Avaya IX IP Phone J139
Quick Start User Guide

Avaya IX IP Phone J139
Physical Layout

1 **Beacon LED** - Displays red light for the **Voicemail** and visual alerts.

2 **Line Keys** - Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts:

- **Green light**: incoming call and enabled features.
- **Red light**: disabled features.
- **Red and Green light**: phone is off-hook.

3 **Phone Key** - Displays the Phone screen.

4 **Voicemail** - Used to access Voicemail.

5 **Headset** – Answer/Hang-up using Headsets

6 **Speaker** – Answer/Hang-up using Speaker

7 **Mute** - Used to mute and unmute outgoing audio

1 **Beacon LED**

2 **Line Keys**

3 **Phone Key**

4 **Voicemail**

5 **Headset**

6 **Speaker**

7 **Mute**

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Physical Layout

① **Soft Keys** – On Demand features

② **Menu** – Access Phone Menu

③ **Contacts** – Access to the **Contacts Menu**
- To search System Users select **Contacts** then **Members**

④ **Recents** – Access Recent Missed, Answered and Outgoing Call history

⑤ **Volume** – Increase/Decrease Volume

① Soft Keys

② Menu

③ Contacts

④ Recents

⑤ Volume

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Making and Receiving Calls

● **Making a Call:**
Press **New Call**, Lift the **Handset**, Press **Headset** or **Speaker** and dial the number

● **Ending a Call:**
Press **End Call** or hang up the **Handset**.
- If you are on a call using your headset, press **End Call or** the **Headset** button to end the call.
- If you are on a call using speaker, press **End Call or** the **Speaker** button to end the call.

● **Answering a Call:**
Press **Answer or** lift the **Handset**.
- If you are on a call using your headset, press the **Headset** button to answer the call.
- If you are on a call using speaker, press the **Speaker** button to answer the call.

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Transferring Calls

● The types of **Call Transfer** are:
Talk:
- Announce the call prior to completing the transfer

Now:
- Transfer the call without announcing.

● While on an active call, press the **Transfer** softkey and then either enter the number and press **Dial** or search for a number in **Contacts** or **Recents** followed by **Select**.

- To simply transfer the call to the extension, select **Now**.

- To speak to the user before transferring the caller select **Talk.** After announcing the call select **Complete** to complete the transfer.

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Transferring Calls directly to voicemail

🔴 While on an active call, press the **Transfer** softkey followed by ***0** and the **users extension number.**

- Select **Call** followed by **Now**.

- The caller will be transferred directly to the user's voicemail.

- In this example we are transferring the caller to the voicemail of extension 2405.

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Parking and Un-Parking Calls

● **Parking a Call**
While on an active call, press the softkey **More** followed by **Park.**
- The system will then tell you the retrieval code required to pick up the **Parked** call.

● **Picking up a Parked Call**
From any phone select an available line and enter the **Park** retrieval code

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Adding another party to an active call

● While on an active call, press **Conf** and then either enter the number and press **Dial** or search for a number in **Contacts** or **Recents** followed by **Select**.

When the participant answers the call, press the **Join** softkey.

● This type of calling supports a maximum of 3 parties including yourself.

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Creating Contacts

● A user can create **Contacts** for frequent calls numbers.

● Press **Contacts** and then **New.**
   • Enter **Contact** details and the press **Save.**

● You can use the **More** option to change the icon that is displayed beside the **Contacts** name.

   📱 Work

   📱 Mobile

   🏠 Home

   ✳ Other

● Repeat the steps to add additional **Contacts.**

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Assigning Speed Dials

- Speed Dial allows you to press a dial pad digit (1-9) for 1 second to call a specified **Contact**
  - This only applies to **Contacts** added using the instructions on the previous page.

- Press **Menu**, **Settings**, **Phone** and scroll down to **Assign speed dial entries**, followed by **Select**.

 Select an unassigned speed dial entry and then press **Contacts**.

  Select the **Contact** you wish to assign to this **speed dial** entry.

- To call a **Contact** in your **speed dial** list, simply press the digit (1-9) that corresponds with your speed dial entry for 1 second.

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How to make use of the free line keys (buttons)

🔴 **You can program additional Presence buttons** (appearance buttons of other users).
- Please review the following helpful [Video](#) that explains how to add Presence buttons.

🔴 **You can program additional Contacts buttons** (External Autodials of phone numbers you frequently use).
- First step is to create **Contacts** on your phone.
- Select **Contacts** 👤
- Select **New**
- Enter the new Contact information followed by **Save**
- Return to the main screen by pressing **Phone** ☎
- Scroll to an available button and select **Custom** or simply select the available button.
- Select **Add** followed by **Contact**
- Select the **Contact** you would like added.
- Return to the main screen by pressing **Phone** ☎

Presence

Contacts