



# Avaya J139 IP Phone SIP Quick Reference

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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 administrator activated features.
	<b>Applications</b>	<ul style="list-style-type: none"> <li>To access phone applications such as Contacts, Recents, 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.

Table continues...

Icons	Name	Description
	<b>About</b>	To view the phone model and software version.

## 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.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Call redirection
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages / screens / options.
	Scroll left for other options.
	Scroll right for other options.

Table continues...

Icon	Description
	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. Icon also indicates non-AST mode.
	The EC500 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 end to end call is secured.
	Indicates that the ringtone is off.

## Getting started

### Entering the file server address

Use this procedure to enter the file server address if the phone prompts. The phone might prompt you, for example, when you connect to the network for the first time.

Obtain the file server address from the system administrator.

- To open the Auto Provisioning screen, press one of the following:

- **Yes:** To connect to the DES server.
- **No:** To connect to the DHCP server.

In case of a time out, the phone selects **Yes**.

2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for it.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays the Enter the file server address screen.
4. Press one of the following:
  - **Config**: To enter the file server address.
  - **Never**: To never prompt for the file server address.
  - **Cancel**: To cancel the prompt and display the Login screen.
5. In the **Address** field, enter the file server address. The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

**+ Tip:**

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

6. Press **Save**.  
The phone restarts.

## Logging in to your phone

Ensure that your administrator assigns you with the extension and the password.

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 **Backspace**.

## Logging out of your phone

Use this procedure to log out of your primary or guest user extension.

**\* Note:**

After a guest user logs out, the primary user will be logged in.

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Log Out**, and press **Select**.

## Locking and unlocking the phone

Use this procedure to lock your phone to prevent the use of the phone when you are away. Locking your phone

does not log you out, so you can make emergency calls and receive calls.

- To lock the phone, press **Main menu**, and select **Applications > Lock**.
- To unlock the phone, press **Unlock** and enter the login password.

## Operations

### 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 one of the following:

- **Auto**: Dial the number  
The phone starts the call when the inter digit timer times out.
- **Manual**: Dial the number, and press the **Call** soft key.

### Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

Press and hold the dial pad key assigned to the number you want to call.

### 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.

### Answering a call

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.

Do one of the following:

- Lift the handset.

- Press **Speaker**.
- Press **OK**.
- Press the **Answer** soft key.
- Press **Headset**.

You cannot answer calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

## Viewing call history details

In Call history, you can view the following details of each call:

- Call type (incoming, outgoing, missed)
- Name
- Extension number
- Time
- Date
- Duration

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **Recents**, and press **Select**.
3. Select the call that you want to view.
4. Press **Details**.  
The phone displays the details of the selected call.

## Contacts

### Adding a new contact

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

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 > New**.
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 **Bksp** 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**.

## Viewing the contact details

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

You must have at least one contact in the Contacts list.

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. Select the contact that you want to view.
4. Press **Details**.

## Creating a local Contacts group

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 **New Group**.
6. In the **Enter group name** field, type your group name.
7. Press **Save**.

## Adding a contact to the local group

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

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.

## Advanced features

### Forwarding a call to another extension

Use this procedure to forward incoming calls to a specified number.

Ensure that the feature is activated by your administrator.

1. Press **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. To enable Call Forward feature, scroll to one of the following options:
  - **Call Fwd**
  - **Call Forward-Busy**
  - **Call Forward-No Answer**
4. Press **Select**.
5. In the **Destination** field, enter the number where you want to forward the incoming calls.
6. Press **Save**.  
The phone generates a confirmation tone and returns to the Features screen.
7. To disable any of the Call Forward features, go to the respective screen and press **Select**.

### Long-term acoustic exposure protection

have the long-term acoustic exposure protection, to protect the ears of the users from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. In a dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

#### Important:

Only L100 Series Headsets with RJ9 connector supports long-term acoustic exposure protection, when the headset profile is set to Profile1.

### Related links

[Configuring Long term acoustic exposure protection](#) on page 3

### Configuring Long term acoustic exposure protection

Use this procedure to configure the long-term acoustic exposure protection for your headset.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Long term acoustic exposure protection**, and press **Select**.
5. Choose one of the following and press **Select**:
  - **Default**
  - **Off**
  - **Dynamic**
  - **4 hours**
  - **8 hours**
6. Press **Save**.

