

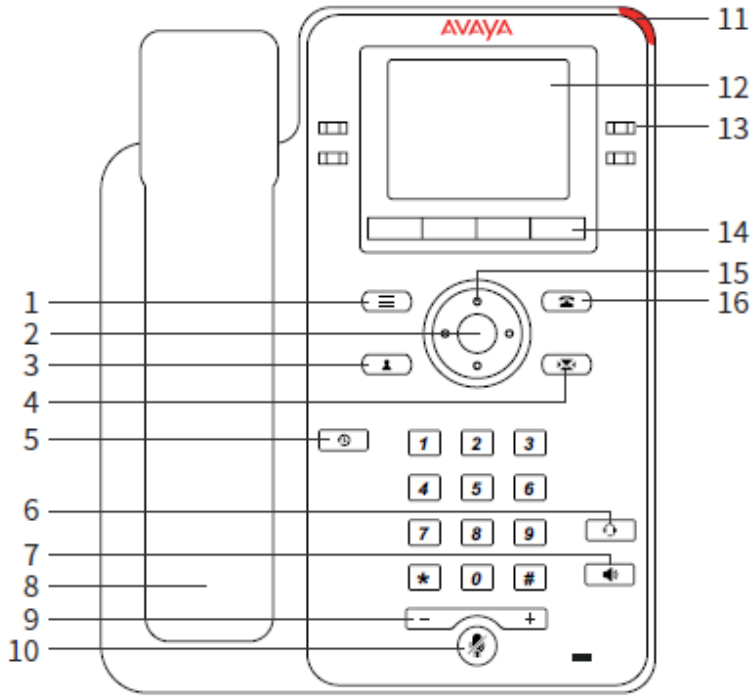
USER GUIDE

AVAYA IP OFFICE J139 | J129



O P T U S + ENTERPRISE HOLDINGS.

J139 PHONE BUTTONS AND FEATURES



1. Main Menu - Displays the list of options, such as Features, Applications, Settings, Network information, Administration, and About

2. Navigation Cluster - Used to navigate on the Phone screen.

- Up and Down arrow keys: to scroll up and down
- Right and Left arrow keys: to move cursor in the text input field, and to toggle values in the selection fields
- OK button: to select the action assigned to the first soft key

3. Contacts - Displays the entries in your Contacts list

4. Voicemail - Used to dial the configured voice mail number to receive a voice message

5. Recents - Displays call history list

6. Headset - Used to toggle your call from the speaker to headset

7. Speaker - Used to turn on the speaker

8. Handset - Used to receive and make calls

9. Volume - Used to adjust volume of a handset, a speaker, or a ringtone

- (+): To increase the volume
- (-): To decrease the volume

10. Mute Button - Used to mute and unmute the outgoing audio

11. Beacon LED - Provides alerts for incoming calls and voice mail

12. Phone display - Displays two areas:

- Top Bar: It is always visible, displays communication and device status, and time and date
- Application area displays the following:
 - Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call
 - Application content area: it displays menus, lists, pop-up windows, images, or other application content
 - Softkey labels area: it displays labels with information about the state of the Soft Key buttons

13. Line Keys - Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts:

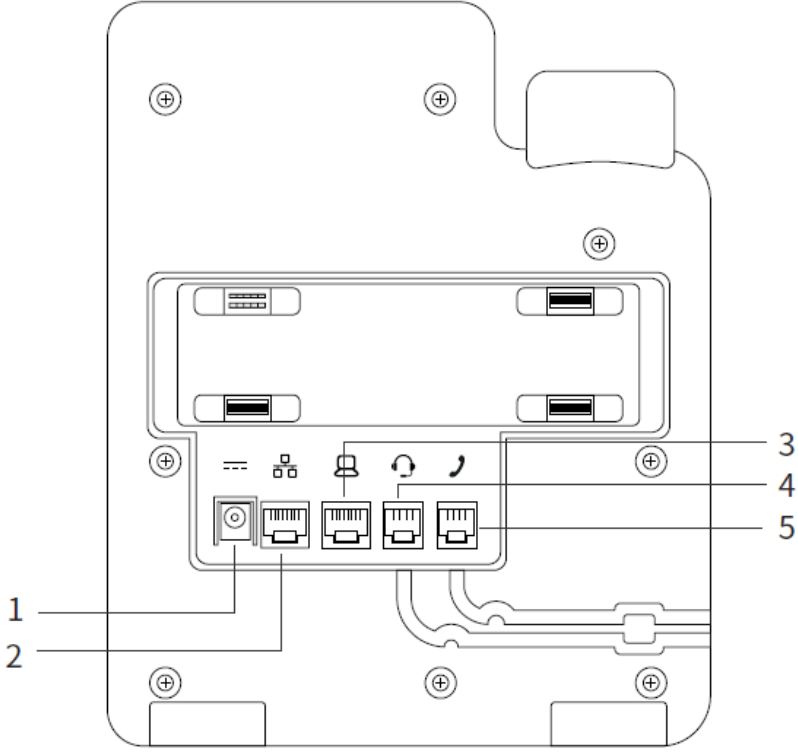
- Red light: disabled features
- Green light: incoming call and enabled features
- Red and green light: phone is off-hook

