



# **Quick Reference for Avaya J129 SIP IP Phone in Avaya Aura<sup>®</sup>**

Release 4.1.x  
Issue 1  
April 2026

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# Chapter 1: Main Menu

The following table describes each of the Main menu options.

Name	Description
Recents	To view the call history.
Contacts	To add, edit, or delete a contact.
Voice Mail	To check your voice messages.
Features	To access administrator activated features
Settings	To change your phone settings, audio settings, display settings, and more.
Network Information	To check network settings.
Lock	To lock your phone.
Log Out	To sign off the phone, to protect your settings, or to let another user to log in.
Administration	To access administration settings.
About IP Deskphone	To display the phone software version, and the default device type.


















# Chapter 2: 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
	MDA active
	New call setup
	Voicemail
	Checkbox off
	Checkbox on
	Active conference
	Conference on hold

*Table continues...*

Icons on the phone

Icon	Description
	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
	Mute
	Caller ID validation passed.
	Caller ID validation failed

# Chapter 3: Operations

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## Entering the provisioning server details

### About this task

If the phone can not obtain the provisioning server URL from Device Enrollment Services, DHCP SSON, or LLDP, the phone prompts the user to manually enter the provisioning server details.

### Before you begin

Ensure that you have the provisioning server address. Contact the system administrator for the provisioning server address.

### Procedure

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 a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

If you do not have a numeric 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 the 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. Press **Config**, and in the **Addr** field, enter the provisioning server address.

The address is an alphanumeric URL. For example, `http://myfileservr.com/j100/`.

 **Tip:**

To enter the dot symbol (.), press the alphanumeric soft key to toggle to the ABC mode.

To enter the forward-slash symbol (/), 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. If you do not enter a value, the phone uses the default value of 0.

5. Press **Save**.

The phone continues the boot process and connects to the provisioning server.

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## Making a call by using the manual dial mode

### About this task

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.

### Procedure

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

If your system administrator enables the digit mapping feature, the phone automatically corrects the wrongly dialed numbers or prevent you from dialing certain numbers.


## Setting the dialing mode

### About this task

Use this procedure to set the dialing method used to initiate dialing.

## Procedure

1. Press **Main menu > Settings > Phone Settings**.
2. Press **Main Menu**.
3. Use the **Down Arrow** key to go to the Dial mode screen.
4. Press **Toggle** to select one of the following options:
  - **Manual**: Press the **Call** soft key to start a call.

 **Note:**

In the IP Office environment, use the **Manual** mode.

  - **Auto**: Ensure that the dialed digits match the dial plan to start a call.
  - **Default**: Press the **Call** soft key to start a call.
5. Press **Save**.

---

## Making a call by using the auto-dial mode

### About this task

In an auto-dial mode, when you initiate a call by off-hook, you hear a dial tone until you press any digit from the dial pad. You can edit a partially entered dialed input after initiating a call. You hear a DTMF feedback tone for the digits pressed on the dial pad. The phone automatically places the call when it detects that the dialing string is complete or when there is a time out.

To initiate a call quickly, you can press the # key to indicate the end of the dial, and the phone places the call.

### Procedure

1. Do one of the following:
  - Lift the handset.
  - Press **Speaker**.
2. Dial the number.

---

## Making a call from the local Contacts list

### Procedure

1. Press **Main menu > Contacts**.

The phone displays the message "Use dial pad to search".
2. Scroll to the contact you want to call.

3. **(Optional)** 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 76484 to search for someone whose name is Smith.

4. Press **Call**.

---

## Making a call from the corporate database Contacts list

### About this task

Depending on the configuration by your administrator you may be able to search and call contacts from other remote contacts lists or directories.

### Procedure

1. On the Phone screen, press one of the following:
  - **Main menu > Contacts > Search.**
  - **Contacts > Search.**
2. Press **Search**.
3. Enter the digits on the dial pad that correspond to the name of the person you want to call.  
For example, press 76484 to search for someone whose name is Smith.
4. Press **Search** again.  
The phone displays the contact saved in the corporate database.
5. Press **Call**.

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## Making a call from Recents

### About this task

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

### Procedure

1. On the Phone screen, press one of the following:
  - **Main menu > Recents**
2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.
3. **(Optional)** Press **Details**.
4. Press **Call**.

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## Making an emergency call

### Before you begin

Ensure that the **Emerg** soft key is assigned by your administrator.

### Procedure

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.

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## Making an attended transfer

### About this task

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.

### Procedure

1. 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.

2. Press the **Complete** softkey after the recipient answers the call.

The phone transfers the call to the selected number.

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## Making an unattended transfer

### About this task

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

### Procedure

1. 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.

2. 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.

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## Making an international call

### Procedure

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

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## Forwarding a call to another extension

### About this task

Use this procedure to forward incoming calls to the required extension.

