



# Using Avaya J129 IP Phones

Draft

Release 1.0  
Issue 1  
October 2016

1 © 2016, Avaya, Inc.  
2 All Rights Reserved.

### 3 Note

4 Using a cell, mobile, or GSM phone, or a two-way radio in close  
5 proximity to an Avaya IP telephone might cause interference.

### 6 Documentation disclaimer

7 "Documentation" means information published in varying mediums  
8 which may include product information, operating instructions and  
9 performance specifications that are generally made available to users  
10 of products. Documentation does not include marketing materials.  
11 Avaya shall not be responsible for any modifications, additions, or  
12 deletions to the original published version of Documentation unless  
13 such modifications, additions, or deletions were performed by or on  
14 the express behalf of Avaya. End User agrees to indemnify and hold  
15 harmless Avaya, Avaya's agents, servants and employees against all  
16 claims, lawsuits, demands and judgments arising out of, or in  
17 connection with, subsequent modifications, additions or deletions to  
18 this documentation, to the extent made by End User.

### 19 Link disclaimer

20 Avaya is not responsible for the contents or reliability of any linked  
21 websites referenced within this site or Documentation provided by  
22 Avaya. Avaya is not responsible for the accuracy of any information,  
23 statement or content provided on these sites and does not  
24 necessarily endorse the products, services, or information described  
25 or offered within them. Avaya does not guarantee that these links will  
26 work all the time and has no control over the availability of the linked  
27 pages.

### 28 Warranty

29 Avaya provides a limited warranty on Avaya hardware and software.  
30 Refer to your sales agreement to establish the terms of the limited  
31 warranty. In addition, Avaya's standard warranty language, as well as  
32 information regarding support for this product while under warranty is  
33 available to Avaya customers and other parties through the Avaya  
34 Support website: [https://support.avaya.com/helpcenter/  
35 getGenericDetails?detailId=C20091120112456651010](https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010) under the link  
36 "Warranty & Product Lifecycle" or such successor site as designated  
37 by Avaya. Please note that if You acquired the product(s) from an  
38 authorized Avaya Channel Partner outside of the United States and  
39 Canada, the warranty is provided to You by said Avaya Channel  
40 Partner and not by Avaya.

41 "Hosted Service" means an Avaya hosted service subscription that  
42 You acquire from either Avaya or an authorized Avaya Channel  
43 Partner (as applicable) and which is described further in Hosted SAS  
44 or other service description documentation regarding the applicable  
45 hosted service. If You purchase a Hosted Service subscription, the  
46 foregoing limited warranty may not apply but You may be entitled to  
47 support services in connection with the Hosted Service as described  
48 further in your service description documents for the applicable  
49 Hosted Service. Contact Avaya or Avaya Channel Partner (as  
50 applicable) for more information.

### 51 Hosted Service

52 THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA  
53 HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA  
54 CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE  
55 FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA  
56 WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO)  
57 UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR  
58 SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE  
59 APPLICABLE TO ANYONE WHO ACCESSES OR USES THE  
60 HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED  
61 SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON  
62 BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE  
63 DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY  
64 AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF  
65 YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A  
66 COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT  
67 YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE  
68 TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR  
69 IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU  
70 MUST NOT ACCESS OR USE THE HOSTED SERVICE OR  
71 AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED  
72 SERVICE.

### 73 Licenses

74 THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA  
75 WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO),  
76 UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya  
77 Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY  
78 AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS,  
79 USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED  
80 FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA  
81 CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL  
82 AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER.  
83 UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING,  
84 AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE  
85 WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN  
86 AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA  
87 RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU  
88 AND ANYONE ELSE USING OR SELLING THE SOFTWARE  
89 WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR  
90 USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO,  
91 YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM  
92 YOU ARE INSTALLING, DOWNLOADING OR USING THE  
93 SOFTWARE (HEREINAFTER REFERRED TO  
94 INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO  
95 THESE TERMS AND CONDITIONS AND CREATE A BINDING  
96 CONTRACT BETWEEN YOU AND AVAYA INC. OR THE  
97 APPLICABLE AVAYA AFFILIATE ("AVAYA").

98 Avaya grants You a license within the scope of the license types  
99 described below, with the exception of Heritage Nortel Software, for  
100 which the scope of the license is detailed below. Where the order  
101 documentation does not expressly identify a license type, the  
102 applicable license will be a Designated System License. The  
103 applicable number of licenses and units of capacity for which the  
104 license is granted will be one (1), unless a different number of  
105 licenses or units of capacity is specified in the documentation or other  
106 materials available to You. "Software" means computer programs in  
107 object code, provided by Avaya or an Avaya Channel Partner,  
108 whether as stand-alone products, pre-installed on hardware products,  
109 and any upgrades, updates, patches, bug fixes, or modified versions  
110 thereto. "Designated Processor" means a single stand-alone  
111 computing device. "Server" means a Designated Processor that  
112 hosts a software application to be accessed by multiple users.  
113 "Instance" means a single copy of the Software executing at a  
114 particular time: (i) on one physical machine; or (ii) on one deployed  
115 software virtual machine ("VM") or similar deployment.

### 116 License types

117 Designated System(s) License (DS). End User may install and use  
118 each copy or an Instance of the Software only on a number of  
119 Designated Processors up to the number indicated in the order.  
120 Avaya may require the Designated Processor(s) to be identified in  
121 the order by type, serial number, feature key, Instance, location or  
122 other specific designation, or to be provided by End User to Avaya  
123 through electronic means established by Avaya specifically for this  
124 purpose.

125 Shrinkwrap License (SR). You may install and use the Software in  
126 accordance with the terms and conditions of the applicable license  
127 agreements, such as "shrinkwrap" or "clickthrough" license  
128 accompanying or applicable to the Software ("Shrinkwrap License").

### 129 Heritage Nortel Software

130 "Heritage Nortel Software" means the software that was acquired by  
131 Avaya as part of its purchase of the Nortel Enterprise Solutions  
132 Business in December 2009. The Heritage Nortel Software is the  
133 software contained within the list of Heritage Nortel Products located  
134 at <https://support.avaya.com/LicenseInfo> under the link "Heritage  
135 Nortel Products" or such successor site as designated by Avaya. For  
136 Heritage Nortel Software, Avaya grants Customer a license to use  
137 Heritage Nortel Software provided hereunder solely to the extent of  
138 the authorized activation or authorized usage level, solely for the  
139 purpose specified in the Documentation, and solely as embedded in,  
140 for execution on, or for communication with Avaya equipment.  
141 Charges for Heritage Nortel Software may be based on extent of  
142 activation or use authorized as specified in an order or invoice.

### 143 Copyright

144 Except where expressly stated otherwise, no use should be made of  
145 materials on this site, the Documentation, Software, Hosted Service,  
146 or hardware provided by Avaya. All content on this site, the

1 documentation, Hosted Service, and the product provided by Avaya  
2 including the selection, arrangement and design of the content is  
3 owned either by Avaya or its licensors and is protected by copyright  
4 and other intellectual property laws including the sui generis rights  
5 relating to the protection of databases. You may not modify, copy,  
6 reproduce, republish, upload, post, transmit or distribute in any way  
7 any content, in whole or in part, including any code and software  
8 unless expressly authorized by Avaya. Unauthorized reproduction,  
9 transmission, dissemination, storage, and or use without the express  
10 written consent of Avaya can be a criminal, as well as a civil offense  
11 under the applicable law.

## 12 Virtualization

13 The following applies if the product is deployed on a virtual machine.  
14 Each product has its own ordering code and license types. Note that  
15 each Instance of a product must be separately licensed and ordered.  
16 For example, if the end user customer or Avaya Channel Partner  
17 would like to install two Instances of the same type of products, then  
18 two products of that type must be ordered.

## 19 Third Party Components

20 "Third Party Components" mean certain software programs or  
21 portions thereof included in the Software or Hosted Service may  
22 contain software (including open source software) distributed under  
23 third party agreements ("Third Party Components"), which contain  
24 terms regarding the rights to use certain portions of the Software  
25 ("Third Party Terms"). As required, information regarding distributed  
26 Linux OS source code (for those products that have distributed Linux  
27 OS source code) and identifying the copyright holders of the Third  
28 Party Components and the Third Party Terms that apply is available  
29 in the products, Documentation or on Avaya's website at: [https://  
30 support.avaya.com/Copyright](https://support.avaya.com/Copyright) or such successor site as designated  
31 by Avaya. The open source software license terms provided as Third  
32 Party Terms are consistent with the license rights granted in these  
33 Software License Terms, and may contain additional rights benefiting  
34 You, such as modification and distribution of the open source  
35 software. The Third Party Terms shall take precedence over these  
36 Software License Terms, solely with respect to the applicable Third  
37 Party Components to the extent that these Software License Terms  
38 impose greater restrictions on You than the applicable Third Party  
39 Terms.