14. Softkeys - Used to select the corresponding label of context-specific actions

15. (2, 15) - see below

16. Phone key—Displays the Phone screen

J139 PHONE BUTTONS AND FEATURES (BACK)



- 1. 5V DC Jack** - To connect the power supply
- 2. Network port** - To connect the Ethernet cable
- 3. PC port** - To connect the computer. Note: PC port is disabled when a Wi-Fi network is used
- 4. Headset Jack** - To connect the headset
- 5. Handset Jack** - To connect the handset

J129 PHONE BUTTONS AND FEATURES



1. Beacon LED - The beacon LED flashes a red light to the upper-right corner of the deskphone, which indicates that you have a voice mail, and incoming call or you are on a call using speakers

2. Phone Display - The phone displays the call information in this area, such as the extension, caller information, and missed calls.

3. Softkeys - The softkeys selects the action that is displayed in the softkey section of the phone display. The softkeys are context sensitive

4. Navigation arrows and OK - The OK button performs the action of selecting the function assigned to the left most soft key function

The navigation arrows performs the action of scrolling through various sections of the phone display

5. Phone - Press the Phone button to move to the phone screen

6. Back - Press the Back button to return to the previous menu

7. Speaker - Press the Speaker button to use the speakerphone. To take the call off the speakerphone, lift the headset

8. Main Menu - Press the Main Menu button to access the menu options and other phone settings

9. Hold - Press Hold button to place the call on hold. To resume the call, press the Resume softkey

10. Volume - If you press + or - on the Volume button on an active call, the phone increases or decreases the volume of your handset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume

11. Mute - Press the Mute button to mute a call in progress. To unmute the call, press the Mute button again

SOLUTION LINE

Dial 800-416-8000

Option 2

MAKING A CALL WITHOUT DIAL TONE

1. Do one of the following:
 - Lift the handset
 - Press **Speaker**
 - Press **Headset**
2. Dial the number you want to call

DIALING PROCEDURES

- **Internal Extensions:** Dial three digit extension
- **Local Number:** Dial 9 + 7 digit local number
- **Toll Free Number:** Dial 9 + 1 + toll free number
- **Long Distance (Domestic):** Dial 9 + 1 + area code + number

REDIAL

Before you begin ensure that the call history is not empty

ADDING A NEW CONTACT

1. Press **Redial**
 - The phone dials the most recent dialed number
2. For a redial list, scroll to the number and press one of the following:
 - **Call**
 - **OK**

PLACING A CALL ON HOLD

1. To put an active call on hold, press **Hold**
2. To resume the call, press one of the following:
 - **Resume**
 - **OK**

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

1. Start a call
2. During the call, on the phone screen, press **More > Conf**
 - The existing call will be put on hold
3. To make a call to a participant, do one of the following:
 - Dial the phone number by using the dial pad
 - Call the person from the Contacts list or the Recents list
 - Redial the last dialed number by using the **Redial** softkey
4. When the third participant answers the call, press the **Join** softkey
5. To add another person, press **Add** and repeat Step 2 and 3

ADDING A PERSON ON HOLD TO A CONFERENCE CALL

1. In the Phone screen, select your active call
2. Press **Conf** or **Add** if you are already in a conference
3. Select the call on hold that you want to add to the conference
4. Press **Resume** to take the call off hold
5. Press one of the following:
 - **Join**
 - **Conf**

MANAGING CONFERENCE CALLS (CONT.)

DROPPING THE LAST PARTICIPANT FROM A CONFERENCE CALL

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The phone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant

1. From the Phone screen, select your active conference call
2. Press **Drop** when the conference is up

The phone drops the last added person from the conference

CONTACTS

Up to 250 contacts can be added to your phone

ADDING A NEW CONTACT

1. Press the **Contacts** button
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**

ADDING A NEW CONTACT (CONT.)

