Searching for a contact

About this task

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.

Procedure

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 dialpad to enter the name.
 - c. Press **Search**.
To add the contact to the local contacts, press **+Contact**.

Deleting a contact

Procedure

1. Do one of the following:
 - Press **Contacts**.
 - Press **Main menu > Contacts**.
2. Select the contact to delete.
3. Press **More > Details > Delete**.
4. Press one of the following:
 - **Delete**: To delete the contact.
 - **Cancel**: To cancel the action.

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.

When the offline call log feature is disabled in System Manager, if you downgrade the software of your phone to a version earlier than 4.0.3, you will lose the call log details. Contact your administrator for information on retaining the call log details.

Turning call history on and 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 call history feature on or off, do one of the following:
 - Select **Toggle**.
 - Use the **Left Arrow** and **Right Arrow** keys.
4. Press **Save**.

Viewing the Recents details

About this task

In the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Name
- Extension number
- Time
- Date

- Duration

 **Note:**

Duration is not available for a missed call.

Procedure

1. On the Phone screen, press one of the following:
 - **Main menu > Recents**
 - **Recents**
2. Select the call that you want to view.
3. Press **Details**.

The phone displays the details of the selected call.

Managing a call record in the Recents list

Procedure

1. On the Phone screen, press one of the following:
 - **Main menu > Recents**
 - **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.

Clearing the Recents list

Procedure

1. On the Phone screen, press one of the following:
 - **Main menu > Recents**
 - **Recents**
2. Press **Clear All**.
3. Select one of the following when the phone prompts for confirmation:
 - **Clear All**: To delete all entries.
 - **Cancel**: To cancel and return to the previous menu.

Chapter 6: Advanced features

Advanced features

You can access advanced features available on your phone from the Features screen.

Most of the features are configured by the system administrator.

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.

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.

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

Procedure

1. During an active call, 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 the transfer to voice mail.

Parking and unparking a call

About this task

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.

Procedure

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.

Activating Do not disturb

About this task

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

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

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 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.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

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.

Call Forwarding

The phone supports the following Call Forward types:

- Call Forward: Diverts all incoming calls to another number.
- Call Forward Busy: Diverts incoming calls to another number if you are on a call.
- Call Forward No Answer: Diverts incoming calls to another number when you do not answer the call within the set time.

Enhanced Call Forward

The Enhanced Call Forward feature is used to set rules on call forwarding. You can set the rules by entering the internal and external phone numbers in the corresponding Call Forward types.

Forwarding a call to another extension

About this task

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.

Before you begin

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

Procedure

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 Fwd**
 - **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 **Save**.

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**.

Activating EC500

About this task

Use this procedure to answer calls on your cell phone.

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

Before you begin

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

Procedure

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

Multiple Device Access

With the Multiple Device Access (MDA) feature, you can register up to 10 SIP devices with the same extension to transfer active calls between devices.

This feature is available only in an Avaya Aura[®] environment. Multiple Device Access is configured on Avaya Aura[®] Session Manager.

MDA limitations

There are limitations for Multiple Device Access as Avaya J129 IP Phone supports only two call appearances, while the user might have more than two call appearances configured.

The limitations for Multiple Device Access are the following:

- There is no audio or visual alerting for the third incoming call if two call appearances are already in use.
- The Avaya J129 IP Phone will not display the third or higher call appearance.
- When you receive an MDA indication, press the **Phone** button to view the details and join the bridged call.

Tracing a malicious call

About this task

Use this procedure to activate Malicious Call Tracing and providing information about the malicious call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace. This feature is only available in an Avaya Aura® environment.

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 MCT Act screen.
3. Press **OK**.

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

No Hold Conference

With the No Hold Conference feature, you can add participants to your call while continuing your active conversation. The No Hold Conference feature lets you create a conference call without putting any call participant on hold.

For example, if you press the administered **No Hold Conf** button and then dial an extension the participant that answers the call joins the no hold conference.

Using the **No Hold Conf** button you can add more participants to the no hold conference.

The administrator can pre-configure only one number on System Manager. When you press the **No Hold Conf** button, the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

If the participants do not answer the call within the configured time-out duration Avaya J100 Series IP Phones will display the appropriate message on the phone screen.

Adding a participant to no hold conference

About this task

You can add participants to your call while continuing your conversation without interruption. You can add up to six participants in the no hold conference call.

Half width mode is only supported in Avaya 9608/9608G and Avaya 9611/9611G IP Deskphones.

Before you begin

Alternatively, Ensure that the administrator has activated the no hold conference feature, and you are on an call.