40 The following applies only if the H.264 (AVC) codec is distributed with  
41 the product. THIS PRODUCT IS LICENSED UNDER THE AVC  
42 PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A  
43 CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE  
44 REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH  
45 THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC  
46 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A  
47 PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO  
48 PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS  
49 GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE.  
50 ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG  
51 LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

## 52 Service Provider

53 THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S  
54 HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT  
55 OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS  
56 SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE  
57 PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY  
58 FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL  
59 PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE  
60 AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED  
61 PRODUCTS USE OR EMBED CERTAIN THIRD PARTY  
62 SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT  
63 SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS  
64 REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE  
65 LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S  
66 EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY  
67 SUPPLIER.

68 WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL  
69 PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED  
70 THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE  
71 AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES  
72 THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY  
73 AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729  
74 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE

75 [WWW.SIPRO.COM/CONTACT.HTML](http://www.sipro.com/contact.html). THE H.264 (AVC) CODEC IS  
76 LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR  
77 THE PERSONAL USE OF A CONSUMER OR OTHER USES IN  
78 WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I)  
79 ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD  
80 ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS  
81 ENCODED BY A CONSUMER ENGAGED IN A PERSONAL  
82 ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER  
83 LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED  
84 OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL  
85 INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS  
86 MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://  
87 WWW.MPEGLA.COM](http://www.mpegla.com).

## 88 Compliance with Laws

89 You acknowledge and agree that it is Your responsibility for  
90 complying with any applicable laws and regulations, including, but not  
91 limited to laws and regulations related to call recording, data privacy,  
92 intellectual property, trade secret, fraud, and music performance  
93 rights, in the country or territory where the Avaya product is used.

## 94 Preventing Toll Fraud

95 "Toll Fraud" is the unauthorized use of your telecommunications  
96 system by an unauthorized party (for example, a person who is not a  
97 corporate employee, agent, subcontractor, or is not working on your  
98 company's behalf). Be aware that there can be a risk of Toll Fraud  
99 associated with your system and that, if Toll Fraud occurs, it can  
100 result in substantial additional charges for your telecommunications  
101 services.

## 102 Avaya Toll Fraud intervention

103 If You suspect that You are being victimized by Toll Fraud and You  
104 need technical assistance or support, call Technical Service Center  
105 Toll Fraud Intervention Hotline at +1-800-643-2353 for the United  
106 States and Canada. For additional support telephone numbers, see  
107 the Avaya Support website: <https://support.avaya.com> or such  
108 successor site as designated by Avaya.

## 109 Security Vulnerabilities

110 Information about Avaya's security support policies can be found in  
111 the Security Policies and Support section of [https://  
112 support.avaya.com/security](https://support.avaya.com/security).

113 Suspected Avaya product security vulnerabilities are handled per the  
114 Avaya Product Security Support Flow ([https://  
115 support.avaya.com/css/P8/documents/100161515](https://support.avaya.com/css/P8/documents/100161515)).

## 116 Downloading Documentation

117 For the most current versions of Documentation, see the Avaya  
118 Support website: <https://support.avaya.com>, or such successor site  
119 as designated by Avaya.

## 120 Contact Avaya Support

121 See the Avaya Support website: <https://support.avaya.com> for  
122 product or Hosted Service notices and articles, or to report a problem  
123 with your Avaya product or Hosted Service. For a list of support  
124 telephone numbers and contact addresses, go to the Avaya Support  
125 website: <https://support.avaya.com> (or such successor site as  
126 designated by Avaya), scroll to the bottom of the page, and select  
127 Contact Avaya Support.

## 128 Regulatory Statements

### 129 Australia Statements

### 130 Handset Magnets Statement:

#### Danger:

131 The handset receiver contains magnetic devices that can  
132 attract small metallic objects. Care should be taken to avoid  
133 personal injury.

## 134 Industry Canada (IC) Statements

### 135 RSS Standards Statement

136 This device complies with Industry Canada licence-exempt RSS  
137 standard(s). Operation is subject to the following two conditions:

75 1. This device may not cause interference, and

1 2. This device must accept any interference, including  
2 interference that may cause undesired operation of the  
3 device.

4 Le présent appareil est conforme aux CNR d'Industrie Canada  
5 applicables aux appareils radio exempts de licence. L'exploitation est  
6 autorisée aux deux conditions suivantes:

7 1. L'appareil ne doit pas produire de brouillage, et

8 2. L'utilisateur de l'appareil doit accepter tout brouillage  
9 radioélectrique subi, même si le brouillage est susceptible  
10 d'en compromettre le fonctionnement.

#### 11 Radio Transmitter Statement

12 Under Industry Canada regulations, this radio transmitter may only  
13 operate using an antenna of a type and maximum (or lesser) gain  
14 approved for the transmitter by Industry Canada. To reduce potential  
15 radio interference to other users, the antenna type and its gain  
16 should be so chosen that the equivalent isotropically radiated power  
17 (EIRP) is not more than that necessary for successful  
18 communication.

19 Conformément à la réglementation d'Industrie Canada, le présent  
20 émetteur radio peut fonctionner avec une antenne d'un type et d'un  
21 gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie  
22 Canada. Dans le but de réduire les risques de brouillage  
23 radioélectrique à l'intention des autres utilisateurs, il faut choisir le  
24 type d'antenne et son gain de sorte que la puissance isotrope  
25 rayonnée équivalente ne dépasse pas l'intensité nécessaire à  
26 l'établissement d'une communication satisfaisante.

27 This Class B digital apparatus complies with Canadian ICES-003.

28 Cet appareil numérique de la classe B est conforme à la norme  
29 NMB-003 du Canada.

#### 30 Radiation Exposure Statement

31 This equipment complies with FCC & IC RSS102 radiation exposure  
32 limits set forth for an uncontrolled environment. This equipment  
33 should be installed and operated with minimum distance 20cm  
34 between the radiator & your body. This transmitter must not be co-  
35 located or operating in conjunction with any other antenna or  
36 transmitter.

37 Cet équipement est conforme aux limites d'exposition aux  
38 rayonnements ISED établies pour un environnement non contrôlé.  
39 Cet équipement doit être installé et utilisé avec un minimum de 20  
40 cm de distance entre la source de rayonnement et votre corps.

#### 41 Japan Statements

##### 42 Class B Statement

43 This is a Class B product based on the standard of the VCCI Council.  
44 If this is used near a radio or television receiver in a domestic  
45 environment, it may cause radio interference. Install and use the  
46 equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用  
することを目的としていますが、この装置がラジオやテレビジョン受信機に  
近接して使用されると、受信障害を引き起こすことがあります。

47 取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

##### 48 Denan Power Cord Statement

#### Danger:

49 Please be careful of the following while installing the  
50 equipment:

- 51 • Please only use the connecting cables, power cord, and  
52 AC adapters shipped with the equipment or specified by  
53 Avaya to be used with the equipment. If you use any  
54 other equipment, it may cause failures, malfunctioning,  
55 or fire.
- 56 • Power cords shipped with this equipment must not be  
57 used with any other equipment. In case the above  
58 guidelines are not followed, it may lead to death or  
59 severe injury.



60

61 本製品を安全にご使用頂くため、以下のことにご注意ください。

- 62 • 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず  
63 製品に同梱されております添付品または指定品をご使用くだ  
64 さい。添付品指定品以外の部品をご使用になると故障や動作  
65 不良、火災の原因となることがあります。
- 66 • 同梱されております付属の電源コードを他の機器には使用し  
67 ないでください。上記注意事項を守らないと、死亡や大怪我  
68 など人身事故の原因となることがあります。

#### 69 México Statement

70 The operation of this equipment is subject to the following two  
71 conditions:

- 72 1. It is possible that this equipment or device may not cause  
73 harmful interference, and
- 74 2. This equipment or device must accept any interference,  
75 including interference that may cause undesired operation.

76 La operación de este equipo está sujeta a las siguientes dos  
77 condiciones:

- 78 1. Es posible que este equipo o dispositivo no cause  
79 interferencia perjudicial y
- 80 2. Este equipo o dispositivo debe aceptar cualquier  
81 interferencia, incluyendo la que pueda causar su operación  
82 no deseada.

#### 83 Power over Ethernet (PoE) Statement

84 This equipment must be connected to PoE networks without routing  
85 to the outside plant.

#### 86 U.S. Federal Communications Commission (FCC) Statements

##### 87 Compliance Statement

88 The changes or modifications not expressly approved by the party  
89 responsible for compliance could void the user's authority to operate  
90 the equipment.

