LUMEN

AVAYA

J Series
Telephone and Voicemail Training

Overview

- Discuss Physical Features of the telephone
- Discuss Icons on the telephone
- Call Handling: Placing Internal and External Calls, Putting Calls on Hold, Transferring, Conferencing, Do Not Disturb, Page and Redial
- Accessing the Contacts
- Using the History
- Setting Up voicemail and how to access unheard messages

Physical Features

Avaya J139

J139 ICONS

1. Beacon LED – Displays a red light for visual alerts such as incoming call and voicemail message

2. Phone display – Displays 2 areas. Top Bar – Communication status, time & date, and device status. Application area – Application header, application content and softkey labels

3. Line Keys – Used to select the corresponding row. Each line key has an LED that displays visual features such as, Red light-disabled features, Green light-incoming call and enabled features or Red and Green light-off hook status of the phone

4. Soft Keys – Select the corresponding label of context-specific action

5. Navigation Key – Navigate the phone screen. Up and Down arrow keys, to scroll up and down. Right and left arrow keys, to move the cursor in the text input field and to toggle values.

6. Phone Key – Displays the phone screen

7. Navigation Key – OK button to select the action assigned the first soft key

8. Main Menu – Displays a list of options: Options & Settings, network information, VPN settings, browser, log out, and about the phone

9. Contacts – Displays the entries in your contact list

10. Recents – Displays the list of calls in Call history

11. Voicemail – Used to access voicemail

12. Headset – Used if there is a headset connected to the phone

13. Speaker – Used to access speaker for handsfree capability

14. Volume – Used to adjust the volume for the ringtone when handset is in the cradle. Adjust the volume of the caller when a call is connected. The (+) plus key increased the volume, the (-) minus key decreases the volume

15. Mute Button – Used to mute and unmute the outgoing audio. This can be used with speaker or handset

Physical Features

Avaya J159

J159 ICONS

1. Beacon LED – Displays a red light for visual alerts such as incoming call and voicemail settings

2. Phone display – Displays 2 areas. Top Bar – Communication status, time & date, and device status. Application area – Application header, application content and softkey labels

3. Line Keys – Used to select the corresponding row. Each line key has an LED that displays visual features such as, Red light-disable features, Green light-incoming call and enabled features or Red and Green light-off hook status of the phone

4. Soft Keys – Select the corresponding label of context-specific action

5. Phone key – Displays the Phone screen

6. Voicemail – Used to access voicemail

7. Redial – Used to redial the most recently dialed number from any screen on the phone

8. Speaker – Used to access speaker for handsfree capability

9. Hold – Used to put an active call on hold and resume a held call

10. Line Keys – Used to select the corresponding row. Each line key has an LED that displays visual features such as, Red light-disable features, Green light-incoming call and enabled features or Red and Green light-off hook status of the phone

11. Secondary Display – Provides quick access to line appearances, features, and phone menus

12. Left, Right keys – used to navigate on the Secondary Display screen

13. Mute Button – Used to mute and unmute the outgoing audio. This can be used with speaker or handset

14. Navigation Key – Navigate the phone screen. Up and Down arrow keys, to scroll up and down. Right and left arrow keys, to move the cursor in the text input field and to toggle values.

15. Main Menu – Displays a list of options: Options & Settings, network information, VPN settings, browser, logout, and about the phone

16. Contacts – Displays the entries in your contact list

17. Recents – Displays the list of calls in Call history

18. Transfer – Used to transfer a call

19. Headset – Used to turn on headset, and also to toggle your call from the speaker to headset

20. Conference – Used to initiate a conference call and also to add a participant to a conference call

21. Dialpad keys – Used to dial the phone extensions or enter alphanumeric characters and special symbols

22. Handset – Used to receive and make calls

23. Volume – Used to adjust the volume for the ringtone when handset is in the cradle. Adjust the volume of the caller when a call is connected. The (+) plus key increased the volume, the (-) minus key decreases the volume