Procedure

1. During an active call, on the phone screen, Press **Main menu** > **Features** .
2. Press **No Hold Conf** .
3. You can add users to a no hold conference by using one of the following methods:
 - If an extension number is pre-configured by your administrator, you can press **Select**.
 - If the extension number is not pre-configured, you will get a Dial screen to enter the extension number, press **OK**.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

Related links

[Handling calls and conferences using Multiple Device Access](#) on page 26

Multicast Paging

With the Multicast Paging feature, you can receive a page that will be automatically played on the phone. If configured by the system administrator, you can send a multicast page to a group of phones in the network.

An incoming multicast page is played on the phone speaker. When the page is played, the Phone screen displays the `Page from <group name>` notification during the whole time of transmission.

All configured multicast groups that you can send a page to are available in the Features menu. You can add, move or delete the multicast page keys from the Phone screen by the common customization procedure.

Active calls with a lower priority than the multicast page are put on hold, all lower-priority incoming calls are ignored.

A multicast page is ignored if the agent is on an active call and has the Do Not Disturb status, or making an emergency call.

Sending a multicast page

About this task

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.

Procedure

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.

Shared control

With the Shared Control feature, you can operate phones from the Avaya IX™ Workplace Client client and use high quality audio of the phone. Shared control is supported on all the Avaya J100 Series IP Phones models.

Phones must be registered with Avaya Aura® to establish a shared control connection. When you log in to your phone and Avaya IX™ Workplace Client in the shared control mode, you can control the phone through Avaya IX™ Workplace Client. A shared control session might not be established if multiple devices are registered to the same user, depending on the client implementation.

The Shared Control feature must be activated by the administrator and configured on Avaya IX™ Workplace Client.

Note:

This feature is available only in Avaya Aura® environment.

You can perform the following tasks on the Avaya J100 Series IP Phones:

- make a call
- answer a call
- place and resume a call on hold
- mute and unmute a call
- call transfer
- conference

Notifications:

You will get the following messages on your ePhone screen after the phone is configured or disconnected from Avaya IX™ Workplace Client:

- Shared Control active
- Shared Control inactive

For information on installing and configuring Avaya IX™ Workplace Client, see *Planning for and Administering Avaya IX™ Workplace Client for Android, iOS, Mac, and Windows* and *Using Avaya IX™ Workplace Client for Android, iOS, Mac, and Windows*.

Blocking your extension from displaying during calls

About this task

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

Before you begin

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

Procedure

1. Press **Main menu** > **Features**.
2. Select **CPN block**.
3. In the **Destination** field, enter the extension number that you do not want the called party to see.
4. Press **OK**.

Retrieving a voice mail

About this task

Use this procedure to listen to your voice mail messages. The beacon LED illuminates to indicate that you have a voice mail.

Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

Procedure

1. Press **Main menu**.
2. Use the **Down Arrow** key to go to the Voicemail screen.
3. Press **Select**.
4. Follow the voice prompts to playback your voice messages.

Chapter 7: Avaya J129 IP Phone customization

Phone

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 **Toggle** to select one of the following :
 - **Manual**: Press the **Call** softkey to start a call.
 - **Auto**: The dialed digits must match the dialplan to start a call.
4. Press **Save**.

Displaying call timers

About this task

Use this procedure to display the duration of calls.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Use the **Down Arrow** key to go to the **Display call timers**.
5. Press **Toggle** to activate or deactivate the call timers.

6. 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.

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

Replacing and clearing a Speed Dial contact

About this task

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

Before you begin

Assign a contact to a Speed Dial number.

Procedure

1. Press **Main menu > Settings > Phone settings**.
2. Select **Speed Dial**.
3. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.
4. Press one of the following:
 - **Replace**: To replace the contact with another contact.
 - **Clear**: To remove the contact from the Speed Dial.
5. Press **Replace** or **Clear** when the phone prompts for confirmation.

Activating Mute Alert

About this task

Use this procedure to configure your phone to alert if you speak while your phone 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 **Toggle** to select one of the following:
 - **Audible**: If you put a call on mute and start speaking after eight seconds, the phone 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 phone displays the Call Muted icon.
- * Note:**
- If the user stops talking while mute alerting is on, after a delay of 500 milliseconds, the 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 phone.
4. Press **Save**.
- Mute alert turns off automatically when you take the call off mute.

Setting Visual alerting

About this task

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

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Beacon LED**.
6. Press **Toggle** to enable or disable visual alerting.
7. Press **Save**.