91 To comply with the FCC RF exposure compliance requirements, this  
92 device and its antenna must not be co-located or operating to  
93 conjunction with any other antenna or transmitter.

94 This device complies with part 15 of the FCC Rules. Operation is  
95 subject to the following two conditions:

- 96 1. This device may not cause harmful interference, and
- 97 2. This device must accept any interference received,  
98 including interferences that may cause undesired  
99 operation.

100 When using IEEE 802.11a wireless LAN, this product is restricted to  
101 indoor use, due to its operation in the 5.15 to 5.25GHz frequency  
102 range. The FCC requires this product to be used indoors for the  
103 frequency range of 5.15 to 5.25GHz to reduce the potential for  
104 harmful interference to co channel mobile satellite systems. High-  
105 power radar is allocated as the primary user of the 5.25 to 5.35GHz  
106 and 5.65 to 5.85GHz bands. These radar stations can cause  
107 interference with and/or damage to this device.

##### 108 Class B Part 15 Statement

109 For product available in the USA/Canada market, only channel 1~11  
110 can be operated. Selection of other channels is not possible.

111 This equipment has been tested and found to comply with the limits  
112 for a Class B digital device, pursuant to Part 15 of the FCC Rules.  
113 These limits are designated to provide reasonable protection against  
114 harmful interferences in a residential installation. This equipment  
115 generates, uses and can radiate radio frequency energy and, if not  
116 installed and used in accordance with the instructions, may cause  
117 harmful interference to radio communications. However, there is no  
118 guarantee that interference will not occur in a particular installation. If  
119 this equipment does cause harmful interferences to radio or  
120 television reception, which can be determined by turning the



1 equipment off and on, the user is encouraged to try to correct the  
2 interference by one or more of the following measures:

- 3 • Reorient or relocate the receiving antenna.
- 4 • Increase the separation between the equipment and receiver.
- 5 • Connect the equipment into an outlet on a circuit different from  
6 that to which the receiver is connected.
- 7 • Consult the dealer or an experienced radio/TV technician for  
8 help.

#### 9 *Radiation Exposure Statement*

10 This equipment complies with FCC radiation exposure limits set forth  
11 for an uncontrolled environment . This equipment should be installed  
12 and operated with minimum distance of 8 in or 20 cm between the  
13 radiator and your body. This transmitter must not be co-located or  
14 operating in conjunction with any other antenna or transmitter.

#### 15 **EU Countries**

16 This device complies with the essential requirements and other  
17 relevant provisions of Directive 1999/5/EC. A copy of the Declaration  
18 may be obtained from <http://support.avaya.com> or Avaya Inc., 211  
19 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

#### 20 **General Safety Warning**

- 21 • Use only the Avaya approved Limited Power Source power  
22 supplies specified for this product.
- 23 • Ensure that you:
  - 24 - Do not operate the device near water.
  - 25 - Do not use the device during a lightning storm.
  - 26 - Do not report a gas leak while in the vicinity of the leak.
  - 27 - Limit the power to the device over telecommunications  
28 wiring to 36-57 volt DC or  $\leq 1.3$  ampere DC.

#### 29 **Trademarks**

30 The trademarks, logos and service marks ("Marks") displayed in this  
31 site, the Documentation, Hosted Service(s), and product(s) provided  
32 by Avaya are the registered or unregistered Marks of Avaya, its  
33 affiliates, its licensors, its suppliers, or other third parties. Users are  
34 not permitted to use such Marks without prior written consent from  
35 Avaya or such third party which may own the Mark. Nothing  
36 contained in this site, the Documentation, Hosted Service(s) and  
37 product(s) should be construed as granting, by implication, estoppel,  
38 or otherwise, any license or right in and to the Marks without the  
39 express written permission of Avaya or the applicable third party.

40 Avaya is a registered trademark of Avaya Inc.

41 All non-Avaya trademarks are the property of their respective owners.  
42 Linux<sup>®</sup> is the registered trademark of Linus Torvalds in the U.S. and  
43 other countries.

# Contents

<b>Chapter 1: Introduction</b> .....	8
Purpose.....	8
Intended audience.....	8
<b>Chapter 2: Avaya J129 IP Phones overview</b> .....	9
Physical layout.....	10
Connection jacks.....	12
Icons on the deskphone.....	13
Supported features.....	14
<b>Chapter 3: Getting started</b> .....	16
Logging in to your deskphone.....	16
Logging out your deskphone.....	16
Locking and unlocking the deskphone.....	16
<b>Chapter 4: Handling outgoing calls</b> .....	18
Making a call.....	18
Redialing a number.....	18
Toggling between active calls.....	19
Calling a person form the contacts list.....	19
Making a call from call history.....	19
Making an emergency call.....	20
Making an international call.....	20
<b>Chapter 5: Answering a call</b> .....	21
Ignoring an incoming call.....	21
Switching to another deskphone during an active call.....	22
Making an attended transfer.....	22
Making an unattended transfer.....	23
Transferring a call on hold.....	23
<b>Chapter 6: Using call forwarding</b> .....	25
Activating and deactivating Call Forward.....	25
Activating call forwarding when you do not answer the call.....	25
<b>Chapter 7: Managing conference calls</b> .....	27
Adding a person to an active call.....	27
Adding a person on hold to a conference call.....	27
Putting a conference call on hold.....	28
<b>Chapter 8: Using call related features</b> .....	29
Muting and unmuting a call.....	29
Activating Mute Alert.....	29
Visual alerting.....	30
Placing a call on hold and resuming the call.....	30
Activating transfer to voice mail.....	30

Parking and unparking a call.....	31
Activating Do Not Disturb.....	31
Setting up automatic call back.....	32
Activating EC500.....	32
Tracing a malicious call.....	33
Blocking your extension from displaying during calls.....	33
<b>Chapter 9: Managing call history.....</b>	<b>34</b>
Turning call history on and off.....	34
Viewing call history details.....	34
Adding or deleting a call record from the call history menu.....	35
Clearing the call history menu.....	35
<b>Chapter 10: Managing contacts.....</b>	<b>36</b>
Adding a new contact.....	36
Editing a contact.....	36
Viewing the contact details.....	37
Searching for a contact.....	37
Deleting a contact.....	37
<b>Chapter 11: Managing your presence.....</b>	<b>38</b>
Enabling Away Timer.....	38
<b>Chapter 12: Managing voice mails.....</b>	<b>39</b>
Retrieving a voice mail.....	39
<b>Chapter 13: Customizing Avaya J129 IP Deskphones.....</b>	<b>40</b>
Setting the Dial mode.....	40
Assigning Speed Dial.....	40
Replacing and clearing a Speed Dial contact.....	41
Setting Visual alerting.....	41
Displaying Call timers.....	41
Setting a ring tone for incoming calls.....	42
Turning Button Clicks on and off.....	42
Turning Error Tones on and off.....	42
Turning audio settings on and off.....	43
Setting Handset Profile.....	43
Adjusting the contrast of the display screen.....	44
Setting the display language.....	44
Setting the Time Format.....	44
Setting the Date Format.....	44
Setting the time zone.....	45
<b>Chapter 14: Related resources.....</b>	<b>46</b>
Documentation.....	46
Finding documents on the Avaya Support website.....	47
Viewing Avaya Mentor videos.....	48
Support.....	48

# 1 Chapter 1: Introduction

---

## 2 Purpose

3 This document describes how to use product features and capabilities.

---

## 4 Intended audience

5 This document is intended for people who want to learn how to use product features and  
6 capabilities.

Draft



# 1 Chapter 2: Avaya J129 IP Phones overview

2 The Avaya J129 IP Phones is a SIP-based phone intended to be used for basic business  
3 communications.

## 4 **Physical specifications**

- 5 • Two call appearances
- 6 • A 128 x 32 graphical LCD
- 7 • Three softkeys
- 8 • Dual network ports with integrated Power over Ethernet (PoE)
- 9 • Magnetic Hook Switch

## 10 **Feature specifications**

- 11 • Call forwarding
- 12 • Call transferring
- 13 • Call conferencing
- 14 • Voice mail
- 15 • Deskphone customization