24. Mic – the Mic of the phone

Physical Features

Avaya J179

J179 ICONS

1. Beacon LED – Displays a red light for visual alerts such as incoming call and voicemail message

2. Phone display – Displays 2 areas. Top Bar – Communication status, time & date, and device status. Application area – Application header, application content and softkey labels

3. Line Keys – Used to select the corresponding row. Each line key has an LED that displays visual features such as, Red light-disabled features, Green light-incoming call and enabled features or Red and Green light-off hook status of the phone

4. Soft Keys – Select the corresponding label of context-specific action

5. Navigation Key – Navigate the phone screen. Up and Down arrow keys, to scroll up and down. Right and left arrow keys, to move the cursor in the text input field and to toggle values.

6. Phone Key – Displays the phone screen

7. Navigation Key – OK button to select the action assigned the first soft key

8. Main Menu – Displays a list of options: Options & Settings, network information, VPN settings, browser, log out, and about the phone

9. Contacts – Displays the entries in your contact list

10. Recents – Displays the list of calls in Call history

11. Voicemail – Used to access voicemail

12. Headset – Used if there is a headset connected to the phone

13. Speaker – Used to access speaker for handsfree capability

14. Volume – Used to adjust the volume for the ringtone when handset is in the cradle. Adjust the volume of the caller when a call is connected. The (+) plus key increased the volume, the (-) minus key decreases the volume

15. Mute Button – Used to mute and unmute the outgoing audio. This can be used with speaker or handset

General Icons:

Icon	Description
🎤	Microphone is muted.
☎	Missed call on your phone.
☎	Incoming call; indicates you have answered this call.
☎	Outgoing call; indicates you have made this call.
☎	Bridged call; indicates you are on a bridged call.
☎	Call is active on a bridged line.
🔔	Incoming call is alerting.

Icon	Description
☎	Call is active.
☎	Call is on hold.
☎	Call redirection
👥	Conference is active.
👥	Conference is on hold.
◁▷	Use the Right or Left navigation arrow to see more pages/screens/options.
◁	Scroll left for other options.
▷	Scroll right for other options.

Main Menu Icons:

| Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, and activate screen saver. • To sign off the phone, to protect your settings, or to let another user to log in.
⚙	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	Network Information	To check phone settings or network settings.

Icons	Name	Description
🔧	Administration	To access administration settings.
ⓘ	About	To display the phone software version.

Call Soft Keys

The following are some of the common soft key options. The function performed by the buttons just below the display change dynamically. Each buttons current function is shown by the label (if any) above it on the display.

1. Hold – Place a call on hold
2. Complete – Complete the transfer of a held call
3. Cancel – Option to end the transfer attempt
4. Conf – Put your current call on hold and present dial tone for you to dial the number you want to add to a conference with the held caller
5. Connect – Take a call off hold
6. Dir – Access the directory in order to select a number by name rather than dialing it. The type of name available in the directory is adjusted to match those suitable for use by the feature
7. Drop – If you are connected to the call, this option ends the call. if the call is a personal call alerting, this option sends the call to your forward on busy number if set or else to your voicemail if enabled
8. End Call – Disconnects the call
9. Ignore – Silence the ringer for the current alerting call. The call will continue alerting until either answered, it goes to voicemail or the caller abandons the call
10. Pickup – Answer the call that is held or alerting another user
11. Redial – If there are outgoing numbers in your call log, display the list of those numbers
12. Transfer – Put your current call on hold and present dial tone for you to dial the number to which you want to transfer the call
13. ToVM – Send an alerting call to your voicemail