Related links

[Visual alerting](#) on page 46

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.

*** 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 45

[Setting Visual alerting](#) on page 45

Audio

Setting a ring tone for incoming calls

Procedure

1. Press **Main menu** > **Settings** > **Audio Settings**.
2. Select **Personalize ringing**
3. Use the **Down Arrow** key to select **Ring Type**.
4. Press **Select** to choose the required ring tone.
5. 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 **Toggle** 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 phone.

Procedure

1. Press **Main menu** > **Settings** > **Audio Settings**.
2. Use the **Down Arrow** key to go to the Error Tones screen.
3. Press **Toggle** 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 **Toggle** 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 phone.

Procedure

1. Press **Main menu** > **Settings** > **Audio Settings**.
2. Select **Handset Profile**.

The phone 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 **Toggle** to select one of the options.
 4. Press **Save**.

Display

Adjusting the contrast of the display screen

Procedure

1. Press **Main menu > Settings > Display Settings**.
2. Scroll down to **Contrast**.
3. Press **Select**
4. Press one of the following:
 - **Right Arrow** key: To increase the contrast.
 - **Left Arrow** key: To decrease the contrast.
5. Press **Save**.

Setting the display language

Procedure

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.

Setting the date format

Procedure

1. Press **Main menu > Settings > Display Settings**.
2. Use the **Down Arrow** key to go to the Date format screen.

The phone displays one of the following:

- **Default**
 - **mm/dd**
 - **dd/mm**
 - **mm.dd**
 - **dd.mm**
 - **mm-dd**
 - **dd-mm**
 - **mmm dd**
3. Press **Toggle** to select one of the options.
 4. Press **Save**.

Setting the time format

Procedure

1. Press **Main menu > Settings > Display Settings**.
2. Use the **Down Arrow** key to go to the Time format screen.
3. Press **Toggle** to select one of the following options:
 - **Time format 24 Hour**
 - **Time format 12 Hour**
4. Press **Save**.

Setting the time zone

About this task

Use this procedure to set the current time of the phone.

Procedure

1. Press **Main menu** > **Settings** > **Display Settings**.
2. Scroll to **Time zone**, and press **Select**.
3. To set the required time, do one of the following:
 - Use the **Left Arrow** and **Right Arrow** key.
 - Press **-** or **+** soft key.
4. Press **Save**.

Setting the network mode

About this task

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

Before you begin

Ensure that the system administrator gave you access to perform this task.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network mode**.

The **Network mode** setting shows the following options:

- **Ethernet**: To connect to an Ethernet network.
 - **Wi-Fi**: To connect phone to a Wi-Fi network.
5. Press one of the following:
 - **Toggle**
 - **Right** arrow key
 - **Left** arrow key

6. When **Network mode** displays **Wi-Fi**, the following lines are shown on the Phone screen:
 - **SSID**: The name of the Wi-Fi network that the phone is either currently connected to, or will attempt to connect to if you start the connection process.
 - **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.
7. After selecting the network mode, press **Save**.
8. When you switch **Network mode** from **Ethernet** to **Wi-Fi**, see “*Connecting to a Wi-Fi network*” section.
9. When you switch **Network mode** from **Wi-Fi** to **Ethernet** , press **Save**.
10. When the phone prompts for permission to restart, press **OK**.
Press **Cancel** to go back to previous step.

Related links

- [Setting the network configuration](#) on page 51
[Connecting to a Wi-Fi network](#) on page 52

Setting the network configuration

About this task

To set the network configuration to Auto or Manual. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

When network configuration is Auto, every time the phone restarts, it will connect to the pre-configured network that your administrator has set up.

When network configuration is Manual, every time the phone restarts, it will connect to the network that you manually configured by [Setting the network mode](#) on page 50 or [Connecting to a Wi-Fi network](#) on page 52, irrespective of the pre-configured network that your administrator has set up.

Note:

Any time you manually change the connected network, the phone will automatically set **Network config** to **Manual**.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.
4. Scroll to **Network config**.

The Network configuration shows following two options:

- **Auto**: To automatically connect a network.
- **Manual**: To manually connect to a network.

5. Press one of the following:

- **Toggle**
- **Right** arrow key
- **Left** arrow key

6. Press one of the following:

- **Save**
- **OK**

 **Note:**

If you do not want your phone to restart and stay in the Manual mode when you switch **Network config** from **Auto** to **Manual**, press **Save**.