## 1 Physical layout

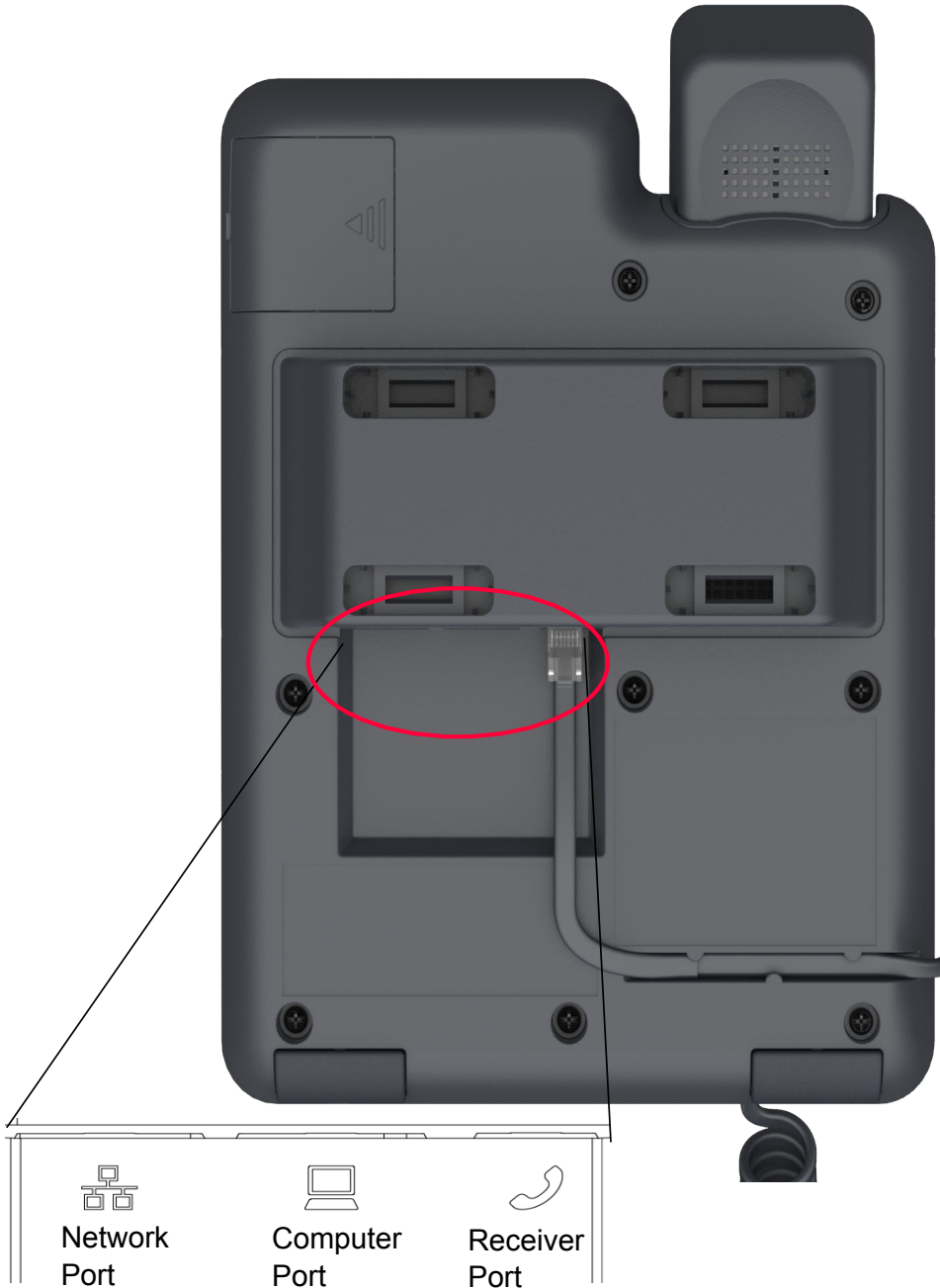


2

Callout number	Name	Icon	Description
1	Beacon LED	N/A	The beacon LED flashes a red light to the upper-right corner of the deskphone, which indicates that you have a voice mail, an incoming call or you are on a call using speakers.
2	Phone display	N/A	The phone displays the call information in this area, such as the extension, caller information, and missed calls.
3	Softkeys	N/A	The softkeys selects the action that is displayed in the softkey section of the phone display. The softkeys are context sensitive.
4	Navigation arrows and OK	N/A	The <b>OK</b> button performs the action of selecting the function assigned to the left most soft key function.  The navigation arrows performs the action of scrolling through various sections of the phone display.
5	Phone		Press the <b>Phone</b> button to move to the phone screen.
6	Back		Press the <b>Back</b> button to return to the previous menu.
7	Speaker		Press the <b>Speaker</b> button to use the speakerphone. To take the call off the speakerphone, lift the handset.
8	Main Menu		Press the <b>Main Menu</b> button to access the menu options and other phone settings.
9	Hold		Press <b>Hold</b> button to place the call on hold.  To resume the call, press the <b>Resume</b> softkey.
10	Volume		If you press <b>+</b> or <b>-</b> on the <b>Volume</b> button on an active call, the phone increases or decreases the volume of your handset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
11	Mute		Press the <b>Mute</b> button to mute a call in progress. To unmute the call, press the <b>Mute</b> button again.

## 1 Connection jacks






















- 2 The following image illustrates the connection jacks that are present on the back panel of Avaya J129 IP Phones models. The image schematically describes which device to connect in which jack.
- 3














4

## 1 Icons on the deskphone

2 The following table lists the icons used in the Avaya J129 IP Phones:

Icon	Description
	Incoming call
	Outgoing call
	Missed call
	Line indicator call appearance on
	Line indicator call appearance off
	Check
	MDA active
	New call setup
	No handset
	Incoming call recents
	Outgoing recents MDA
	Recents
	More than 10 recent missed calls
	Speaker silent
	Voicemail
	Checkbox off
	Checkbox on
	Active conference
	Conference on hold
	Contrast
	EC500
	Failover
	Radio button off

*Table continues...*

Icon	Description
	Radio button on
	Feature unavailable
	Call forward
	Handset
	Hold
	Phone lock
	Mute
	Ringer on
	Ringer off
	Speaker
	Do not disturb

## Supported features

Avaya J129 IP Phones supports the Avaya Aura® and IP Office environments. The following table shows the supported features in both the environments.

Features	Avaya Aura®	IP Office
End to end security indicator	Yes	No
Private call	Yes	No
Automatic call back	Yes	No
Emergency dialing when user not logged in	Yes	No
Attended transfer	Yes	Yes
Transferring a call by selecting a contact or recents	Yes	No
Contacts	Yes	No
Presence	Yes	No
Quick log in	Yes	No
Multiple Device Access (MDA)	Yes	No
Concurrent log in	Yes	No

*Table continues...*



LED on speaker button	No	No
Voice mail	Yes	Yes
Call Park/Unpark	Yes	Yes; It is supported using short codes.
Block Calling party info	Yes	No
EC500	Yes	Yes (The feature is called Mobility)
Malicious Call Trace (MCT)	Yes	No

Draft

# Chapter 3: Getting started

---

## Logging in to your deskphone

### About this task

Perform this task to log in to your deskphone. Log in from the initial screen when it prompts you for your extension.

### Procedure

1. Enter your extension.
2. Enter the password that your administrator assigned to you.
3. Press **Enter** or **OK** or **#**.

---

## Logging out your deskphone

### About this task

Use this procedure to log out of your deskphone. If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls. The offline call-log feature is only available in an Avaya Aura® environment.

### Procedure

1. Press **Main Menu > Log Out**.
2. Press **Log out** when the deskphone prompts for confirmation.

---

## Locking and unlocking the deskphone

### About this task

Use this procedure to lock your deskphone when it is idle. This prevents the use of deskphone for making calls when you are away, with the exception of making emergency calls. Locking your phone does not log you out.

1 **Procedure**

2 1. Press **Main Menu > Lock**.

3 The deskphone displays a padlock symbol and your presence status changes to Away.

4 **\* Note:**

4 You can receive incoming calls after you lock your deskphone.

5 2. To unlock your phone, press **Unlock** and enter the password you use for deskphone login.

Draft

# Chapter 4: Handling outgoing calls

---

## Making a call

### Before you begin

Set the **Dial mode** to automatic or manual.

### Procedure

1. Lift the handset or press **Speaker**.
2. Do one of the following:
  - If the dial mode is set to **Auto**, dial the number you want to call.

**\* Note:**

<sup>9</sup> In IP Office, you can press the **Call** softkey or wait for a timeout.

- If the dial mode is set to **Manual**, dial the number you want to call and press the **Call** softkey.

### Related links

[Setting the Dial mode](#) on page 40

---

## Redialing a number

### Procedure

From the Phone screen, press **Redial** or press **OK**.

The phone redials the last number that you have dialed.

**\* Note:**

<sup>18</sup> The deskphone clears the last dialed number, if you clear the outgoing call log.

---

## 1 Toggling between active calls

### 2 Procedure

- 3 1. During an active call, press **Hold**.
- 4 2. Do any one of the following:
  - 5 • To make a new call, press **NewCall** and dial the extension of the second person.
  - 6 • To answer an incoming call, press **Answer**.
- 7 3. To toggle between the two active calls, press **Swap**.

