AVAYA

Avaya J139 IP Phone SIP Quick Reference guide

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 log out of the phone extension to protect your settings or let another user log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
	Network information	To check network settings.
	Administration	To access administration settings.

Table continues…

Icons	Name	Description
	About	To view the phone model, software version, default device type, and the default server type.

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. You can see this icon in the Recents application.
	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.
	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
	Incoming call is alerting.
	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during conference call setup.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages / screens / options.

Table continues…

Icon	Description
	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 incorrectly. If the appearance line displays this icon, it indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available.
	The Do not disturb feature is on.
	The Call forward feature is on.
	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.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.

Table continues…

Icon	Description
	Autodialing feature

Getting started

Entering the provisioning details

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

Obtain the provisioning server address from the system administrator.

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 server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.
   - **No**: To obtain the provisioning server address from the DHCP server.

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

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

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

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

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

2. On Enter provisioning details screen, press one of the following:
   - **Config**: To enter the provisioning server address.

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

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

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

   > **Tip:**
   >
   > To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.
   >
   > To enter the forward slash symbol (/) in the field, press the / soft key.

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

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

5. Press **Save**.

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

Identifying the device type during phone boot-up

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

1. Set up the phone hardware.
2. Plug the Ethernet cable to the phone.

   The phone powers up and starts to initialize.

   The phone primary screen displays one of the following as the backsplash 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

Your extension and password are provided by your administrator.

1. On the Login screen in the **Username** field, type your extension.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.
5. To change the extension number or the password, press **Backspac**.

Logging out of your phone

Use this procedure to log out of your extension.

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Log out**, and press **Select**.
4. In the confirmation window, press **Log out**.

Locking your phone

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

   To lock the phone, press **Main menu**, and select **Applications** > **Lock**.

Operations

Making a call by using the manual dial mode

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

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

  Or

- Just dial the number, and press the **Call** soft key or **OK** button.

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

Making a call by using speed dial

Ensure you have speed dial numbers assigned 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** soft key is assigned by your administrator.

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

Declining a call

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

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

On the incoming call screen, press **Decline** soft key.

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:
- An audio message alert
- A busy tone alert

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.

⊛ **Note:**

When the Incoming call pop-up window is displayed, the only visual alert is the flashing beacon LED. If you press **Ignore**, both the beacon LED and line key LED start flashing.

Do one of the following:
- Lift the handset.
- Press **Speaker**.
- Press **OK Button**.
- Press the **Answer** soft key.
- Press **Headset**.

Viewing the Recents details

In the Recents screen, depending upon the call type, you can view the following details of each call:
- Name
- Extension number
- Time

- Date
- Duration

⊛ **Note:**

Duration is not available for a missed call.

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 call 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**, do the following:
   a. Scroll to **Applications**, and press **Select**.
   b. Scroll to **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 **Backspace** soft key.
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**, do the following:
   a. Scroll to **Applications**, and press **Select**.
   b. Scroll to **Contacts**, and press **Select**.
3. Select the contact that you want to view.
4. Press **Details**.
   - To call the contact, press **Call**.
   - To edit the contact, press **Edit**.
   - To delete the contact, press **Delete**.
   - To view more options, press **More**.

Creating a local Contacts group

1. Press **Contacts**.
2. (Optional) To navigate through **Main menu**, do the following:
   a. Scroll to **Applications**, and press **Select**.
   b. Scroll to **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **NewGroup**.
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**, do the following:
   a. Scroll to **Applications**, and press **Select**.
   b. Scroll to **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Scroll to the group you want to add a contact to, and press **Members** > **+Members**.
6. Scroll to the contact you want to add, and press **Add**.
7. (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 the administrator. Contact your administrator for details.

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. To enable Call Forward feature, scroll to one of the following options:
   • **Call Forward**
   • **Call Forward-Busy**
   • **Call Forward-No Answer**
4. Press **Select**.
5. In the **Destination** field, enter the number where you want to forward the incoming calls.
6. Press **Enter**.

   The phone generates a confirmation tone and returns to the Features screen.
7. To disable any of the Call Forward features, go to the respective screen and press **Select**.

Long-term acoustic exposure protection

have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

🛈 **Important:**

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Related links

[Configuring Long term acoustic protection](#) on page 4

Configuring Long term acoustic protection

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to

permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio** settings, and press **Select**.
4. Scroll to **Long term acoustic protection**, and press **Select**.
5. Choose one of the following and press **Select**:
   • **Default** : Sets the acoustic protection values to one of the following options that your administrator sets:
     - Dynamic
     - 8 hours
     - 4 hours
     - Off

     Administrator configured value will be chosen as the default value.
   • **Off**: Sets the acoustic protection off.
   • **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
   • **4 hours**: Sets the acoustic protection for 4 hours.
   • **8 hours**: Sets the acoustic protection to 8 hours.
6. Press **Save**.