If you switch **Network config** from **Manual** to **Auto**, press **Save** and then do either of the following:

- If the currently-connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stay in the Auto mode.
- If the currently-connected network is not the same as the pre-configured network that your administrator has set up, the phone will prompt you for permission to restart before connecting to the pre-configured network.

Related links

[Setting the network mode](#) on page 50

Connecting to a Wi-Fi network

About this task

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network

Before you begin

- Ensure that the system administrator gave you access to perform this task.
- Select Wi-Fi as your network mode.
- When you set the network mode, note the SSID, as this is the name of the Wi-Fi network that the phone will attempt to connect to.
- Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Network**, and press **Select**.

4. To access the list of available Wi-Fi networks, scroll to **Wi-Fi network**, and press **Select**.
5. Scroll to the required **Wi-Fi network**, and press **Connect** to start the connection process.
6. Press **OK** to restart the phone.
7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.
8. If the security is 802.1x EAP, enter the following:
 - **Identity**: Either your personal user ID or the shared user ID provided by your system administrator.
 - **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your system administrator.
 - **Password**: Either your personal password or the shared password provided by your system administrator.

Result

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

Related links

[Setting the network mode](#) on page 50

Backup and restore

Backup and restore overview

The phone supports the backup and restoration of the following user-specific data:

- User contacts
- Local ring type
- Local Do Not Disturb status
- Local call forward settings
- Auto-answer mode configuration
- Speed dial settings
- Language
- Time zone and time format
- Date format

Backup process is initiated only after retrieval of user-specific data is successful.

Backing up and restoring data

Before you begin

Ensure that the system administrator sets the URI for backup and restore.

Procedure

1. Press **Main Menu** > **Settings**.
2. Use the **Down Arrow** key to go the Backup/Restore screen.
3. Press **Select**.
4. Press **Select** again to select one of the following:
 - **Manual Backup**
 - **Manual Restore**

The phone displays the following messages and returns to the previous screen.

- When **Manual Backup** is not successful: Backup failed
- When **Manual Backup** is successful: Backup successful
- When **Manual Restore** is not successful: Retrieval failed
- When **Manual Restore** is successful: Retrieval successful

Chapter 8: Troubleshooting

Viewing the Product ID

About this task

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.

Procedure

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

Viewing the Device type

About this task

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.

Procedure

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

About this task

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.

Procedure

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

Chapter 9: 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.
<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 interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office 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.

Table continues...

Title	Use this document to:	Audience
<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.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
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, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</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.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web 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.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.

Table continues...

Title	Use this document to:	Audience
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <https://documentation.avaya.com>.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the **Search** field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs** (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add content from various documents to a collection.
- Save a PDF of selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive content that others have shared with you.

- Add yourself as a watcher by using the **Watch** icon (👁).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

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 <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://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.

Index

A

adding	
contacts	30
administrative methods	
file server address	16
provisioning server	16
AGC	
audio settings	47
settings	47
answering a call	
when on another call	25
audio settings	
AGC	47
button clicks	46
error tones	47
Handset Profile	47
ring type	46
settings	46, 47
automatic callback	
calls	37
Avaya support website	61

B

backing up	
Manual Backup	54
Manual Restore	54
back-panel	12
blind transfer	27
button clicks	
turn off	46
turn on	46

C

call	
recents	23
call forward,	
disable	37
enable	37
call forwarding	
call forward busy	37
call forward no answer	37
call history	
adding a contact	34
deleting a call record	34
viewing	33
calling	
corporate database list	23
dial pad	22, 23
emergency calling	24
local Contacts list	22

calling (<i>continued</i>)	
Main Menu	22
calls	
attended transfer	27
automatic callback	37
beacon LED	46
call parking	36
call unparking	36
e.164 dialing	24
editing a contact	31
hold	28
ignoring	26
incoming call	25
international	24
MCT	39
multiple device access	26
Mute Alert	44
muting a call	28
MWI	46
resume	28
speed dialing	22
switching between active calls	22
switching phone	26
toggling	22
transferring call	27
unmuting a call	28
visual alerting	45, 46
call transfer	
attended	27
unattended	27
collection	
delete	59
edit name	59
generating PDF	59
sharing content	59
conference, add participant using no hold conference	40
conference calls	
putting a call on hold	30
setting up	29
Conference Calls	
adding a person on hold	30
configuring provision server	
file server address	16
connecting	
Wi-Fi	52
connecting network	
automatically	51
manually	51
contacts	
adding	30
adding a contact from call history	34
deleting	32
deleting a contact from call history	34

contacts (*continued*)