---

## 8 Calling a person form the contacts list

### 9 About this task

10 Use this procedure to call any contact from the contacts list.

11 This feature is only available in the Avaya Aura<sup>®</sup> environment.

### 12 Procedure

- 13 1. Do one of the following to search for a contact:
  - 14 • On the phone screen, press **Contacts > Search**.
  - 15 • Press **Main Menu > Contacts** to use dialpad to search.
- 16 2. Press **Call** or **OK** to initiate a call to the selected contact number.

---

## 17 Making a call from call history

### 18 Procedure

- 19 1. Do one of the following:
  - 20 • Press **Main Menu > Recents**.
  - 21 • Press **Recents** from the phone screen.
- 22 2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
- 23 3. Press **Call** or **OK**.

---

## 1 Making an emergency call

### 2 About this task

3 If your administrator configured emergency calling for your deskphone, the Phone screen displays  
4 an **Emerg** softkey to immediately connect you with a preset emergency services number.

5 However, if emergency dialing is not configured for your deskphone, **Recents** softkey replaces  
6 **Emerg** softkey.

#### Note:

7 You can make an emergency call when your deskphone is logged out only if your administrator  
8 configured this feature for you. The emergency call feature is available in IP Office only when  
9 you are logged in to your deskphone. Also, in IP Office environment, **Emerg** softkey is not  
10 available. You must manually dial the emergency number.

#### Important:

11 During phone failover, when the phone switches between system servers due to a system  
12 failure, the Emergency softkey might not be available until your phone connects to an alternate  
13 server. This process might take a few seconds.

### 14 Procedure

- 15 1. On the Phone screen, press **Emerg**.
- 16 2. To end the emergency call, press **Speaker**..

---

## 17 Making an international call

### 18 About this task

19 E.164 is a standard format of international public telephone numbering. An E.164 number can have  
20 up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164  
21 number.

### 22 Procedure

- 23 1. Long press the **0** key to display the plus sign (+).
- 24 2. Dial the number that you want to call.



# Chapter 5: Answering a call

## About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually.

### \* Note:

The procedure for answering a call might vary depending on how the administrator has configured your phone.

## Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone.
- If you are on another call and the deskphone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the phone does automatically display the incoming call, you can press **Answer** to automatically put the first call on hold when you answer the new call. Also, you can press **Ignore** or **Next** to return to the first incoming call screen.

## Related links

[Making an unattended transfer](#) on page 23

---

## Ignoring an incoming call

### About this task

Use this procedure to turn off the ringer for an incoming call.

### Procedure

From the Phone screen, press **Ignore**.

---

## 1 Switching to another deskphone during an active call

### 2 About this task

3 Avaya J129 IP Phones supports Multiple Device Access (MDA) using which you can register up to  
4 10 SIP devices with your extension. If you register to multiple devices, you can perform functions,  
5 such as switching to another registered device during an active call or bridging on to calls at multiple  
6 registered devices.

7 This feature is only available in an Avaya Aura® environment.

### 8 Before you begin

9 Ensure that the system administrator activates the option for your extension.

### 10 Procedure

- 11 1. Answer the incoming call from your deskphone.
- 12 2. To switch to the other deskphone, press **Bridge** on that deskphone.

---

## 13 Making an attended transfer

### 14 About this task

15 An attended transfer is when you transfer an active call to another deskphone number after  
16 announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can  
17 complete the call transfer by disconnecting the deskphone through any of the following methods:

18 Transfer on Hang-up feature is only available in an Avaya Aura® environment.

- 19 • Put the handset on the cradle
- 20 • Press **Speaker**

### 21 Before you begin

22 You must answer the call before transferring the call to another deskphone.

### 23 Procedure

- 24 1. While on the active call, press the **Transfer** softkey.
- 25 2. Perform one of the following actions:
  - 26 • Dial the number.
  - 27 • Call the person from the contacts list or from the history list.
- 28 3. Tell the contact about the call when the contact answers your call.
- 29 4. To complete the transfer, perform one of the following actions:
  - 30 • Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your  
31 deskphone.
  - 32 • Press the **Complete** softkey.

## 1 Result

2 Your deskphone transfers the call to the selected number.

---

## 3 Making an unattended transfer

### 4 Before you begin

5 You must answer the call before transferring the call to another deskphone

### 6 About this task

7 An unattended transfer is when you transfer an active call to another deskphone without announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can complete the call transfer by disconnecting the deskphone through any of the following methods:

- 10 • Put the handset on the cradle
- 11 • Press **Speaker**

### 12 Procedure

- 13 1. While on the active call, press the **Transfer** softkey.
- 14 2. Perform one of the following actions:
  - 15 • Dial the number.
  - 16 • Call the person from the contacts list or from the history list.
- 17 3. To complete the transfer, perform one of the following actions:
  - 18 • Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your
  - 19 deskphone.
  - 20 • Press the **Complete** softkey.

### 21 Result

22 Your deskphone transfers the call to the selected number.

### 23 \* Note:

23 Unanswered transfers might return to your deskphone as a recalled transfer.

### 24 Related links

25 [Answering a call](#) on page 21

---

## 26 Transferring a call on hold

### 27 About this task

28 Use this procedure to transfer a call on hold to a new outgoing call or an incoming call.

1 **Procedure**

- 2 1. Dial the extension of the first person you want to call.
- 3 2. When the first person answers the call, press **Hold**.
- 4 3. Do one of the following:
- 5 • To make a new call, press **NewCall** and dial the extension of the second person.
  - 6 • To answer an incoming call, press **Answer**.

7 **\* Note:**

- 7 To toggle between the calls, press **Swap**.
- 8 4. When the second person answers the call, press the **Transfer** softkey.
- 9 5. To confirm the transfer, press the **Transfer** softkey.

Draft

# Chapter 6: Using call forwarding

---

## Activating and deactivating Call Forward

### About this task

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

In the IP Office environment, this feature is supported only through short code.

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

1. Press **Main Menu > Features**.
2. Use the **Down Arrow** key to go to the Call Fwd screen.
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 deskphone generates a confirmation tone and returns to the Features menu.
6. To deactivate the Call Forward feature, go to the Call Fwd screen.
7. Press **Select** or **OK**.

---

## Activating call forwarding when you do not answer the call

### Before you begin

Your system administrator must activate the feature for your extension.

### Procedure

1. Press **Main Menu > Features**.
2. Use the **Down Arrow** key to go to the Fwd B/NA screen.
3. Press **Select** or **OK**.
4. In the **Destination** field, enter the number where you want to forward the call.

## Using call forwarding

- 1 5. Press **Save** or **OK**.
- 2 The deskphone generates a confirmation tone and returns to the Features menu.
- 3 6. To deactivate the feature, go to the Fwd B/NA screen.
- 4 7. Press **Select** or **OK**.

Draft



# Chapter 7: Managing conference calls

---

## Adding a person to an active call

### About this task

Use this procedure to set up a conference call and add participants to the conference call.

### Before you begin

You must be on a call.

### Procedure

1. During an active call, from the Phone screen, press **Conf**.  
The active call goes on hold.
2. Dial the telephone number, or call the person from the contacts list or the history list.
3. Press **Join** when the person answers the call.
4. To add another person, press **Add** and repeat steps 3 and 4.  
In IP Office environment, the **Add** softkey is not available.

---

## Adding a person on hold to a conference call

### About this task

Use this task to add a person that you have put on hold to a conference call.

### Procedure

1. During an active call, press **Hold**.
2. Do one of the following:
  - To make a new call, press **NewCall** and dial the extension of the second person.
  - To answer an incoming call, press **Answer**.

#### **Note:**

- 22 To toggle between the calls, press **Swap**.
3. When the second person answers the call, press the **Conf** softkey.

1 The person on hold adds to the conference call.

---

## 2 **Putting a conference call on hold**

### 3 **About this task**

4 Use this procedure to put a conference call on hold, while the other parties can talk to each other.

### 5 **Procedure**

- 6 1. Press **Hold** during a conference call.
- 7 2. Press **Resume** or **OK** or select the call appearance to resume the conference call.

Draft

# Chapter 8: Using call related features

---

## Muting and unmuting a call

### Procedure

1. To mute an active call, press **Mute**.
2. To unmute the call, press **Mute** again.

**\* Note:**

- 6 The Mute button is illuminated when you press mute.

---

## Activating Mute Alert

### About this task

Use this procedure to configure your deskphone to alert if you speak while your deskphone is on mute.

