



# **Quick Reference for Avaya J139 SIP IP Phone in Avaya Aura<sup>®</sup>**

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# Chapter 1: Phone overview

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## Main menu



The following table lists the Main menu icons used in Avaya J139 IP Phone:

Icons	Name	Description
	<b>Features</b>	To access the administrated features.
	<b>Applications</b>	<ul style="list-style-type: none"><li>• To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver.</li><li>• To log out of the phone extension to protect your settings or let another user log in.</li></ul>
	<b>Settings</b>	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.
	<b>Network information</b>	To check network settings.
	<b>Administration</b>	To access administration settings.
	<b>About</b>	To view the phone software version.


















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## 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 the Missed Call icon in the Recents application.

*Table continues...*

Icon	Description
	Missed call reason on your phone. Under Recents you can view the call details. For the missed call you can view the additional text missed call reason.
	Incoming call indicates you have answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you have made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	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.
	Scroll left for more options.
	Scroll right for more 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 Send All Calls feature is on.

*Table continues...*

Phone overview

Icon	Description
	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 plus sign (+) in the icon indicates that the number of missed calls are more than 9.
	Autodialing feature.
	Toll call.
	Toll-free call.

# Chapter 2: Getting Started

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## Logging in to your phone with the SSO QR code or URL

### About this task

You can log in to your phone with your Single sign-on (SSO) credentials using your mobile device or computer. Your phone administrator configures the SSO feature for your extension. After the SSO authentication, the phone automatically logs you in.

### Before you begin

Ensure the following:

- Your phone administrator configures the SSO feature.
- Your mobile device can scan a QR code.

### Procedure

1. On the Single Sign On screen, press **Login**.

The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.

2. Depending on your choice of device, do the following:

- If you are using a mobile device, scan the QR code. When the QR code scan displays a URL on your mobile device, tap the URL.
- If you are using your computer, press **Link**. Enter the URL in your computer browser and follow the prompts.

The screen displays the SSO login page of your organization.

3. On the SSO login screen, enter your corporate username and password.

The phone screen displays the Successful authentication message.

4. Follow the screen prompts.

You are logged in to your phone.

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## Logging in to a phone as a Guest user with SSO login

### About this task

With the Guest user SSO login feature, you can log in to a phone as a guest user with the SSO authentication for a specified period.

### Before you begin

Ensure that your administrator configures the Guest user SSO login feature.

### Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Guest login** and press **Select**.
4. On the Single Sign On Guest login screen, press one of the following to set the duration in hours:
  - **Right** arrow key: To increase the duration value.
  - **Left** arrow key: To decrease the duration value.
5. Press **Enter**.

The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.

6. Depending on your choice of device, do the following:
  - For a mobile device, scan the QR code. When the QR code scan displays a URL, tap the URL.
  - For a computer, press **Link**. Enter the URL in your computer browser and follow the prompts.

The screen displays the SSO login page of your organization.

7. On the SSO login screen, enter your corporate username and password.

The phone screen displays the successful authentication message.

8. Follow the screen prompts.

You are logged in to your phone.

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## Logging in to your phone with corporate credentials

### About this task

You can log in to your phone with the extension and password that your phone administrator provides if the Single sign-on (SSO) feature is not active.

## Procedure

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**.

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# Logging out of your phone

## About this task

You can log out of your primary extension when you log in through a Single sign-on (SSO) or SIP login. You can also log out of the SIP login as a guest user.

## Procedure

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

## About this task

Lock the phone while you are logged in to prevent unauthorized usage. Locking the phone does not log you out. You can receive all incoming calls and make calls to emergency numbers.

### **Note:**

If your administrator has enabled the Block Incoming Calls feature, you cannot answer incoming calls when the phone is locked.

If the Single sign-on (SSO) feature is active on your phone, you cannot lock the phone before setting a PIN.

## Before you begin

Contact your phone administrator if you cannot see the **Lock** option in the **Application** menu.

## Procedure

1. Press **Main menu**.
2. Select **Applications > Lock**.

# Chapter 3: Operations

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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**.
  - Press **Headset**.
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.

