



# Avaya J129 IP Phone Quick Reference

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## 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

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

### 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
	Recents- Incoming call
	Outgoing recents MDA
	Missed call
	Check

Icon	Description
	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

## Handling calls

### Making a call by using the dial mode

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

Set the dial 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 without using the dial mode

1. Lift the handset or press **Speaker**.
2. Press the digits on the dial pad.  
The phone initiates the call when the inter digit timer times out.

### Making a call from the local contacts list

1. Press **Main Menu > Contacts**.  
The phone displays the message *Use dialpad to search*.
2. 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.
3. Press one of the following to start a call to the selected number:
  - **Call**
  - **OK**

### Making a call from the corporate database contacts list

Use this procedure to make a call from the corporate database contacts list. This feature is only available in the Avaya Aura® environment.

1. On the Phone screen, press one of the following:
  - **Main Menu > Contacts > Search**.
  - **Contacts > Search**.
2. Press the digits on the dial pad that correspond to the name of the person you want to call.
3. Press **Search**.
4. Press one of the following to start a call:
  - **Call**
  - **OK**

### Making a call from call history

Use this procedure to make a call from call history. If the system administrator configures emergency calling for your phone, then **Emerg** softkey replaces the **Recents** softkey.

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 number that you want to call.

3. Press one of the following to start a call:

- **Call**
- **OK**

## Making an emergency call

Do one of the following:

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

## Making an attended transfer

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.

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

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

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.

## Making an international call

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to

15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

1. Long press the **0** key to display the plus sign (+).
2. Dial the number that you want to call.

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## Using call forwarding

### Activating and deactivating call forward

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.

Ensure that the system administrator enables Call Forward features for your extension.

1. Press **Main Menu > Features**.
2. Use the **Down Arrow** key to go to one of the following Call Forward screens.
  - Call Fwd
  - Call Forward-Busy
  - Call Forward-No Answer
3. Press **Select** or **OK**.
4. In the **Destination** field, enter the number where you want to forward the incoming calls.
5. Press **Save** or **OK**. The phone generates a confirmation tone and returns to the Features menu.
6. To deactivate any of the Call Forward feature, go to the respective screen and press **Select** or **OK**.

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## Managing conference calls

### Adding a person to an active call

Use this procedure to add participants to an active call to set up a conference call.

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

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

The third participant answers the call.

3. Press the **Join** softkey.

4. To add another person, press **Add** and repeat steps 3 and 4.

In IP Office environment, the **Add** softkey is not available. Therefore, the conference is hosted on the phone and only three participants are supported.

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## Managing contacts

### Adding a new contact

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

1. Do one of the following:
  - If there is no contact in the contacts list, press **Contacts > New** or press **Main Menu > Contacts > New**.
  - If there is at least one contact in the contacts list, press **Contacts > More > New** or press **Main Menu > Contacts > More > New**.
2. Use the dial pad to enter the name.
  - 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.
3. Enter the number. The contact number can include uppercase and lowercase letters, numbers 0-9, and special symbols, such as comma (,), plus (+), and dot (.).
4. Press **Save**.

### Searching for a contact

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.

1. To search for a contact from the local contacts, do the following:
  - a. Press **Main Menu > Contacts**. The phone displays the message `Use dialpad 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**.

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## Managing call history

### Adding or deleting a call record from the call history menu

1. Do one of the following:
  - Press **Recents**.
  - Press **Main Menu > 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.

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## Using call related features

### Parking and unparking a call

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.

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.

### Toggleing between calls

Use this procedure to toggle between active call appearances.

Ensure that you have more than one active call appearances.

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

### Setting up automatic call back

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.

Your system administrator must activate the feature for your extension.

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.

### Activating EC500

Use this procedure to answer calls on your cell phone.

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

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

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

### Assigning Speed Dial

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

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

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.

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## Display language

### Setting the display language

1. Press **Main Menu > Settings > Display Settings**.
2. Select **Language**.
3. Press **Select** or **OK** to change the language.
4. Press **Yes** or **OK** when the phone prompts for confirmation.  
The phone returns to the Display Settings screen and the language changes to the selected language.

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## For more information

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