- editing [31](#)
- last name [32](#)
- new contact [30](#)
- searching [23](#), [32](#)
- speed dialing [22](#), [44](#)

content

- publishing PDF output [59](#)
- searching [59](#)
- sharing [59](#)
- watching for updates [59](#)

D

- deleting
 - removing a contact [31](#)
- details
 - contacts [31](#)
- device type
 - Avaya SIP [55](#)
 - Open SIP [55](#)
- Dial mode
 - automatic dialing [43](#)
 - manual dialing [43](#)
- display contrast [48](#)
- display settings
 - date format [49](#)
 - language [48](#)
 - time format [49](#)
 - time zone [50](#)
- documentation portal [59](#)
 - finding content [59](#)
 - navigation [59](#)
- do not disturb
 - send all calls [36](#)

E

- editing
 - contacts [31](#)
 - local contact details [31](#)
- emergency calling
 - dial pad [24](#)
 - Emerg [24](#)
 - lock screen [24](#)
 - status screen [24](#)
- emergency calls [18](#)
- error tones
 - turn off [47](#)
 - turn on [47](#)

F

- features
 - accessing features [35](#)
 - advanced [35](#)

- features (*continued*)
 - automatic callback [37](#)
 - call forward [37](#)
 - multiple device access [38](#)
 - tracing malicious call [39](#)
 - transfer to voice mail [35](#)
- finding content on documentation portal [59](#)

H

- Handset Profile
 - Amplified [47](#)
 - audio settings [47](#)
 - default [47](#)
 - Hearing Aid [47](#)
 - normal [47](#)
- hold
 - putting a conference call on hold [30](#)
- Hold button
 - resume call [29](#)

I

- icons [19](#)
- identifying
 - device type [17](#)
- ignoring
 - incoming calls [26](#)
- incoming call
 - audio alert [25](#)
 - visual alert [25](#)
- incoming calls
 - do not disturb [36](#)
 - EC500 [38](#)
 - enabling call forward [37](#)
 - send all calls [36](#)

L

- legal notices [17](#)
- local contacts
 - details [31](#)
- lock
 - unlock [18](#)
- log
 - calls [33](#)
 - encryption [33](#)
- Logging in to your phone extension [17](#)

M

- main menu
 - features [35](#)
 - language [48](#)
- Main Menu [19](#)
- making a call

Index

making a call (<i>continued</i>)		
auto	21	
dial mode	21	
manual	21	
recents	23	
using the dial mode	21	
messages		
visual alerting	45	
Multicast Paging		
overview	40	
sending a multicast page	41	
multiple device access		
handling calls	26	
handling conference	26	
limitations	38	
mute		
Mute Alert	44	
Mute Alert		
calls	44	
My Docs	59	
N		
network settings		
configuration	51	
mode	50	
no hold conference	39	
no hold conference, add participant	40	
O		
outgoing calls		
blocking extension display	42	
international	24	
redialing a number	21	
overview		
call forwarding	37	
feature specifications	10	
physical specifications	10	
P		
phone		
boot-up	17	
log out	18	
phone settings		
call history	33	
call timers	43	
log recent calls	33	
visual alerting	45	
physical layout		
front face	11	
Product ID		
phone	55	
provisioning server	16	
R		
recents		
adding a contact	34	
clearing all	34	
clearing all entries	34	
deleting a call record	34	
making a call	23	
viewing call details	33	
related documentation	57	
resume		
call,	29	
ring type		
audio settings	46	
settings	46	
S		
search		
contacts	32	
first name	32	
searching		
corporate database	23	
enterprise directory	32	
local	32	
searching for content	59	
security		
WEP, WPA/WPA2 PSK, 802.1x EAP	52	
Server		
Avaya Aura	56	
Open SIP	56	
setting network mode		
Ethernet	50	
Wi-Fi	50	
settings		
AGC	47	
audio settings	46 , 47	
call history	33	
call timers	43	
date format	49	
display settings		
contrast	48	
language	48	
log recent calls	33	
ring type	46	
time format	49	
time zone	50	
visual alerting	45	
shared control mode	41	
sharing content	59	
speed dialing		
contacts	44	
removing contact	44	
replacing contact	44	
support	61	
supported features	14	

T

time zone	
display settings	50
settings	50
transferring call	
incoming call	27
outgoing call	27

U

unattended call transfer	27
user data	
backing up	54
backup	53
restore	53
restoring	54

V

videos	60
Viewing	
product ID	55
voice mail	
beacon LED	42
voice mail user ID	42

W

watch list	59
------------------	--------------------