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## Making a call by using speed dial

### Before you begin

Ensure you have speed dial numbers assigned to your contacts.

### Procedure

Press and hold the dial pad key assigned to the number you want to 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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## Editing a number before calling

### About this task

If the dialed phone number is incorrect, you can edit it before initiating the call from the call log.

#### **Note:**

If the phone has an active Call on Off-hook feature, you cannot edit dial a number.

### Before you begin

The call log must have the call list.

Ensure that your administrator enables the feature.

### Procedure

1. On the phone screen, press **Call Log** hard key.  
The phone displays the list of recently dialed numbers.
2. Scroll through the list and select the number you want to call.
3. Press **Call** soft key.  
The phone displays the dial dialog box.
4. **(Optional)** Go to the **Call Log > Details** and press **Callsoft** key.
5. Edit the number.

#### **Note:**

When privacy is enabled for the selected call log entry, you cannot edit the number. In that case, the phone screen displays the message "The caller's extension is restricted."

6. Press **Call** soft key.

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## Answering a call

### About this task

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.

### Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK** button.
- Press the **Answer** soft key.
- Press **Headset**.

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## 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. 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 > Contacts**.
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**.

## Creating a local Contacts group

### Procedure

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

### Before you begin

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

### Procedure

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.

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## Advanced features

### 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**.

## Call forwarding to your cell phone using EC500

### About this task

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

### Before you begin

- Ensure that your administrator enables the feature.
- Ensure that the system administrator sets your personal phone number as your destination number.

### Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500** and press **Select**.

## Making a consultative transfer

### About this task

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

### Before you begin

Ensure that your administrator enables the feature.

### Procedure

1. While on an active call, press **Transfer** soft key.  
The phone displays the Select a destination dialogue box.  
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**.
  - Press the **Team** line key to transfer the call to the configured team button.

You must configure the team button to use as your target selection.

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

### About this task

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

### Before you begin

Ensure that your administrator enables the feature.

### Procedure

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.

## Parking a call

### About this task

Use Call Park to park an active call from your phone extension.

### Before you begin

Contact the administrator to activate Call Park on your extension.

### Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Call Park** and press **Select**.

Depending on the server configuration, the feature LED can provide one of the following indicators:

- The green LED turns on, indicating that the call parking is complete. The green LED stays on until the call is unparked or returned.

- If the administrator configures the parking lot display timer, the green LED turns on and the Call Park feature button displays the parking lot extension number for a specific duration. After this duration, the Call Park button is available for parking.

### Next steps

Retrieve the call from another extension using Call Unpark. If not unparked within the configured duration, the parking lot returns the call to the parking extension .

## Unparking a call

### About this task

Use Call Unpark to retrieve a parked call.

### Before you begin

Contact the administrator to activate Call Unpark on your extension. Obtain the extension number where the call is parked.

### Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Call Unpark** and press **Select**.
4. Enter the extension number and press **Select**.

The call resumes, and the call park LED on the parking extension turns off.

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## Customization

### Changing the phone display mode

#### About this task

You can change the phone display mode to Dark or Light with the Display Mode feature. The font color is black if you set the display mode to Light. The font color is white if you set the display mode to Dark.

#### Before you begin

Contact your phone administrator if you cannot see the settings to change the display mode.

#### Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Display Mode** and press **Select**.

5. Press **Toggle** to switch between **Light** and **Dark**.
6. Press **Save**.

## 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 numbers to the phone numbers in your Contacts list.

### Procedure

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

### Procedure

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. To turn on the timer, 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

### Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to Button clicks and press **Toggle** to turn the audio on or off.
5. Press **Save**.

## Setting the display language

### Procedure

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

### Before you begin

Ensure that your administrator has enabled the time format feature.

### Procedure

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

### About this task

You can use **Headset signaling** setting to configure DECT headsets to your phone

### Before you begin

Check if the headset supports Electronic Hook Switch (EHS) signaling.

### Procedure

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**: You can disable the signaling from the phone to the headset.
  - **Switch hook and alert**: You can activate 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**: You can activate 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**.

# Chapter 4: 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.