

AVAYA
CLOUD OFFICE™
by **RingCentral**



Avaya IX IP Phone J139

Quick Start User Guide

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Physical Layout

- 1 Beacon LED** - Displays red light for the **Voicemail** and visual alerts.
- 2 Line Keys** - Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts:
 - **Green light:** incoming call and enabled features.
 - **Red light:** disabled features.
 - **Red and Green light:** phone is off-hook.
- 3 Phone Key** - Displays the Phone screen.
- 4 Voicemail** - Used to access Voicemail.
- 5 Headset** – Answer/Hang-up using Headsets
- 6 Speaker** – Answer/Hang-up using Speaker
- 7 Mute** - Used to mute and unmute outgoing audio



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Physical Layout

- 1 **Soft Keys** – On Demand features
- 2 **Menu** – Access Phone Menu
- 3 **Contacts** – Access to the **Contacts Menu**
 - To search System Users select **Contacts** then **Members**
- 4 **Recents** – Access Recent Missed, Answered and Outgoing Call history
- 5 **Volume** – Increase/Decrease Volume



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Making and Receiving Calls

- **Making a Call:**
Press **New Call**, Lift the **Handset**, Press **Headset** or **Speaker** and dial the number
- **Ending a Call:**
Press **End Call** or hang up the **Handset**.
 - If you are on a call using your headset, press **End Call** or the **Headset** button to end the call.
 - If you are on a call using speaker, press **End Call** or the **Speaker** button to end the call.
- **Answering a Call:**
Press **Answer** or lift the **Handset**.
 - If you are on a call using your headset, press the **Headset** button to answer the call.
 - If you are on a call using speaker, press the **Speaker** button to answer the call.



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Transferring Calls

- The types of **Call Transfer** are:
 - Talk:**
 - Announce the call prior to completing the transfer
 - Now:**
 - Transfer the call without announcing.
- While on an active call, press the **Transfer** softkey and then either enter the number and press **Dial** or search for a number in **Contacts** or **Recents** followed by **Select**.
 - To simply transfer the call to the extension, select **Now**.
 - To speak to the user before transferring the caller select **Talk**. After announcing the call select **Complete** to complete the transfer.



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Transferring Calls directly to voicemail

- While on an active call, press the **Transfer** softkey followed by ***0** and the **users extension number**.
 - Select **Call** followed by **Now**.
 - The caller will be transferred directly to the user's voicemail.
 - In this example we are transferring the caller to the voicemail of extension 2405.



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Parking and Un-Parking Calls

- **Parking a Call**

While on an active call, press the softkey **More** followed by **Park**.

 - The system will then tell you the retrieval code required to pick up the **Parked** call.
- **Picking up a Parked Call**

From any phone select an available line and enter the **Park** retrieval code



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Adding another party to an active call

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

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

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



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Creating Contacts

- A user can create **Contacts** for frequent calls numbers.
- Press **Contacts** and then **New**.
 - Enter **Contact** details and the press **Save**.
- You can use the **More** option to change the icon that is displayed beside the **Contacts** name.
 - 🏢 Work
 - 📱 Mobile
 - 🏠 Home
 - ✳️ Other
- Repeat the steps to add additional **Contacts**.



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Assigning Speed Dials

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

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

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



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

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



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

- **You can program additional Presence buttons** (appearance buttons of other users).
 - Please review the following helpful [Video](#) that explains how to add Presence buttons.
- **You can program additional Contacts buttons** (External Autodials of phone numbers you frequently use).
 - First step is to create **Contacts** on your phone.
 - Select **Contacts** 
 - Select **New**
 - Enter the new Contact information followed by **Save**
 - Return to the main screen by pressing **Phone** 
 - Scroll to an available button and select **Custom** or simply select the available button.
 - Select **Add** followed by **Contact**
 - Select the **Contact** you would like added.
 - Return to the main screen by pressing **Phone** 