### Before you begin

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

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the Mute Alert screen.
3. Press **Change** to select one of the following:
  - **Audible:** If you put a call on mute and start speaking after eight seconds, the deskphone produces a beep to notify that you are on mute.
  - **Visual:** If you put a call on mute and start speaking after eight seconds, the deskphone displays the Call Muted icon.

**\* Note:**

- 21 If the user stops talking while mute alerting is on, after a delay of 500 milliseconds, the
  - 22 call muted icon is replaced by the normal active call icon
- **Both:** Combines the actions of both audible and visual alerting.
  - **None:** Disables the mute alert for your deskphone.

- 1 4. Press **Save**.
- 2 Mute alert turns off automatically when you take the call off mute.



---

## 3 Visual alerting

4 The beacon LED works in the following manner to indicate incoming calls and messages:

- 5 • If there is an incoming call, the beacon LED blinks.
- 6 • If there are new voice mail messages, the beacon LED is lit continuously.
- 7 • If the speaker is on during an active call and there are new voice mail messages, the beacon
- 8 LED turns off every 15 seconds.
- 9 • If the speaker is on during an active call and there are no voice mail messages, the beacon
- 10 LED turns on every 15 seconds.

11  **Note:**

- 11 • When the call is on speaker, the speaker icon (  ) replaces the active call handset (  )
- 12 icon.
- 13 • If the call is on hold, the beacon LED stops flashing.

### 14 Related links

15 [Setting Visual alerting](#) on page 41

---

## 16 Placing a call on hold and resuming the call

### 17 Procedure

- 18 1. To put an active call on hold, press **Hold**.
- 19 2. To resume the call, press **Resume** or **OK**.

---

## 20 Activating transfer to voice mail

### 21 About this task

22 Use this procedure to transfer an active call to voice mail.

### 23 Before you begin

24 Your system administrator must activate the feature for your extension.

### 25 Procedure

- 26 1. Press **Main Menu > Features**.

- 1           2. Use the **Down Arrow** key to go to the Transfer to VM screen.
- 2           3. Press **Select** or **OK** to activate Transfer to VM.

---

## 3 **Parking and unparking a call**

### 4 **About this task**

5 Use this procedure to park the active call and answer the call from another extension.

6 This feature is only available in the Avaya Aura® environment.

7 Your system administrator must activate the feature for your extension.

8 In the IP Office environment, this feature is supported only through short code.

### 9 **Before you begin**

#### 10 **Procedure**

- 11           1. While on an active call, press **Main Menu > Features**.
- 12           2. Use the **Down Arrow** key to go to the Call Park screen.
- 13           3. Press **Select** or **OK**.
- 14           The deskphone parks the call.
- 15           4. To answer a parked call, press **Main Menu > Features**.
- 16           5. Use the **Down Arrow** key to go to the Call Unpark screen.
- 17           6. Press **Select** or **OK**.
- 18           7. Enter the extension from which the call was parked.
- 19           8. Press **OK**.
- 20           The deskphone unparks the call.

---

## 21 **Activating Do Not Disturb**

### 22 **About this task**

23 Use this procedure to direct incoming calls to a predefined coverage number that is set by the  
24 system administrator.

### 25 **Before you begin**

26 Your system administrator must activate the feature for your extension.

### 27 **Procedure**

- 28           1. Press **Main Menu > Features**.

- 1           2. Use the **Down Arrow** key to go to the Do Not Disturb screen.
- 2           3. Select **Do Not Disturb**.

---

## 3 **Setting up automatic call back**

### 4 **About this task**

5 When an extension is busy, use this procedure to receive a call back automatically after the  
6 extension is free.

### 7 **Before you begin**

8 Your system administrator must activate the feature for your extension.

### 9 **Procedure**

- 10           1. During an active call, press **Main Menu > Features**.
- 11           2. Use the **Down Arrow** key to go to the Auto Callback screen.
- 12           3. Press **Select** or **OK** to activate **Auto Callback**.

13           When you end the callback call, the system deactivates the feature automatically.

---

## 14 **Activating EC500**

### 15 **About this task**

16 Use this procedure to answer office calls on your cell phone.

### 17 **Before you begin**

18 The system administrator must program the deskphone so that you can receive incoming calls on  
19 your cell phone.

20 Your system administrator must activate the feature for your extension.

21 This feature is only available in the Avaya Aura® environment.

### 22 **Procedure**

- 23           1. Press **Main Menu > Features**.
- 24           2. Use the **Down Arrow** key to go the EC500 screen.
- 25           3. Press **OK**.

---

## 1 Tracing a malicious call

### 2 About this task

3 Use this procedure to activate malicious call tracing (MCT) and providing information about the  
4 malicious call. This feature is available only if your administrator has set up the phone system to  
5 trace and track malicious calls and there is an attendant or controlling user to oversee the trace.  
6 This feature is only available in an Avaya Aura® environment.

### 7 Before you begin

8 Your system administrator must activate the feature for your extension.

### 9 Procedure

- 10 1. During an active call, press **Main Menu > Features**.
- 11 2. Use the **Down Arrow** key to go to the MCT screen.
- 12 3. Press **OK**.

13 An alerting tone or flashing beacon LED indicates that the trace is active. Hanging up  
14 deactivates MCT.

---

## 15 Blocking your extension from displaying during calls

### 16 About this task

17 This feature is only available in an Avaya Aura® environment.

### 18 Before you begin

19 Ensure that the system administrator activates the option for your extension.

### 20 Procedure

- 21 1. Press **Main Menu > Features**.
- 22 2. Select **CPN Block**.
- 23 3. In the **Destination** field, enter the extension number that you do not want the called party to  
24 see.
- 25 4. Press **OK**.

# Chapter 9: Managing call history

---

## Turning call history on and off

### About this task

Use this procedure to turn the call history feature on or off.

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Use the **Down Arrow** key to go to the Log recent calls screen.
3. To toggle the **Log recent calls** feature on or off, do one of the following:
  - Select **Change**.
  - Use the **Left** and **Right Arrow** keys.
4. Press **Save**.

---

## Viewing call history details

### Procedure

1. Do one of the following:
    - Press **Recents**.
    - Press **Main Menu > Recents**.
  2. Select the number that you want to view.
  3. Press **Details**.
- The details section contains: name, extension number, time, date, and duration.



---

## 1 Adding or deleting a call record from the call history menu

### 2 Procedure

- 3 1. Do one of the following:
  - 4 • Press **Recents**.
  - 5 • Press **Main Menu > Recents**.
- 6 2. Select **Details**.
- 7 3. Select one of the following:
  - 8 • **+Contacts**: To add a call record from the call history menu to the contacts list.
  - 9 • **Delete**: To delete a call record from the call history.

---

## 10 Clearing the call history menu

### 11 Procedure

- 12 1. Do one of the following:
  - 13 • Press **Recents**.
  - 14 • Press **Main Menu > Recents**.
- 15 2. Select **ClearAll**.
- 16 3. Select one of the following:
  - 17 • **ClearAll**: To clear all entries.
  - 18 • **Cancel**: To cancel and return to the main menu.

# Chapter 10: Managing contacts

---

## Adding a new contact

### Before you begin

This feature is only available in the Avaya Aura® environment.

### Procedure

1. Press **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 a-z, A-Z, 0-9, and special symbols, such as comma (,), plus (+), dot (.).
4. Press **Save**.

---

## Editing a contact

### Procedure

1. Press **Contacts**.
2. Select the contact that you want to edit.
3. Press **More** > **Details** > **Edit**.
4. Choose the field that you want to edit.
5. Use the dial pad and softkeys to change the contact information.

6. Press **Save**.

---

## Viewing the contact details

### About this task

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

### Procedure

1. Press **Contacts**.
2. Select the contact that you want to view.
3. Press **More > Details**.
  - To call a contact, press **Call**.
  - To edit a contact, press **Edit**.
  - To delete a contact, press **Delete**.

---

## Searching for a contact

### Procedure

1. To search for a contact from the local contacts, do the following:
  - a. Press **Main Menu > Contacts**.
  - b. Use the dialpad to search for the contact.
2. To search for a contact from the enterprise directory, do the following:
  - a. On the phone screen, press **Contacts > Search**.
  - b. Use the dialpad to search by the full name, or part of the first and last name.
  - c. Press **Search**.

---

## Deleting a contact

### Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Details > Delete**.

# 1 Chapter 11: Managing your presence

---

## 2 Enabling Away Timer

### 3 About this task

4 Use this procedure to automatically update the presence status to Away after a predefined time.

### 5 Procedure

- 6 1. Press **Main Menu > Settings > Presence Settings**.
- 7 The deskphone displays the Away Timer screen.
- 8 2. Press **Change** to turn on the Away Timer.
- 9 3. Use the **Down Arrow** key to go to the Timer Value screen.
- 10 4. Enter time in minutes.
- 11 You can enter any value from 1 to 999.
- 12 5. Press **Save**.