### Related links

[Long-term acoustic exposure protection](#) on page 3

### Call forwarding to your cell phone using EC500

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

- Ensure that the feature is activated by your administrator.
  - Ensure that the system administrator sets your personal phone number as your destination number.
1. Press **Main menu**, and scroll to **Features**.
  2. Press **Select**.
  3. Scroll to **EC500**, and press **Select**.

### Call Park

Using the Call Park feature, you can park an active call at a parking extension. You can dial the parked extension number from any phone to retrieve the call.

The phone supports two types of call parking:

- **Park call:** To park a call to a specific extension. You can choose your own extension or another person's

extension number to park a call. When you park a call, the extension where the call is parked will show a visual and audio alert.

- Group Call Park: To park a call to the first available extension in the group.

## Parking a call

Use this procedure to park a call to a parking extension, so that the parked call can be retrieved from any other phone in your organization. After you park the call, the extension on your phone is available to take up another call.

- Ensure that the feature is activated by the administrator.
  - Ensure that you are on a call or held a call.
1. Press  **Main menu**.
  2. Scroll to **Features**, and press **Select**.
  3. Scroll to **Call Park**, and press one of the following:
    - **Park**
    - **OK**
    - Corresponding line button
  4. **(Optional)** If the phone has more than one call that can be parked, scroll to the required number from the list, and press **Select**.
  5. In the Park Call screen, enter the parking extension. Entering hash (#) or leaving the parking extension empty will self-park the call.
  6. Press **Unpark**.

## Parking a call to a call park group

Use this procedure to park a call to a first available extension of a parking group member.

- Ensure that the feature is activated by your administrator, and you are a member of a call park group.
  - Ensure that you are on a call or held a call.
1. Press  **Main menu**.
  2. Scroll to **Features**, and press **Select**.
  3. Scroll to **Group call park**, and press one of the following:
    - **Park**
    - **OK**
    - Corresponding line button

After a call is parked to one of the extensions of a call park group members, the phone receives the voice message of that parking extension number.

Share the notified parking extension number with your group members to retrieve the parked call.

## Unparking a call

When a call is parked to your extension, you receive an audio or visual notification on the Phone screen. Use this procedure to unpark a call.

Get the parking extension number to retrieve a parked call.

1. Press  **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call Unpark**, and press one of the following:
  - **Unpark**
  - **OK**
  - Corresponding line button
4. Enter the parking extension number.  
Entering hash (#) or leaving the parking extension empty will unpark the call that is parked against your own extension.

## Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

## Making a consultative transfer

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

1. While on an active call, press **Transfer**.  
The phone displays the Enter transfer destination screen.
2. Do one of the following:
  - Dial the number to transfer the call.
  - Search for the number in Contacts or Recents.
3. To initiate a consultative transfer, press **Talk**.

The first call is placed on hold, and 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

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

1. While on an active call, press **Transfer**.  
The phone displays the Enter Transfer Destination screen.
2. Do one of the following:
  - 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.

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## Customization

### Assigning speed dial entries

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.

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

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**, and press **Change** to turn on the timer.
6. Use the **Down Arrow** key to go to **Away timer value**.
7. Enter the time in seconds.
8. Press **Save**.

## Turning button clicks on and off

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Use the **Down Arrow** key to go to the Button Clicks screen.
5. Press **Change** to turn the audio on or off.
6. Press **Save**.

## Setting the display language

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

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 **Change** to select one of the following options:
  - **Time Format 24 Hour**

- **Time Format 12 Hour**

6. Press **Save**.

## Enabling and disabling Bluetooth

You can use Bluetooth enabled devices with your phone.

- Ensure the wireless module is installed in your phone.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Bluetooth headset**, and press one of the following:
  - **Change**: To enable or disable Bluetooth.
  - **Right Arrow** key: To enable Bluetooth.
  - **Left Arrow** key: To disable Bluetooth.

## Enabling wireless headset bidirectional signaling

Check if the headset supports electronic hook switch (EHS) signaling.

### \* Note:

**Headset Signaling** setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Headset Signaling**, and press **Select**.
5. Press **Change** to select one of the following options:
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switchhook and Alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
  - **Switchhook only**: Activates 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**.

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## For more information

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.