Avaya J139 IP Phone SIP Quick Reference

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Navigation

Main Menu

The following table lists the Main Menu icons used in Avaya J139 IP Phone:

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, and activate screen saver. • To sign off the phone, and to protect your settings.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	Network Information	To check network settings.
	Administration	To access administration settings.

Table continues…

Icons	Name	Description
	About	To display the phone software version.

General phone icons

The following table lists the icons used in Avaya J139 IP Phone:

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Call redirection
	Conference is active.
	Conference is on hold.

Table continues…

Icon	Description
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Indicates that the phone is not connected to the Session Manager and is operating in "failover" mode. Some features might not be available or work correctly. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.
	The EC500 feature is on.
HD	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
CTRL	Indicates that the SLA Mon™ agent has taken control of the phone.
REC	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.
	Indicates that the ringtone is off.

Getting started

Entering the file server address

Use this procedure to enter the file server address if the phone prompts. For example, when you connect the phone to the network for the first time.

Get the file server address from the system administrator.

1. To open the Auto Provisioning screen, press one of the following:
   - **Yes**: Connects to the DES server.
   - **No**: Connects to the DHCP server.

   In case of a time out, the phone selects **Yes**.
2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for the file server address.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays Enter the file server address screen.
4. 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 Log Out screen.
5. In the **Address** field, enter the file server address.

   The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

   Tip:

   To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.
6. Press **Save**.

   The phone restarts.

Logging in to your phone

Ensure that your administrator assigns you with the extension and password.

1. On the Login screen in the **Username** field, type your extension.
2. Press one of the following:
   - **Enter**
   - **OK**
   - **#**
   - **Down Arrow**
3. In the **Password** field, type your password.
4. Press one of the following:
   - **Enter**
   - **OK**
   - **#**
5. To change the extension number or the password, press **Backspace**.

Logging out of your phone

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Log Out**.
4. Press one of the following:
   - **Select**
   - **OK**

Locking and unlocking the phone

Use this procedure to 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.

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

Operations

Making a call by using the dial mode

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

Set the dialing mode on the phone to **Auto** or **Manual**.

- If the dial mode is set to **Auto**, dial the required number of digits.

  The phone initiates the call when the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number and press the **Call** softkey.

Making a call using speed dial

Assign speed dial numbers to your contacts.

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

Making an emergency call

Ensure that the **Emerg** softkey is assigned by your administrator.

Do one of the following:

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

Answering a call

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.

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK**.
- Press the **Answer** softkey.
- **Headset**

Viewing call history details

You can view following details of each call:

- Call type (incoming, outgoing, missed)
- Name
- Extension number
- Time
- Date
- Duration

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Recents**, and press **Select**.
3. Select the number that you want to view.
4. Press **Details**.

   The phone displays the details of the selected call.

Contacts

Adding a new contact

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

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Contacts**, and press **Select**.
3. Do one of the following:
   - If your Contacts list is empty, press **New**.
   - If your Contacts list is not empty, press **More** > **New**.

4. 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** softkey.
5. Enter the extension.

   The contact extension can include uppercase and lowercase letters, numbers 0-9, and special symbols, such as comma (,), plus (+), and dot (.).
6. Press **Save**.

Viewing the contact details

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

You must have at least one contact in the Contacts list.

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Contacts**, and press **Select**.
3. Select the contact that you want to view.
4. Press **Details**.

Creating a local Contacts group

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **New Group**.
6. In the **Enter group name** field, type your group name.
7. Press **Save**.

Adding a contact to the local group

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Contacts**, and press **Select**.
3. Press **Groups**.
4. Scroll to the group you want to add a contact to, and press **Member** > **+Members**.
5. Scroll to the contact you want to add, and press **Add**.
6. **(Optional)** To add more contacts, repeat steps 4 and 5.

Advanced features

Forwarding a call to another extension

Use this procedure to forward incoming calls to a specified number.

Ensure that the feature is activated by your administrator.

