

# AVAYA J139 End User Guide



## MAIN PHONE SCREEN

The main phone display you will see the following:

Ext. number Time Date Features

There are 4 Programmable buttons on each side of the display, and multiple pages for those buttons.

## SOFTKEYS

Use the 4 gray soft-keys below the display to select features or options displayed on the screen.

The soft key labels will vary depending on the feature that is currently selected.

## SCROLLING AND NAVIGATION

Use the **up** and **down** navigation arrows to scroll through lists. Use the **right** and **left** navigation arrows to scroll between menus and logs or to move the cursor during text input. The **Center** button is a shortcut for the default action.

## PHONE/EXIT BUTTON

At any time while you are programming, utilizing features and soft key functions, you may press the **Phone/Exit** button and you will return to the main screen.

## CALL APPEARANCE BUTTONS

The first three buttons on the top left of the display or to the right of the keypad are programmed as 'Call Appearance' keys and are indicated with the name assigned to the extension on each button.

These keys are used to place and receive internal and external calls.

## VOICEMAIL

To access voicemail from your desk phone press the **Envelope** button. She will prompt for your pin number followed by the pound sign.

## ADJUSTING THE VOLUME

Using the -/+ arrow button on the bottom of your phone,

- ◆ Adjust ringing volume with the handset down
- ◆ Adjust handset volume after lifting the handset
- ◆ Adjust speaker volume after turning the speaker on
- ◆ Adjust headset volume if you are using the headset

## MUTE

The Mute button allows a user to temporarily cut off their end of the conversation while continuing to listen to the caller.

Press Mute button and blue light will be lit during which time you may have a private conversation with another co-worker.

To resume 2-way conversation, press Mute again and the blue light will go out.

**REDIAL** the most recent number, press the Redial Soft Key found on the display and press Call for the first number listed in the history. Or you may scroll and select the button for the number you wish to redial and press the Call button under the display to place the call.

## MISSED CALLS / RECENTS icon will display when you have Missed Calls

Press the  Recents button to view the missed calls.

### Viewing the Missed Call Log.

1. As a default, the **All** category is displayed. You will see at the top of your screen the type of calls that are displayed (**All, Missed, Answered** or **Outgoing**)
2. Scroll to the right or left to view specific lists of your *answered, outgoing, or missed* calls.
3. Scroll down to view all entries in a log.
4. Select **More** to see the **Delete** option, you can also add the call to your Contacts.
5. Use the **up** and **down** navigation buttons to scroll and then select the person you want to call.

## Intercom

Intercom is a button on the bottom of the display when you phone is idle.

Press intercom, then dial the extension number you want to intercom.

After the beep, speak your message.

## Hold

Once you are on a call, the Hold button will appear on the display.

Press Hold to put the Caller on Hold. The light will flash next to the Held Call.

You may press the flashing button, or press Resume from the soft key on the Display.

*Please note: Hold is only for your phone, others will not be able to access your held call.*

## Transfer

Press Transfer Soft Key while on the call.

Dial the extension you wish to transfer to followed by Select (The button in the middle of the circle)

Now – Will immediately transfer the call without any further interaction.

Talk – Will put the caller on a transfer hold, and allow you to introduce the caller to whom you are transferring to. Once you are ready to release the call, press Complete at the bottom of the display.

Cancel – allows you to cancel the transfer and return to the call. It can be used to correct errors or if you change your mind.

If you are unsure of the extension number you want to transfer to, you can press the Contacts button, followed by Members and scroll to the user and press Select.

Or you can transfer to a recent call by pressing History/Call Log and choosing the caller from the list.

The Now and Talk options are there for every type of call you are transferring.

## To Transfer a call directly to a user's voicemail

Press Transfer, \*0 followed by typing in the **extension number** and **Now**.

## Park a Call

When on an active call you wish to park, press the pound ( # ) key twice, followed by the star ( \* ) key.

Then press 3 to park the call.

**##\*3**

The system will announce the virtual extension number with "Your call is parked. Parked extension is star 8XX" where 8XX is the virtual extension number (800-899)

You may hang up, the call is now parked.


## To Unpark a Call

On any phone registered with the system, press the star ( \* ) key followed by the virtual extension number

The call will be retrieved and connected with the user.

\*801 if the call was parked on 801

## DND

To Set Do Not Disturb, press the Menu button  on top left with three lines. Then Select Features Select DND or De-select DND. When in DND there will be a circle with a line through it on top of display. Press the Phone button to return to the main screen

## **CONFERENCE CALLING**      Conf Soft Key on the display

1. During an existing call, press the **Conference** soft key, the original caller will be placed on hold.
2. Dial your next party, if they answer and want to join the call, press Join Soft Key again.  
Your choices now are to put the Conference call on hold, to End Call or to make a new call.

If you want to conference more than the two parties, you will want to use Conference from your application on your desktop or your cell phone.

## **CONTACTS**

**To View Contacts**, press the Contact button, then select Company Directory to look up internal contacts.

Or start typing in letters if they are in your personal contacts.

Once you find the contact, you may use the softkeys to Call or look at their Details.


**To add a Contact**, press the Contact Button.

Then press the New softkey

Use your navigation buttons and softkeys to end the name and phone number and save when complete.

## **Customizing Buttons on your Display**

Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen. Please note: To add a speed dial button for an external contact, you need to create the contact first.

1. Press Main menu. 
2. Scroll to Settings, and press Select.
3. Scroll to Phone, and press Select.
4. Scroll to Phone keys customization, and press Select.
5. Press Customize key.
6. Use Navigation keys to select the line key.

7. (Optional) On the phone screen, if the selected line is empty, press Add, and do the following:

- Then press Contact, and select the Contact you want to program to the button.
- To add a feature, press Feature, DND to program DND to the button.

You can use the Navigation keys to scroll to the required functionality, and press Select.

**Voicemail Access Remote via phone**

1. You may call in on your Direct Number, or call your Avaya Cloud Office Main Number, enter your extension number as soon as you hear the ring.
2. Press the star key (\*).
3. Enter your voicemail PIN followed by the hash sign (#) once prompted.
4. Listen to the prompt for instructions or press One (1) to listen to your messages.