Avaya J139 SIP Telephone
Quick Reference Guide

No. | Name | Description
--- | --- | ---
1 | Beacon LED | Displays green light for the Voice mail and messages visual alert.
| | Displays green and red light during an active call.
2 | Phone display | Displays two areas:
| | 1. Top Bar: It is always visible, displays communication and device status, and time and date.
| | 2. Application area displays the following:
| | • Application header: it displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen.
| | • 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.
3 | 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.
4 | Softkeys | Used to select the corresponding label of context-specific actions.
5, 7 | 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.
6 | Phone Key | Displays the Phone screen.
8 | Main Menu | Displays the list of options, such as Features, Applications, Settings, and Network Information.
9 | Contacts | Displays the entries in your Contacts list.
10 | Recent | Displays call history list.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Voicemail</td>
<td>Used to dial the configured voice mail number to receive a voice message.</td>
</tr>
<tr>
<td>12</td>
<td>Headset</td>
<td>Used to toggle your call from the speaker to headset.</td>
</tr>
<tr>
<td>13</td>
<td>Speaker</td>
<td>Used to turn on the speaker.</td>
</tr>
</tbody>
</table>
| 14 | Volume | Used to adjust volume of a handset, a speaker, or a ringer tone.
| | (+): To increases the volume.
| | (-): To decrease the volume. |
| 15 | Mute Button | Used to mute and unmute the outgoing audio. |

**Answer a Call**
- Pick up the handset or press SPEAKER or press ANSWER or press HEADSET
- If you are already on another call, press ANSWER and the first call is put on hold and the second call is answered

**Make a Call**
- Pick up the handset or press SPEAKER or HEADSET or touch an idle call appearance line
- Dial the number including any outside line digits and/or area codes

**Place a Call on Hold**
- While on the call, press HOLD
- Press the call appearance line of the held call to retrieve it

**Transfer a Call**
- With the call active, press TRANSFER which places the call on hold
- Dial the number to whom you wish to transfer the call
- To look up someone in the Contacts list dial *411 and enter the first few characters of the first or last name of your contact.
- Enter the number that matches your desired contact.
- Stay on the line to tell the caller you are transferring a call, or just press COMPLETE or hang up to complete the transfer
- If the caller cannot take the call, press DROP and then select the call appearance button of the held call
- To transfer a caller to someone’s voicemail, with the call active press *99 and enter the extension of the mailbox
- Press COMPLETE to complete the transfer

**Parking a Call**
- With the call active, press the transfer key then dial *59xx (01-99) from the phone
- Notify the user that you have parked a call for them on the applicable park position (i.e. *5901)
- To retrieve a parked call, dial *59xx (01-99) (i.e. *5901) where the call is parked

**Do Not Disturb**
- Press *78# to turn on Do Not Disturb
- Press *79# to turn off Do Not Disturb
Setting Up Your Voicemail

Voicemail Access from your phone:
- Press "97" or press the voicemail button on your phone
- The enter your voicemail password and press #
- Advanced Options press 5
  - Press 1 – to record your greeting
  - Press 3 – to record your first and last name
  - Press 6 – to change your password
  - Press * – to exit

Voicemail Access your phone:
- Press "97" from any phone
- The enter your voicemail password and press #
- Voicemail Menu Options:
  - Press 1 – Listen to new messages
  - Press 2 – Listen to old and/or saved messages
  - Press 5 – For advanced option
  - Press * – to exit

Voicemail Access from another phone:
- Press "98" from any phone
- The enter your extension number and press #
- The enter your voicemail password and press #
- Voicemail Menu Options:
  - Press 1 – Listen to new messages
  - Press 2 – Listen to old and/or saved messages
  - Press 5 – For advanced option
  - Press * – to exit

Voicemail Access from outside the office:
- Dial your DID and wait for the voicemail to answer
- When you are presented with your greeting press the * key to break out of the greeting
- The user is greeted by a system message prompting for a password followed by #
  - Once you have entered your voicemail password the system will provide a brief overview of message status and voicemail options.
- Voicemail Menu Options:
  - Press 1 – Listen to new messages
  - Press 2 – Listen to old and/or saved messages
  - Press 5 – For advanced option
  - Press * – to exit

3 Way Conference
- Dial the first party and wait for an answer
- From the Phone screen, press MORE > CONF and the call is put on hold
- Dial the number of the next party and wait for an answer
  - To look up someone in the Contacts press *411 and enter the first few characters of the users first or last name find your contact and then press the appropriate number option of the contact.
- When they answer, press JOIN soft key
- To add another party, press CONF and dial the number of the person
- If they agree to join the call, press JOIN soft key
- If the caller cannot join the call, press DROP and then select the call appearance button of the held call
- Press HOLD to put the conference on hold
- Press DETAILS to view the list of participants
  - To drop a participant of the conference, scroll to their name in the list and press DROP
  - To mute a participant of the conference, scroll to their name in the list and press MUTE

Call Log/History
- Access the call log
  - Press the Call Log button
  - The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
  - The phone also shows a Call Log icon at the top.
  - Use the left and right cursor keys to select which call log records you are viewing. The options are All, Outgoing, Incoming and Missed
  - Use the up and down cursor keys to scroll through the records.
  - Press Call To call the number displayed in the call record. This option is not available if the caller withheld their number.

Call Pickup
- To answer a ringing phone, press ** and the ringing phones extension number.
  ** Example:
  A user at extn 2453 hears a phone that is ringing at a user's desk. The user at extn 2453 lifts their handset and dials **2434 (ringing phone) which is the phone that is ringing, and the call is intercepted before it goes to voicemail.

Group Call Pickup
- To answer a ringing phone, press *8 to answer the ringing phone in your group