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.**

5. Enter the extension

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

7. Press **Save**

ADDING A CONTACT FROM THE RECENTS LIST

1. Press **Recents**

2. Scroll to the required number, and **press +Contacts**

3. Type in **First** and **Last** name in respective fields

4. Press one of the following:

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

CONTACTS (CONT.)

EDITING A CONTACT

Up to 250 contacts can be added to your phone

1. Press the **Contacts** button
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 edit
4. Press **Details > Edit**
5. Choose the field that you want to edit
6. Use the dial pad and softkeys to change the contact information
7. Press **Save**

VIEWING 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**
 - To call a contact, press **Call**
 - To edit a contact, press **Edit**
 - To delete a contact, press **Delete**

CONTACTS (CONT.)

COMBINING CONTACTS

Use this procedure to merge the phone number of the current contact with the existing local contact

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 contact that you want to combine, and press **Details > More > Combine**
4. The select mode displays the **Contacts** list without the current content
5. To combine the current contact, scroll to the existing contact, and press **Select**
6. The current contact will be deleted from the Contacts list and merged with the local contact

DELETING A CONTACT

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 you want to delete
4. Press **Details > More > Delete**
5. Press one of the following:
 - **Delete:** To delete the contact
 - **Cancel:** To cancel the action

CALL PARKING

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to park a call in your extension. You can dial your extension number from any other phone to retrieve the call

PARKING A CALL

Use this procedure to park an active call on your phone extension

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

UNPARKING A CALL

Use this procedure to unpark the call from another phone

1. Press **Main Menu**
2. Scroll to **Features**, and press **Select**
3. Scroll to **Unpark Call**, and press one of the following:
 - **Select**
 - **OK**
 - **Corresponding line button**
4. Enter your phone extension number
5. Press **Select**

CALL FORWARD

With the Call Forward feature, you can divert incoming calls to another number. The following are Call Forward types:

- Call Forward: Forwards all incoming calls to another number
- Call Forward Busy: Forwards incoming calls to another number if you are on a call
- Call Forward No Answer: Forwards incoming calls that you do not answer within a stipulated time to another number

FORWARDING A CALL TO ANOTHER EXTENSION

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

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

CALL FORWARD (CONT.)

FORWARDING A CALL TO ANOTHER EXTENSION (CONT.)

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**

MAKING AN ATTENDED TRANSFER

Use this procedure to hold an active call and establish a second call with the call-transfer recipient before transferring the call

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

2. The phone displays the Enter transfer destination screen

3. 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

4. After the recipient answers your call, press **Complete**. The phone transfers the call to the selected number

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**
2. The phone displays the Enter transfer destination screen
3. 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

4. Press **Complete**
5. The phone transfers the call to the selected number

MAKING BLIND TRANSFER

Use this procedure to transfer an active call to an attended or unattended call-transfer recipient.

1. While on a call, press **Transfer**
2. The phone displays the Enter transfer destination screen
3. 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
4. To immediately transfer a call, press **Now**
5. The call-transfer recipient's phone starts ringing, and the phone transfers the first call to the recipient

MAKING BLIND TRANSFER (CONT.)

6. To transfer a call to an attended recipient, do the following:
 - a. Press **Talk**
 - b. The first call is put on hold, and the call-transfer recipient's phone starts ringing
 - c. After the recipient answers your call, press **Complete**

MANAGING CALL HISTORY

MAKING A CALL FROM CALL HISTORY

1. Press **Recents**
2. Use the **Up** and **Down** Arrow keys to select the number that you want to call
3. Press one of the following:
 - **Call**
 - **OK**

VIEWING CALL HISTORY DETAILS

You can view following details of each call:

- Name
- Extension number
- Time
- Date
- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)
- 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**
5. The phone displays the details of the selected call

DELETING A CALL RECORD FROM CALL HISTORY

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 a number that you want to delete
4. Press **Details**
5. Press **Delete**
6. Select one of the following when the phone prompts for confirmation:
 - **Delete:** To delete the entry. The phone deletes the number from the call history list
 - **Cancel:** To cancel and return to the previous menu

CLEARING THE RECENTS LIST

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 a number that you want to delete
4. Press **Details**
5. Press **Delete**
6. Select one of the following when the phone prompts for confirmation:
 - **Delete:** To delete the entry. The phone deletes the number from the call history list
 - **Cancel:** To cancel and return to the previous menu

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