In the IP Office environment, use the short code dialing for the call forwarding feature. Contact your system administrator for the list of short codes.

### Before you begin

Ensure that your administrator enables the feature and the required call forwarding options. Ensure that feature target selection is also enabled.

### Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. To enable the Call Forward feature, scroll to one of the following options:
  - **Call Forward**: to forward all incoming calls to another number.
  - **Call Forward-Busy**: to forward incoming calls to another number if you are on a call
  - **Call Forward-No Answer**: to forward incoming calls to another number if you do not answer the call within the set time interval.

Call Forward-Busy and Call Forward-No Answer options are available when your administrator configures it.

4. Press **Select**.

You can see the **Select a destination** dialogue box.

5. Do one of the following to enter the number where you want to forward the incoming calls:
  - Press the **Dial** soft key to use the dialpad and manually enter the number.
  - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
  - Press the **Browser** soft key to select the destination number from the browser application.
  - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

Call Forward feature is activated.

6. Press **Enter** to activate the call forward feature in case you manually dial the extension number.

The phone generates a confirmation tone and returns to the Features screen.

7. **(Optional)** To cancel the feature, press the **Cancel** soft key.
8. To disable any Call Forward option, go to the active Call Forward option and press **Select**.

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## Managing conference calls

### Adding a person to an active call

#### About this task

You can add participants to an active call to set up a conference call.

#### Before you begin

Start a call.

#### Procedure

1. During a call, on the Phone screen, press **More > Conf**.  
The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
  - Dial the phone extension by using the dial pad.
  - Call the person from the Contacts list or the Recents list.
3. When the third participant answers the call, press the **Join** soft key.
4. To add another person, press **Add** and repeat Steps 2 and 3.

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## Managing contacts

### Adding a new contact

#### About this task

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

#### Procedure

1. To open Contacts list, do one of the following:
  - Press **Contacts**.
  - Press **Main menu**, and select **Contacts**.
2. Do one of the following:
  - If your Contacts list is empty, press **New**.
  - If your Contacts list is not empty, press **More > Contacts**.
3. 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** soft key.
4. Enter the extension.

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

### Searching for a contact

#### About this task

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.

For more information on IP Office , see IP Office documents in <https://support.avaya.com/>.

#### Procedure

1. To search for a contact from the local contacts, do the following:
  - a. Press **Main menu > Contacts**.

The phone displays the message `Use dial pad 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 dial pad to enter the name.
  - c. Press **Search**.
 

To add the contact to the local contacts, press **+Contact**.

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## Managing call history

### Managing a call record in the Recents list

#### Procedure

1. On the Phone screen, press one of the following:
  - **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

#### About this task

Use this procedure to park the active call and answer the call from another extension.

This feature is only available in the Avaya Aura<sup>®</sup> 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.

## Procedure

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.

## Toggling between calls

### About this task

Use this procedure to toggle between active call appearances.

### Before you begin

Ensure that you have more than one active call appearances.

### Procedure

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

### About this task

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.

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

1. During an outgoing call to far end, when the line is busy, 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

### About this task

Use this procedure to answer calls on your cell phone.

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

### Before you begin

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

### Procedure

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

## Assigning speed dial entries

### About this task

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.

### Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone settings**, and press **Select**.
4. Scroll to **Speed Dial**.
5. Use the **Up** and **Down Arrow** keys to select a speed dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected speed dial number.

You can assign one contact.

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## Setting the display language

### Procedure

1. Press **Main menu > Settings > Display settings**.

2. Select **Language**.
3. Scroll to the language , and press one of the following:
  - **Select**
  - **OK**

The phone prompts for the confirmation.

4. Press one of the following:
  - **Yes**
  - **OK**

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

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## Identifying the device type during phone boot-up

### About this task

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

### Procedure

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

The phone powers up and starts to initialize.

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## Sending a multicast page

### About this task

You can send a multicast page to a group of users by activating the Multicast Paging group on the Phone screen. If the required group is not added on this screen, you can access all multicast page groups configured for your phone in the Features menu.

### Procedure

1. Do one of the following:
  - Lift the handset.
  - Press **Speaker**.
2. On the Phone screen, scroll to the required multicast page group, and press **Select**.

The phone displays the Paging <group name> box.

3. To end the multicast page, do one of the following:
  - Press **End Call**.
  - If you use the handset as an audio device, hang up.

# Chapter 4: Maintenance

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## Viewing the device type

### About this task

View your device type when your system administrator asks you to provide your device type information. The device type can be Avaya SIP or Open SIP.

### Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Device type**.

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## Viewing the server type

### About this task

View your server type when your system administrator asks you to provide your server type information. The server type can be either Avaya Aura® or Open SIP.

### Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Server type**.

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## Viewing the product ID

### About this task

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view and verify the product ID on the phone screen.

### Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Product ID**.

# Chapter 5: Support

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.