Phone Keys

| Key	Name	Description
⚪ or 🔴🔴	**Appearance** or **Feature**	These keys have two roles: • **Appearance Buttons** – These buttons are used to make and receive calls. Each button represents a separate call. For example, the currently connected call to which you are talking, a held call and a new incoming call that is waiting to be answered. See Appearance Buttons. • **Feature Buttons** – Any other keys can be used for programmable feature buttons. The label next to the button indicates its function. You can reprogram some buttons, see Programmable Feature Buttons.
▬	**Soft Keys**	The keys below the display have variable functions. When the key is active, its function is indicated by the text label that appears above it. See Call Soft Keys.
◎	**Cursor Keys**	This dial acts as a set of cursor key: • You can use the up and down cursor keys to scroll through lists. • You can also use the left and right cursor keys to enter and exit different levels of the menu. Menu option that accesses a sub-menu is indicated by the … dots (ellipsis) after its name or a > symbol. • When changing settings, the left and right cursor keys can sometimes be used to scroll through possible settings.
◯	**OK Button**	This button, in the center of the cursor keys has multiple functions: • When the phone is idle, it can acts the same as going off-hook to dial. • When on a call or in a menu, pressing it matches the function offered by the left-most soft key below the screen.
✉	**MESSAGE**	This key is used to access your voicemail system. By default this uses a series of menus on your phone's display. See Voicemail.
☎	**PHONE**	This key is used to exit any menu you are in and return to the phone's normal button display. During a call it can also be used to toggle the options displayed on the appearance menu. It can also be used to leave the screen saver.
≡	**MAIN MENU**	This key is used to access a menu for phone settings and information. These are settings stored by the phone itself rather than the telephone system.
👤	**CONTACTS**	This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access. See Contacts.
🕐	**CALL LOG**	This key displays a record of your most recent calls (answered, missed, and outgoing). The button is illuminated when you have new missed calls. See Using the Call Log.
– +	**VOLUME**	Press + plus or – minus ends of the key to adjust the volume. When the phone is idle, the button adjusts the ringer volume. When on a call, the button adjusts the caller volume on the handset, headset or speaker depending on which is being used at the time.
🎧	**HEADSET**	This key is used to answer and end calls using a headset connected to the phone's headset socket. The button is lit when you are connected to a call using the headset.
🔇	**MUTE**	This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
🔊	**SPEAKER**	This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.

The J159 has a number of additional keys. These keys match functions that are also accessible via display soft keys.

Key	Name	Description
👥	**Conf**	This key can be used to start a conference call and to add additional calls to a conference. See Conferencing.
‖	**Hold**	This key can be used to put the current call on hold. See Holding Calls.
↻	**Redial**	This key can be used to redial a previous number. See Redialling.
↪	**Transfer**	This key can be used to start and complete the process of transferring a call. See Transferring Calls.

Placing Calls

Using the Handset:

- To place an internal call, pick up the handset and dial the extension.

- To place an external call, dial the trunk access code (9), then the phone number

- To end a call, hang up the handset.
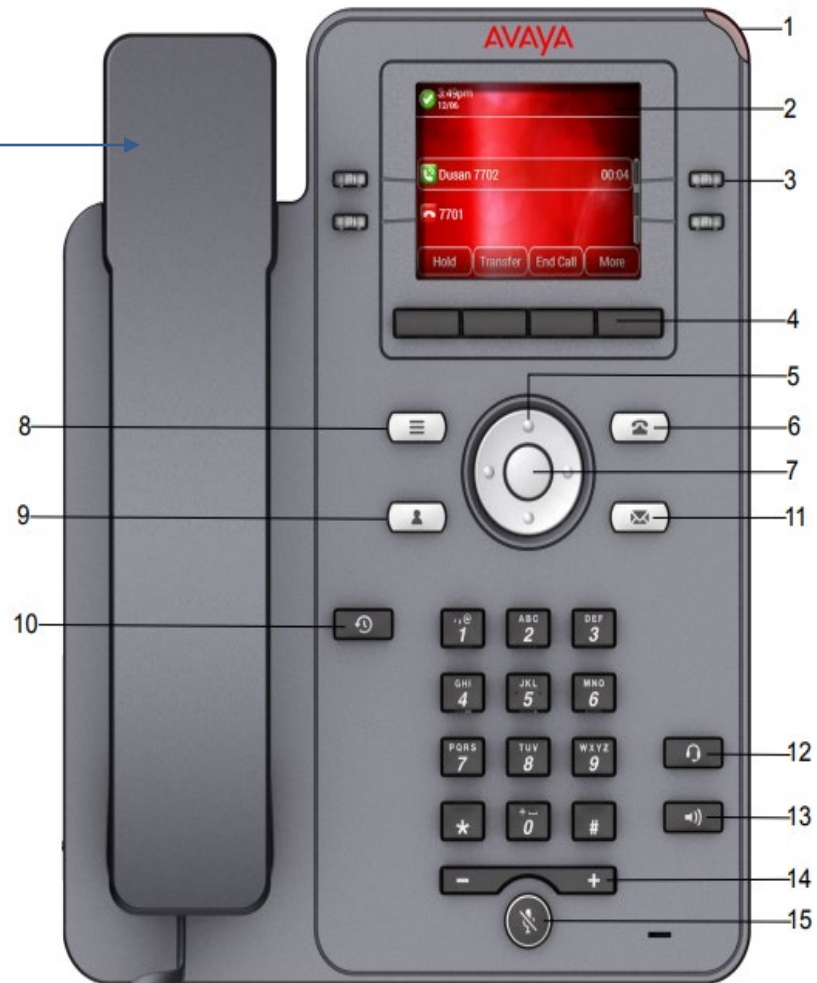
Placing Calls

