Avaya J129 IP Phone Quick Reference

For more information please visit our eHelp Page at ehelp.ltu.edu
(Notes: These phones **WILL NOT** work to make outside calls until Monday 12/17/18
Once in a call, the prompts above the buttons will change or appear such as Drop and Transfer)

Callout number	Name	Description
1	Beacon LED	Displays a flashing red light to indicate a voice mail or incoming call. The Beacon LED also flashes when you are on a call using the hands free speaker capability.
2	Phone display	Displays information such as time, softkey labels, and menu items. If a text is wider than the display area, then the text is followed by three dots. Use the Right and Left Arrow keys to scroll through the text. If there is a scroll bar or a line indicator at the right of the phone display, use the up and down arrow keys to scroll up and down.
3	Softkeys	Displays screen-specific commands.
4	OK	Selects the function assigned to the left softkey.
5	Navigation arrows	Navigates between various menu options.
6	Phone	Displays the Phone screen.
7	Back	Cancels the current action and returns to the previous menu.
8	Speaker	Activates and deactivates the speakerphone. You can also lift the handset to deactivate the speakerphone.
9	Main Menu	Displays the menu options and other phone settings.
10	Hold	Puts the call on hold.
11	Volume	Increases or decreases the volume of the handset, or speaker when you are on a call. Adjusts the ringer volume when you are not on a call.
12	Mute	Mutes and unmutes the microphone.

Powering up the new phone

1. Plug an Ethernet Cable into the back of the phone as shown below. It must be plugged into the left port and has this symbol 🖧 near it. Ensure the other end of the cable is plugged into the wall or floor port for internet.

2. The phone will not power on unless the cable is in the correct port. Wait for the phone to boot up (~2 min)
3. If you are connecting your computer to a wired internet connection take the second Ethernet cable and plug it into the phone in the second port that has the ▭ symbol. Plug this same ethernet cable into your computer and you should have internet access.

Making a call

1. Lift handset or press Speaker
2. Press the digits on the dial pad.
   The phone initiates the call when the inter digit timer times out.

To Transfer a call

1. Press Transfer
2. Dial the Extension of the person you wish to transfer to
3. Press Call (button under the word call in the display).
4. Press Complete (button under the word call in the display).

To put a call on hold and take a call off hold

1. Press Button ll icon
2. Press Resume to retrieve call

To Call Forward your phone

1. Press *01 to turn Call Forward on.
2. Press *02 to turn Call Forward off.

To Access Voicemail

1. Dial *17
2. Follow voicemail prompts.

To Conference

1. You must be on a call to initiate a conference call
2. Press Conf (button under the word call in the display). This puts your active call on
3. Dial the Phone number you would like to Conference 91248XXXXXXX
4. Press Call (button under the word call in the display).
5. Press Join (button under the word call in the display).

To add a new contact to your phone

1. Press Contacts
2. Press New
3. Use the dial pad to enter the name (0 key to enter a space)
4. Press bottom Navigation arrow buttons (buttons in center of phone in circle)
5. Enter the phone number starting with a 9

If you have any further questions about your phone please look at the documention on ehelp.ltu.edu or email the Help Desk at helpdesk@ltu.edu.