# 1 Chapter 12: Managing voice mails

---

## 2 Retrieving a voice mail

### 3 **About this task**

4 Use this procedure to listen to your messages. The beacon LED illuminates to indicate that you  
5 have a voice mail.

### 6 **Before you begin**

7 Your system administrator must configure the user ID of your voice mail.

### 8 **Procedure**

- 9 1. Dial the user ID of your voice mail.
- 10 2. Follow the voice prompts to listen to your messages.

# Chapter 13: Customizing Avaya J129 IP Deskphones

---

## Setting the Dial mode

### About this task

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

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
  2. Use the **Down Arrow** key to go to the Dial mode screen.
  3. Press **Change** to select one of the following :
    - **Manual**: Press the **Call** softkey to start a call.
- \* Note:**
- 11 In the IP Office environment, use the **Manual** mode.
  - **Auto**: The dialed digits must match the dialplan to start a call.
4. Press **Save**.

---

## Assigning Speed Dial

### About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

### Procedure

1. Press **Main Menu > Settings > Phone Settings**.
2. Select **Speed Dial**.
3. Use the **Up** and **Down Arrow** keys to select a Speed Dial number.
4. Press **Contacts** to select a contact.
5. Press **Select** to assign the contact to the selected Speed Dial number.

1 You can assign only one contact to a Speed dial number.

---

## 3 Replacing and clearing a Speed Dial contact

### 4 About this task

5 Use this procedure to replace or remove a Speed Dial contact.

### 6 Before you begin

7 Assign a contact to a Speed Dial number.

### 8 Procedure

- 9 1. Press **Main Menu > Settings > Phone Settings.**
- 10 2. Select **Speed Dial.**
- 11 3. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.
- 12 4. Press one of the following:
  - 13 • **Replace:** To replace the contact with another contact.
  - 14 • **Clear:** To remove the contact from the Speed Dial.
- 15 5. Press **Replace** or **Clear** when the deskphone prompts for confirmation.

---

## 16 Setting Visual alerting

### 17 About this task

18 Use this procedure to illuminate the beacon LED when there are incoming calls and messages.

### 19 Procedure

- 20 1. Press **Main Menu > Settings > Phone Settings.**
- 21 2. Use the **Down Arrow** key to go to the Visual alerting screen.
- 22 3. Press **Change** to activate or deactivate visual alerting.
- 23 4. Press **Save.**

---

## 24 Displaying Call timers

### 25 About this task

26 Use this procedure to display the duration of calls.

1 **Procedure**

- 2 1. Press **Main Menu > Settings > Phone Settings**.
- 3 2. Use the **Down Arrow** key to go to the Call timers screen.
- 4 3. Press **Change** to activate or deactivate the Call timers.
- 5 4. Press **Save**.

---

6 **Setting a ring tone for incoming calls**

7 **Procedure**

- 8 1. Press **Main Menu > Settings > Audio Settings**.
- 9 2. Use the **Down Arrow** key to select **Ring Type**.
- 10 3. Press **Select** to choose the required ring tone.
- 11 4. Press **Save**.

---

12 **Turning Button Clicks on and off**

13 **Procedure**

- 14 1. Press **Main Menu > Settings > Audio Settings**.
- 15 2. Use the **Down Arrow** key to go to the Button Clicks screen.
- 16 3. Press **Change** to turn the audio on or off.
- 17 4. Press **Save**.

---

18 **Turning Error Tones on and off**

19 **About this task**

20 Use this procedure to activate the error tone alarm when you perform an incorrect action while using  
21 the deskphone.

22 **Procedure**

- 23 1. Press **Main Menu > Settings > Audio Settings**.
- 24 2. Use the **Down Arrow** key to go to the Error Tones screen.
- 25 3. Press **Change** to turn error tones on or off.



4. Press **Save**.

---

## Turning audio settings on and off

### About this task

Automatic gain control (AGC) raises the volume when a caller is speaking in a low voice and lowers the volume when the caller is speaking aloud. Use this procedure to turn AGC on or off separately for the headset and speaker.

### Procedure

1. Press **Main Menu > Settings > Audio Settings**.
2. Select **AGC**.
3. Use the **Up** and **Down Arrow** keys to select the handset or speaker for which you want to turn AGC on or off.
4. Press **Change** to turn AGC on or off.
5. Press **Save**.

---

## Setting Handset Profile

### About this task

The task is relevant for people with hearing difficulties. Use this procedure to change the audio characteristic of the deskphone.

### Procedure

1. Press **Main Menu > Settings > Audio Settings**.
2. Select **Handset Equalization**.

The deskphone displays the following:

- **Default**
- **Normal**
- **Amplified**: Extends the maximum volume beyond the normal audio level. The option must be used with care because long term extended use of the highest volume settings can cause ear damage.
- **Hearing Aid**: Optimizes the sound quality of hearing aids.

3. Press **Change** to select one of the options.
4. Press **Save**.

---

## 1 Adjusting the contrast of the display screen

### 2 Procedure

- 3 1. Press **Main Menu > Settings > Display Settings**.
- 4 2. Select **Contrast**.
- 5 3. Use the **Left** and **Right Arrow** keys to increase or decrease the contrast.
- 6 4. Press **Save**.

---

## 7 Setting the display language

### 8 Procedure

- 9 1. Press **Main Menu > Settings > Display Settings**.
- 10 2. Select **Language**.
- 11 3. Press **Select** or **OK** to change the language.
- 12 4. Press **Yes** or **OK** when the phone prompts for confirmation.
- 13 The phone saves the new language and returns to the Display Settings screen.

---

## 14 Setting the Time Format

### 15 Procedure

- 16 1. Press **Main Menu > Settings > Display Settings**.
- 17 2. Use the **Down Arrow** key to go to the Time Format screen.
- 18 The deskphone displays the following:
  - 19 • **Time Format 24 Hour**
  - 20 • **Time Format 12 Hour**
- 21 3. Press **Change** to select one of the options.
- 22 4. Press **Save**.

---

## 23 Setting the Date Format

### 24 Procedure

- 25 1. Press **Main Menu > Settings > Display Settings**.

- 1        2. Use the **Down Arrow** key to go to the Date Format screen.
- 2        The deskphone displays one of the following:
- 3            • **Default**
- 4            • **mm/dd**
- 5            • **dd/mm**
- 6            • **mm.dd**
- 7            • **dd.mm**
- 8            • **mm-dd**
- 9            • **dd-mm**
- 10          • **mmm dd**
- 11        3. Press **Change** to select one of the options.
- 12        4. Press **Save**.

---

## 13 **Setting the time zone**

### 14 **About this task**

15 Use this procedure to set the current time of the deskphone.

### 16 **Procedure**

- 17        1. Press **Main Menu > Settings > Display Settings**.
- 18        2. Select **Time Zone** to go to the My time screen.
- 19        3. To set the required time, do one of the following:
  - 20            • Use the **Left** and **Right Arrow** key.
  - 21            • Press **-** or **+** softkey.
- 22        4. Press **Save**.

# Chapter 14: Related resources

## Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
Administering		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools,	For people who perform Avaya Aura® Session Manager

Table continues...

Title	Use this document to:	Audience
	how to manage data and security, an how to perform periodic maintenance tasks.	system administration tasks.
<i>Administering Avaya Aura® System Manager for Release 7.1</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
Maintaining		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
General		
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.

## 1 2 Finding documents on the Avaya Support website

### 3 About this task

4 Use this procedure to find product documentation on the Avaya Support website.

### 5 Procedure

- 6 1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
- 7 2. At the top of the screen, enter your username and password and click **Login**.
- 8 3. Put your cursor over **Support by Product**.
- 9 4. Click **Documents**.
- 10 5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
- 11
- 12 6. If there is more than one release, select the appropriate release number from the **Choose**
- 13 **Release** drop-down list.

- 1           7. Use the **Content Type** filter on the left to select the type of document you are looking for, or  
2           click **Select All** to see a list of all available documents.
- 3           For example, if you are looking for user guides, select **User Guides** in the **Content Type**  
4           filter. Only documents in the selected category will appear in the list of documents.
- 5           8. Click **Enter**.

---

## 6 Viewing Avaya Mentor videos

7 Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya  
8 products.

### 9 About this task

10 Videos are available on the Avaya Support website, listed under the video document type, and on  
11 the Avaya-run channel on YouTube.

### 12 Procedure

- 13 • To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one  
14 of the following actions:
  - 15 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - 16 - In **Search**, type the product name. On the Search Results page, select **Video** in the  
17 **Content Type** column on the left.
- 18 • To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and  
19 perform one of the following actions:
  - 20 - Enter a key word or key words in the **Search Channel** to search for a specific product or  
21 topic.
  - 22 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted  
23 on the website.

