



Quick Reference for Avaya J129 SIP IP Phone in Open SIP

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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

- Single call appearance
- 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

Table continues...

Icon	Description
	Outgoing recents MDA
	Missed call
	Check
	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

Table continues...

Icon	Description
	Ringer on
	Ringer off
	Speaker
	Do not disturb

Getting Started

Entering the provisioning server address

Use this procedure to enter the provisioning server address where asked to do so. For example, when the phone is first plugged into the network.

Get the provisioning server address from the system administrator.

1. On the Configure Provision Server screen, press one of the following softkeys;
 - **Config**: To enter the provisioning server address.
 - **Never**: To never prompt for the provisioning server address.
 - **Cancel**: To cancel the prompt and display the Log Out screen. You can also press **Back** to cancel the prompt and display the Log Out screen.
2. In the **Prov Server** field, enter the provisioning server address. The address can be in the form of a numerical IP address or an alphanumeric fully qualified domain name.

+ Tip:

To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.

3. Press **Save**.
The phone reboots.

Identifying the device type during phone boot-up

1. Set up the phone hardware.
2. Plug the Ethernet cable to the phone.
The phone powers up and starts to initialize.

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 or **OK** button.

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

Use this procedure to make a call from the local contacts list. In an Open SIP environment, the local contacts are synchronized with the network file server.

1. Press **Main Menu > Contacts**.
The phone displays the message `Use dial pad 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 call history

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

1. On the phone, navigate to **Main Menu > Recents**, and press **Select**.
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

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

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.

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.
2. Do one of the following:
 - Use the keypad to dial the number to which you want to transfer the call.

The first call is put on hold, and the recipient's phone starts ringing.

Making an unattended transfer

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

- 1.
2. Do one of the following:
 - Use the keypad to dial the number to which you want to transfer the call.

The first call is put on hold, and the recipient's phone starts ringing.

Call forward

Activating and deactivating Call Forward

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**.

Simultaneous Ring Personal

With the Simultaneous Ring Personal (SRP) feature, you can list up to 10 phone numbers or SIP-URI addresses you want to receive calls to in addition to your primary phone. This feature may be used when, for example, you are not at your desk phone and you need to answer a call from your cell phone. Simultaneous ring can be turned off when you are at your desk on a call.

! Important:

If your cell phone has the voice mail which is activated before your office voice messaging, the voice messages will be recorded in your cell phone database.

* Note:

If Simultaneous Ring Personal is activated, the corresponding LED on the phone is green. If the feature is disabled, the LED is red. Contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See <https://www.broadsoft.com/> for more information.

Accessing Simultaneous Ring Personal from the phone menu

Use this task to access Simultaneous Ring Personal page from the phone menu for configuring the settings, viewing and editing the list of simultaneous ring numbers.

1. On the phone, go to **Main menu > Features**.
2. Scroll to **Simultaneous ringing**, and press **Config**.

Disabling Simultaneous Ring Personal during an active call

Use this procedure to turn off Simultaneous Ring Personal when you are on an active call.

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Do not ring with active call**.
3. Press **Toggle** to disable or enable the setting.
The changes will be saved automatically.

Adding a Simultaneous Ring number

Use this procedure to add a number or a SIP-URI address for a simultaneous ring.

! Important:

You can add maximum 10 numbers or SIP-URI addresses.

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Press **Add**.
4. In the Add number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:
 - Press **Abc** or **abc** or **ABC** or **123** to enter letters or numbers.
 - Press **Backspace** to delete the symbols entered.
5. (Optional) Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.
6. Press **Save**.

Editing Simultaneous Ring numbers

Use this procedure to edit a number or a SIP-URI address for a simultaneous ring.

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Scroll to the number or a SIP-URI address you want to edit, and press **Edit**.
4. In the Edit Number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:
 - Press **More** and press **Abc** or **ABC** or **abc** or **123** to enter letters or numbers.
 - Press **Backspace** to delete the symbols entered.
5. Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.
6. Press **Save**.

Deleting a Simultaneous Ring number

Use this procedure to delete a number or a SIP-URI address for simultaneous ringing.

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.

2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Scroll to the number or the SIP-URI address you want to delete, and press **More > Delete**.
4. In the confirmation window, press **Delete**.

Additional features

Anonymous Call Block

With the Anonymous Call Block feature, you can reject calls from anonymous parties who have explicitly restricted their caller ID. Callers without caller identification are informed that you are not accepting calls. Your phone will not display any audio or visual notification of the attempted call. The calling party will hear the following announcement: "The party you are trying to reach does not accept unidentified call, please try your call again later".

! Important:

This feature is not applied to calls from or within the group.

Distinctive Ringing

With the Distinctive Ringing feature, you can assign a different call ringtone for the following features.

- Priority Alert Ringing: To assign a different ringtone as a priority notification for specific incoming calls by contrast to normal calls.
- Alternate Number Ringing: To enable a different ringtone for alternate numbers of a contact.
- Ring Splash: To enable a short ringtone as a reminder on the phone when you enable features like Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb.
- Silent Alerting: To disable the audio notification and to get a visual notification of an incoming call.
- Distinctive Alert Waiting Tone: To set a distinctive ringtone for the caller when the called party is busy. The called party is alerted with a call waiting tone.