Using the Speaker:

- To place an internal call, press the **Speakerphone** button and dial the extension.

- To place an external call, dial the trunk access code (9) then the phone number

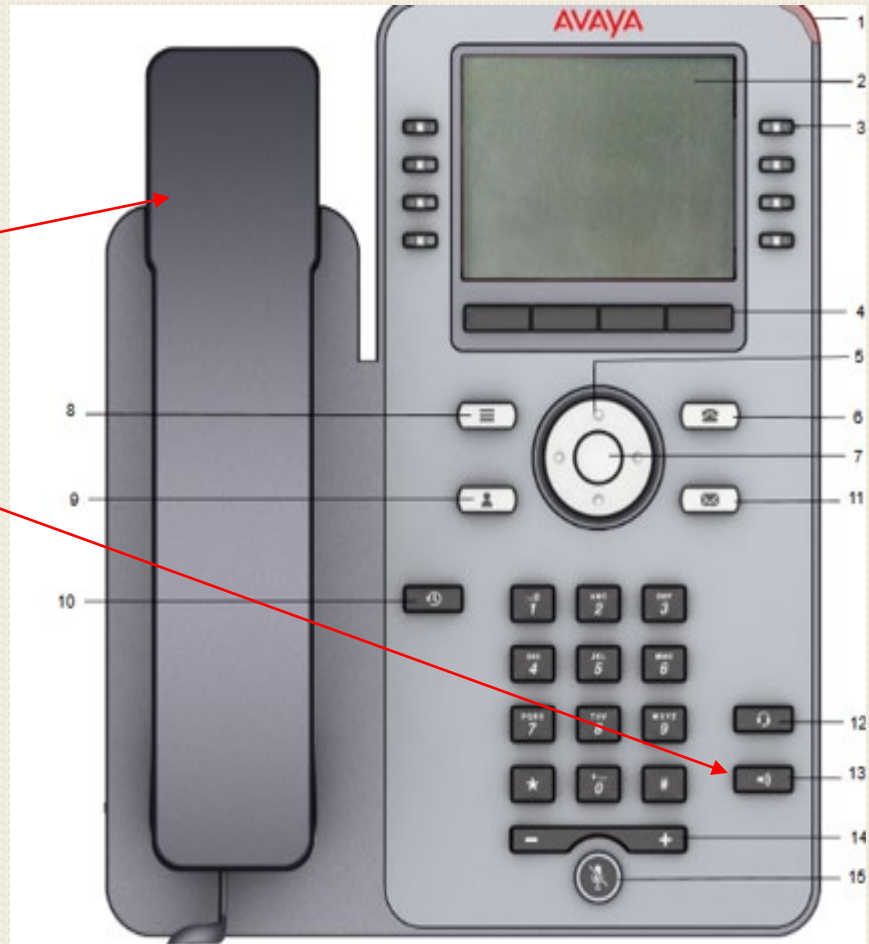- To end a call, press the **Speakerphone** button again.