Related links

[Long-term acoustic exposure protection](#) on page 4

Call forwarding to your cell phone using EC500

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

   • Ensure that the feature is activated by the administrator. Contact your administrator for details.
   • Ensure that the system administrator sets your personal phone number as your destination number.
1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500**, and press **Select**.

Call Park

Using the Call Park feature, you can park an active call at a parking extension. You can dial the parked extension number from any phone to retrieve the call.

The phone supports two types of call parking:
   • Park call: To park a call to a specific extension. You can choose your own extension or another person's extension number to park a call. When you park a call, the extension where the call is parked will show a visual and audio alert.
   • Group Call Park: To park a call to the first available extension in the group.

Parking a call

Use this procedure to park a call to a parking extension, so that the parked call can be retrieved from any other phone in your organization. After you park the call, the extension on your phone is available to take up another call. This feature is available in BroadSoft environment.

   • Ensure that the feature is activated by the administrator. Contact your administrator for details.
   • Ensure that you are on a call or held a call.

1. Press ☰ **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call park**, and press one of the following:
   • **Park**
   • **OK**
   • Corresponding line button
4. **(Optional)** If the phone has more than one call that can be parked, scroll to the required number from the list, and press **Select**.
5. In the Park Call screen, enter the parking extension.

   Entering hash (#) or leaving the parking extension empty will self-park the call.
6. Press **Park**.

Parking a call to a call park group

Use this procedure to park a call to a first available extension of a parking group member. This feature is available in BroadSoft environment.

   • Ensure that the feature is activated by the administrator. Contact your administrator for details.
   • Ensure that you are on a call or held a call.

1. Press ☰ **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Group call park**, and press one of the following:
   • **Park**

- **OK**
- Corresponding line button

After a call is parked to one of the extensions of a call park group members, the phone receives the voice message of that parking extension number.

Share the notified parking extension number with your group members to retrieve the parked call.

Unparking a call

When a call is parked to your extension, you receive an audio or visual notification on the Phone screen. Use this procedure to unpark a call.

Get the parking extension number to retrieve a parked call.

1. Press ≡ **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call unpark**, and press one of the following:
   - **Unpark**
   - **OK**
   - Corresponding line button
4. Enter the parking extension number.

   Entering hash (#) or leaving the parking extension empty will unpark the call that is parked against your own extension.

Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Making a consultative transfer

Transfer a call by connecting a call with the transfer recipient.

1. While on an active call, press **Transfer** soft key.

   The phone displays the Enter transfer destination screen.

   The first call is placed on hold.

2. Do one of the following and then press the **Call** soft key :
   - Dial the number to transfer the call.
   - Search for the number in Contacts or Recents.
3. To initiate a consultative transfer, press **Talk**.

   The call transfer recipient's phone starts ringing.
4. Do one of the following:
   - Press **Complete** after the recipient answers the call.

     The call transfer is complete. This is also called attended transfer.
   - Press **Complete** after the recipient's number starts ringing.

     The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

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

1. While on an active call, press **Transfer**.

   The phone displays the Enter Transfer Destination screen.
2. Do one of the following and then press the **Call** soft key:
   - Dial the number to which you want to transfer the call.
   - Search for the number in the Contacts or Recents list.
3. To initiate a blind transfer, press **Now**.

   The call transfer is complete.

Customization

Assigning speed dial entries

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial numbers to the phone numbers in your Contacts list.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Assign speed dial entries**, and press **Select**.
5. Scroll to an unassigned dial entry that you want to use for assigning a contact.
6. Press **Contacts**.

   The phone displays the Contacts list.
7. Scroll to a suitable contact, and press **Select**.

   The phone updates the speed dial entries.
8. Press one of the following:
   - **Replace**: To assign a contact to an assigned entry.
   - **Clear**: To remove a contact from the entry.
9. 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 down to **Presence integration**, and press **Select**.
5. Scroll down to **Away timer**.
6. Press **Toggle** to turn on the timer.
7. Use the **Down Arrow** key to go to **Away timer value**.
8. Enter the time in seconds.

   You can enter any value from 0 to 999.
9. Press **Save**.

Turning button clicks on and off

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio** settings, and press **Select**.
4. Use the **Down Arrow** key to go to the Button clicks screen.
5. Press **Toggle** 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

Ensure that your administrator has enabled the time format feature.

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 **Toggle** to select one of the following options:
   - **Time format 24 Hour**
   - **Time format 12 Hour**
6. Press **Save**.

Enabling wireless headset bidirectional signaling

Check if the headset supports electronic hook switch (EHS) signaling.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio** settings, and press **Select**.
4. Scroll to **Headset signaling**.
5. Press **Toggle** to select one of the following options:
   - **Disabled**: Disables signaling from the phone to the headset.
   - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
   - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you do not hear the alert tone in the headset.
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.