#### \* Note:

- 24 Videos are not available for all products.

---

## 25 Support

26 Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date  
27 documentation, product notices, and knowledge articles. You can also search for release notes,  
28 downloads, and resolutions to issues. Use the online service request system to create a service  
29 request. Chat with live agents to get answers to questions, or request an agent to connect you to a  
30 support team if an issue requires additional expertise.

# Index

## A

adding	
contacts	<a href="#">36</a>
admin menu	
Call timers	<a href="#">41</a>
AGC	
audio settings	<a href="#">43</a>
settings	<a href="#">43</a>
audio settings	
AGC	<a href="#">43</a>
Button Clicks	<a href="#">42</a>
error tones	<a href="#">42</a>
Handset Profile	<a href="#">43</a>
ring type	<a href="#">42</a>
settings	<a href="#">42, 43</a>
automatic callback	
calls	<a href="#">32</a>
away timer	
timer value	<a href="#">38</a>

## B

back-panel	<a href="#">12</a>
blind transfer	<a href="#">23</a>
Button Clicks	
audio settings	<a href="#">42</a>
settings	<a href="#">42</a>

## C

call forwarding	
activating	<a href="#">25</a>
call history	
adding a contact	<a href="#">35</a>
clearing all entries	<a href="#">35</a>
deleting a call record	<a href="#">35</a>
calls	
attended transfer	<a href="#">22</a>
automatic	<a href="#">18</a>
automatic callback	<a href="#">32</a>
beacon LED	<a href="#">30</a>
Call Forward	<a href="#">25</a>
call forwarding	<a href="#">25</a>
call parking	<a href="#">31</a>
Call timers	<a href="#">41</a>
call unparking	<a href="#">31</a>
clearing history	<a href="#">35</a>
e.164 dialing	<a href="#">20</a>
editing a contact	<a href="#">37</a>
forwarding	<a href="#">25</a>
history	<a href="#">19</a>
hold	<a href="#">30</a>

ignoring	<a href="#">21</a>
incoming calls	
calls	
ringer off	<a href="#">21</a>
ignoring	<a href="#">21</a>
international	<a href="#">20</a>
manual	<a href="#">18</a>
MCT	<a href="#">33</a>
multiple device access	<a href="#">22</a>
Mute Alert	<a href="#">29</a>
muting a call	<a href="#">29</a>
MWI	<a href="#">30</a>
resume	<a href="#">30</a>
swapping calls	<a href="#">23</a>
switching between active calls	<a href="#">19</a>
switching deskphone	<a href="#">22</a>
tooggling	<a href="#">19</a>
tooggling two calls	<a href="#">23</a>
transferring to a call on hold	<a href="#">23</a>
unmuting a call	<a href="#">29</a>
visual alerting	<a href="#">30, 41</a>
Call timers	
phone settings	<a href="#">41</a>
call transfer	
attended	<a href="#">22</a>
unattended	<a href="#">23</a>
Conference calls	
putting a call on hold	<a href="#">28</a>
setting up	<a href="#">27</a>
Conference Calls	
adding a person on hold	<a href="#">27</a>
contacts	
adding	<a href="#">36</a>
adding a contact from call history	<a href="#">35</a>
deleting	<a href="#">37</a>
deleting a contact from call history	<a href="#">35</a>
details	<a href="#">37</a>
editing	<a href="#">36</a>
last name	<a href="#">37</a>
new contact	<a href="#">36</a>
searching	<a href="#">37</a>
speed dialing	<a href="#">40</a>

## D

deleting	
removing a contact	<a href="#">37</a>
deskphone	
log out	<a href="#">16</a>
details	
contacts	<a href="#">37</a>
recents	<a href="#">34</a>
Dial mode	

## Index

Dial mode ( <i>continued</i> )		<b>L</b>	
automatic dialing .....	<a href="#">40</a>	legal notices .....	
manual dialing .....	<a href="#">40</a>	lock	
display settings		unlock .....	<a href="#">16</a>
Contrast .....	<a href="#">44</a>	Logging in to your deskphone extension .....	<a href="#">16</a>
Date Format .....	<a href="#">44</a>		
language .....	<a href="#">44</a>	<b>M</b>	
Time Format .....	<a href="#">44</a>	main menu	
time zone .....	<a href="#">45</a>	features .....	<a href="#">30</a>
do not disturb		language .....	<a href="#">44</a>
send all calls .....	<a href="#">31</a>	making calls	
<b>E</b>		history .....	<a href="#">19</a>
editing		messages	
contact details .....	<a href="#">37</a>	visual alerting .....	<a href="#">41</a>
contacts .....	<a href="#">36</a>	mute	
emergency call .....	<a href="#">20</a>	Mute Alert .....	<a href="#">29</a>
emergency calls .....	<a href="#">16</a>	Mute Alert	
error tones		calls .....	<a href="#">29</a>
audio settings .....	<a href="#">42</a>	<b>O</b>	
Error Tones		outgoing calls	
settings .....	<a href="#">42</a>	automatic .....	<a href="#">18</a>
<b>F</b>		blocking extension display .....	<a href="#">33</a>
features		contacts list .....	<a href="#">19</a>
automatic callback .....	<a href="#">32</a>	international .....	<a href="#">20</a>
tracing malicious call .....	<a href="#">33</a>	manual .....	<a href="#">18</a>
transfer to voice mail .....	<a href="#">30</a>	redialing a number .....	<a href="#">18</a>
<b>H</b>		overview	
Handset Profile		feature specifications .....	<a href="#">9</a>
Amplified .....	<a href="#">43</a>	physical specifications .....	<a href="#">9</a>
audio settings .....	<a href="#">43</a>	<b>P</b>	
default .....	<a href="#">43</a>	phone settings	
Hearing Aid .....	<a href="#">43</a>	call history .....	<a href="#">34</a>
normal .....	<a href="#">43</a>	Call timers .....	<a href="#">41</a>
history		log recent calls .....	<a href="#">34</a>
calls		visual alerting .....	<a href="#">41</a>
recents .....	<a href="#">19</a>	physical layout	
making calls .....	<a href="#">19</a>	front face .....	<a href="#">10</a>
Hold		presence status	
putting a conference call on hold .....	<a href="#">28</a>	away timer .....	<a href="#">38</a>
<b>I</b>		<b>R</b>	
icons .....	<a href="#">13</a>	recents	
incoming calls		adding a contact .....	<a href="#">35</a>
activating Call Forward .....	<a href="#">25</a>	clearing all .....	<a href="#">35</a>
answering .....	<a href="#">21</a>	deleting a call record .....	<a href="#">35</a>
do not disturb .....	<a href="#">31</a>	details .....	<a href="#">34</a>
EC500 .....	<a href="#">32</a>	related documentation .....	<a href="#">46</a>
send all calls .....	<a href="#">31</a>	ring type	
		audio settings .....	<a href="#">42</a>



ring type ( <i>continued</i> )	
settings .....	<a href="#">42</a>

## S

search	
contacts .....	<a href="#">37</a>
first name .....	<a href="#">37</a>
searching	
enterprise directory .....	<a href="#">37</a>
local .....	<a href="#">37</a>
settings	
AGC .....	<a href="#">43</a>
audio settings .....	<a href="#">42, 43</a>
Button Clicks .....	<a href="#">42</a>
call history .....	<a href="#">34</a>
Call timers .....	<a href="#">41</a>
Contrast .....	<a href="#">44</a>
Date Format .....	<a href="#">44</a>
display settings .....	<a href="#">44</a>
Error Tones .....	<a href="#">42</a>
language .....	<a href="#">44</a>
log recent calls .....	<a href="#">34</a>
ring type .....	<a href="#">42</a>
Time Format .....	<a href="#">44</a>
time zone .....	<a href="#">45</a>
visual alerting .....	<a href="#">41</a>
speed dialing	
contacts .....	<a href="#">40</a>
removing contact .....	<a href="#">41</a>
replacing contact .....	<a href="#">41</a>
support .....	<a href="#">48</a>
supporting features	
Avaya Aura environment .....	<a href="#">14</a>
IP Office environments .....	<a href="#">14</a>

## T

time zone	
display settings .....	<a href="#">45</a>
settings .....	<a href="#">45</a>
transfer	
active call .....	<a href="#">23</a>

## U

unattended call transfer .....	<a href="#">23</a>
--------------------------------	--------------------

## V

videos .....	<a href="#">48</a>
voice mail	
beacon LED .....	<a href="#">39</a>
voice mail user ID .....	<a href="#">39</a>