Setting a distinctive ring tone

Use this procedure to set a ring tone for different uses.

You must assign a phone number as a priority number to hear the priority alert tone.

1. Press the **Main menu**.

2. Scroll to **Settings** and press **Select**.
 3. Scroll to **Audio** settings and press **Select**.
 4. Scroll to **Personalize ringing**, and press **Select**.
 5. Scroll to one of the following options:
 - **Priority alert**: To select a ringtone for the priority number. The default ringtone is **Long Long Double**.
 - **Alternate number 1**: To select the different ringtone for the first alternate number of a contact. The default ringtone is **Short Short Long**.
 - **Alternate number 2**: To select a different ringtone for the second alternate number of a contact. The default ringtone is **Short Long Short**.
 - **Ring reminder**: To select a short ringtone for selective features. The default ringtone is **Short**.
- You can hear the alternate number ringtone if you have saved an alternate number in the required contact in the Contacts list.
6. Press one of the following:
 - **Select**
 - **OK**
 7. Scroll to the ringtone, and press **Select**.
 8. (Optional) To play the ringtone, press **Play**.
 9. Press **Save**.

Distinctive Alert Waiting Tone

With the Distinctive Alert Waiting Tone feature, a distinctive ringtone can be set for the caller when the called party is busy. The called party is alerted with a call waiting tone.

Group Paging

Group Paging is a group feature that allows unidirectional paging for a group of users by dialing a group paging directory number (DN) or an extension. The feature can be configured by a group administrator or higher.

Push-To-Talk

With the Push-To-Talk feature, you can call another user and have your call answered automatically.

* Note:

You can make only audio calls with this feature.

Conference calls

Adding a participant to a call

Use this procedure to add a participant to a call to set up a conference call. You can have only three participants on a conference call.

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

1. During a call, on the Phone screen, press the **Conf** softkey.
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 the **Recents** list.
 - Redial the last dialed number by using the **Redial** softkey.

The third participant answers the call.

3. Press the **Join** softkey.
The phone sets up the conference call.
4. **(Optional)** Press the **Join** softkey when you hear a ringing tone and the third participant has not yet answered the call.
When the third participant answers the call, the phone sets up the conference call.

Contacts

Adding a new contact

Use this procedure to add a new contact to your local contacts list. In an Open SIP environment, the local contacts are synchronized with the network file server.

1. Do one of the following:
 - If there is no contact in the contacts list, press **Contacts > New** or **Main menu > Contacts > New**.
 - If there is at least one contact in the contacts list, press **Contacts > More > New** or **Main menu > Contacts > More > New**.
2. Use the dialpad to enter the first name and last 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 for a contact from the local contacts. In an Open SIP environment, the local contacts are synchronized with the network file server.

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.

Call history

Call log

Depending on the call type, call log provides the following information about the last 100 calls on your phone:

- Caller name
- Caller number
- Call time-stamp
- Call duration

Avaya J100 Series IP Phones software version 4.0.3 and later always encrypts the content of the call log file.

Adding or deleting a call record from the call history menu


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

Call-related features

Activating and deactivating Do not disturb

Use this procedure to prevent the phone from ringing when you get a call. When the Do not disturb (DND) feature is activated, all incoming calls are sent directly to the voice mail, and the caller hears a busy tone.

Ensure that the system administrator activates the Do not disturb feature for your extension.

1. Press  **Main menu**.
2. Scroll to **Features**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **DND** feature. Press one of the following to activate or deactivate the feature:
 - **Enable** to activate the feature.
 - **Disable** to deactivate the feature.

Enabling Auto Answer

Ensure that the system administrator activates the Auto Answer option for your extension.

1. Use the **Down Arrow** key to go to the Auto Answer screen.
2. Press **Select**.

Sending a multicast page

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.

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.

Phone customization

Setting the Dial mode

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

1. Press **Main menu > Settings > Phone settings**.
2. Use the **Down Arrow** key to go to the Dial mode screen.
3. Press **Toggle** to select one of the following :
 - **Manual**: Press the **Call** softkey to start a call.
 - **Auto**: The dialed digits must match the dialplan to start a call.
 - **Default**: Press the **Call** soft key to start a call.
4. Press **Save**.

Setting the display language

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.

Troubleshooting

Viewing the Device type

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

1. Scroll to **Network information**, and press **Select**.
2. Scroll to **System**, and press **Select**.
3. Scroll to **Device type**.

Viewing the Server type

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

1. Scroll to **Network information**, and press **Select**.

2. Scroll to **System**, and press **Select**.
3. Scroll to **Server type**.

Viewing the Product ID

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

1. Scroll to **Network information**, and press **Select**.
2. Scroll to **System**, and press **Select**.
3. Scroll to **Product ID**.

For more information

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