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 one of the following:
   - **Select**
   - **OK**
5. In the **Destination** field, enter the number where you want to forward the incoming calls.
6. Press one of the following:
   - **Save**
   - **OK**

   The phone generates a confirmation tone and returns to the Features menu.
7. To disable any of the Call Forward feature, go to the respective screen and press one of the following:
   - **Select**
   - **OK**

Call forwarding to your cell phone using EC500

Use this procedure to receive an incoming call of your Avaya phone on your personal phone, when you are away from your desk.

- Ensure that the feature is activated by your administrator.
- Ensure that you administrator sets your personal phone number as your destination number.

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
   - **Select**
   - **OK**
3. Scroll to **EC500**, and press one of the following:
   - **Select**
   - **OK**
   - Corresponding line button

Setting up Automatic Callback

Use this procedure to get a notification call when your previously unanswered extension is available to connect. You must use this feature only when your call is unattended by the receiver.

Ensure that the feature is activated by your administrator.

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
   - **Select**
   - **OK**
3. Scroll to **Automatic Callback**, and press **Select**.

   When you end the callback call, the phone deactivates the feature automatically.

Making a call using URI dialing

- Ensure that you have the URI of the extension number.
- Ensure that the Edit dialing feature is enabled in your phone.

1. Enter the number that you want to call.

   Press the **ABC**, **abc**, or **123** softkey to change between the input methods.

   Note:

   Press the **Bksp** softkey to delete the characters you have entered.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

Making an unattended transfer

Use this procedure to transfer an active call without establishing a call with the call-transfer recipient.

1. While on a call, press **Transfer**.
   The phone displays the Enter transfer destination screen.
2. Do one of the following:
   - Dial the number to which you want to transfer the call.
   - If the recipient's call is on hold, press **Held call**.
   - Call the person from the Contacts or Recents.

   The first call is put on hold, and the recipient's phone starts ringing.
3. Press **Complete**.
   The phone transfers the call to the selected number.

Making a precedence call by using Main menu

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Select **Call Priority**.
4. In the Precedence Selection screen, select the priority level.
5. Enter the extension from one of the following:
   - **Contacts**
   - **Recents**
   - Dial extension from dialpad

Viewing the Presence status of your contacts

- Ensure that the feature is activated by the administrator.
- Set **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
   a. **Applications**, and press **Select**.
   b. **Contacts**, and press **Select**.
3. Scroll to the required contact.
   The phone displays the corresponding presence icon of the contact.

Customization

Assigning speed dial entries

Use this procedure to assign speed dial numbers to your contacts.

Note:

You can assign up to nine speed dial numbers to the phone numbers from your Contacts list.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll down to **Assign speed dial entries**, and press **Select**.
5. Scroll down to an unassigned dial entry that you want to use for assigning a contact.
6. Press **Contact**.
   The phone will display the Contacts list.
7. Scroll to the suitable contact, and press **Select**.
   The phone will update the speed dial entries.
8. To assign a contact to an assigned entry, press **Replace**.
9. To remove a contact from the entry, press **Clear**.
10. Press **Save**.

Enabling the Away timer

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Presence Integration**, and press **Select**.
5. Scroll to **Away timer**, and press **Change** to turn on the timer.
6. Use the **Down Arrow** key to go to the **Away timer value**.
7. Enter the time in seconds.
8. Press **Save**.

Turning button clicks on and off

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Use the **Down Arrow** key to go to the Button Clicks screen.
5. Press **Change** to turn the audio on or off.
6. Press **Save**.

Setting the display language

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Language**, and press **Select**.
5. Scroll to the language that you want to use, and press **Select**.
6. Press one of the following when the phone prompts for confirmation:
   - **Confirm**
   - **Cancel**

   The phone returns to the Display screen and the language changes to the selected language.

Setting the Time Format

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Use the **Down Arrow** key to go to the Time Format screen.
5. Press **Change** to select one of the following options:
   - **Time Format 24 Hour**
   - **Time Format 12 Hour**
6. Press **Save**.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.