



## Quick Reference for Avaya J139 SIP IP Phone in Avaya Aura®

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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, Calendar, My Presence, 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.
	<b>About</b>	To view the phone model, software version, default device type, and the default server type.

### 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. You can see the Missed Call icon in the Recents application.
	Incoming call indicates you have answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you have made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during conference call setup.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages / screens / options.
	Scroll left for more options.
	Scroll right for more options.
	Indicates that the phone is not connected to the Session Manager and is operating in Failover mode.

Table continues...

Icon	Description
	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.  This icon can also indicate that the phone is connected to the call server but the features are not available.
	The Do not disturb feature is on.
	The Call forward 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 audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The plus sign (+) in the icon indicates that the number of missed calls are more than 9.
	Autodialing feature.
	Toll call.
	Toll-free call.

## Logging in to your phone

Your extension and password are provided by your administrator.

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 **Backspac**.

## Logging out of your phone

Use this procedure to log out of your extension.

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Log out** and press **Select**.
4. In the confirmation window, press **Log out**.

## Locking your phone

Lock the phone to prevent unauthorized usage. Locking the phone does not log you out. You can still receive all incoming calls and make calls to emergency numbers.

1. Press **Main menu**.
2. Select **Applications > Lock**.

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## Operations

### Making a call by using the manual dial mode

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

1. Do one of the following:
  - Lift the handset.
  - Press **Speaker**.
  - Press **Headset**.
2. Dial the number, and press the **Call** soft key or **OK** button.

If your system administrator enables the digit mapping feature, the phone automatically corrects the wrongly dialed numbers or prevent you from dialing certain numbers.

### 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.

### Declining a call

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

Ensure that the administrator enabled the feature.

On the incoming call screen, press **Decline** soft key.

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

### 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** button.
- Press the **Answer** soft key.
- Press **Headset**.

### Viewing the Recents details

On the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

#### \* Note:

Duration is not available for a missed call.

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 > Contacts**.
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 **Backspace** 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**.
  - To call the contact, press **Call**.

- To edit the contact, press **Edit**.
- To delete the contact, press **Delete**.
- To view more options, press **More**.

### 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 **NewGroup**.
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.

## Forwarding a call to another extension

Use this procedure to forward incoming calls to the required extension.

In the IP Office environment, use the short code dialing for the call forwarding feature. Contact your system administrator for the list of short codes.

Ensure that your administrator enables the feature and the required call forwarding options. Ensure that feature target selection is also enabled.

1. Press **Main menu**.
  2. Scroll to **Features** and press **Select**.
  3. To enable the Call Forward feature, scroll to one of the following options:
    - **Call Forward**: to forward all incoming calls to another number.
    - **Call Forward-Busy**: to forward incoming calls to another number if you are on a call
    - **Call Forward-No Answer**: to forward incoming calls to another number if you do not answer the call within the set time interval.
- Call Forward-Busy and Call Forward-No Answer options are available when your administrator configures it.
4. Press **Select**.

You can see the **Select a destination** dialogue box.
  5. Do one of the following to enter the number where you want to forward the incoming calls:
    - Press the **Dial** soft key to use the dialpad and manually enter the number.
    - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
    - Press the **Browser** soft key to select the destination number from the browser application.
    - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.
- Call Forward feature is activated.
6. Press **Enter** to activate the call forward feature in case you manually dial the extension number.

The phone generates a confirmation tone and returns to the Features screen.
  7. **(Optional)** To cancel the feature, press the **Cancel** soft key.
  8. To disable any Call Forward option, go to the active Call Forward option and press **Select**.

## Call Parking

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to park a call in your extension. You can dial your extension number from any other phone to retrieve the call.

### Parking a call

Use this procedure to park an active call on your phone extension.

Ensure that you are on a call.

1. Scroll to **Park Call** and press **Select**.
2. Button will light up indicating the call is Parked

### Unparking a call

Use this procedure to unpark the call from another phone.

Ensure that you have parked a call on your extension.

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Unpark Call** and press **Select**.
4. Enter your phone extension number.
5. Press **Select**.

## 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** soft key.  
The phone displays the Select a destination dialogue box.  
The first call is placed on hold.
2. Do one of the following and then press the **Call** soft key :
  - Dial the number to transfer the call.
  - Search for the number in **Contacts** or **Recents**.
  - Press the **Team** line key to transfer the call to the configured team button.

You must configure the team button to use as your target selection.

3. To initiate a consultative transfer, press **Talk**.  
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 and then press the **Call** soft key:
    - 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.