Speakerphone

Placing Calls

Leave a Message:
To leave a message in an Individual's mailbox without ringing their extension

- Pick up handset, or press speaker button

- Enter # plus the mailbox number (Ex: #2221)

- At the tone leave the message

- When finished hang up handset or press speaker button

Answer Calls

To answer a call, do the following:

Using the Handset:
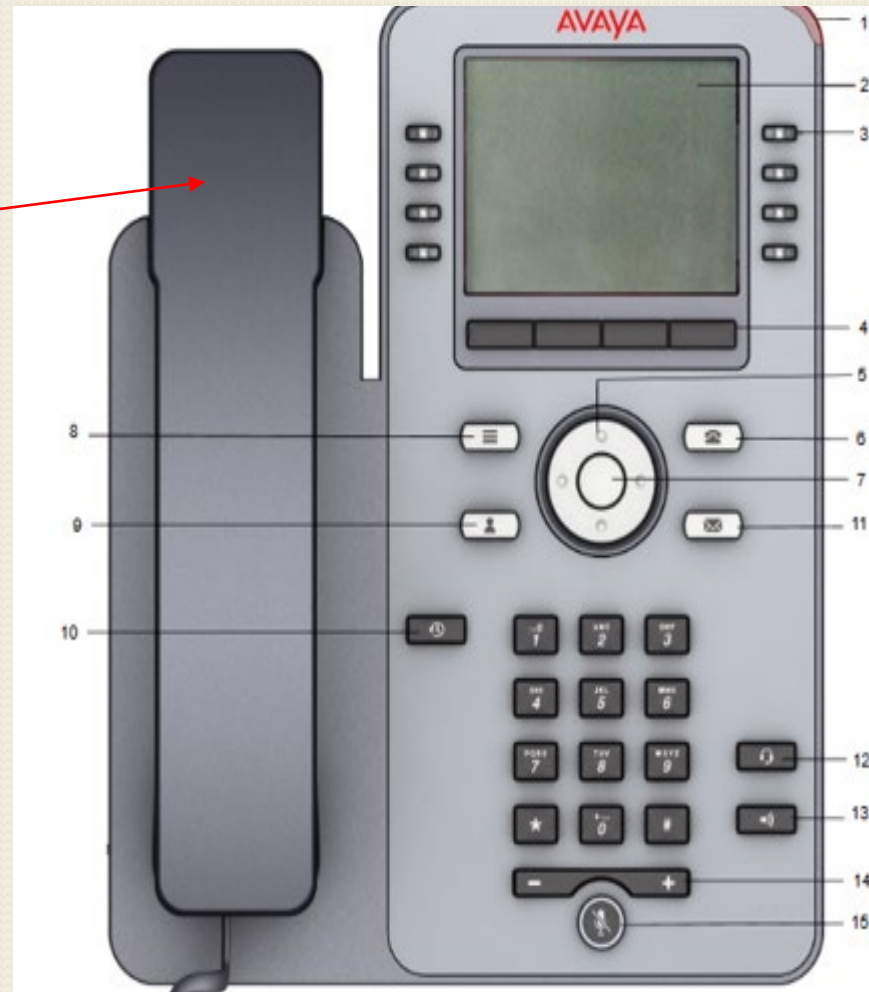•Pick up the handset when the phone is ringing.

Using the Speakerphone:
•Press the Speakerphone button.

Using the Headset:
•Press the Headset button.

Using the Soft Keys:
•Press the Answer button

Answering Multiple Calls

You can receive up to 3 incoming calls at once.

If you receive an incoming call while you are on the phone, you can press the blinking call appearance button to answer the incoming call, and the current call will automatically be placed on hold.
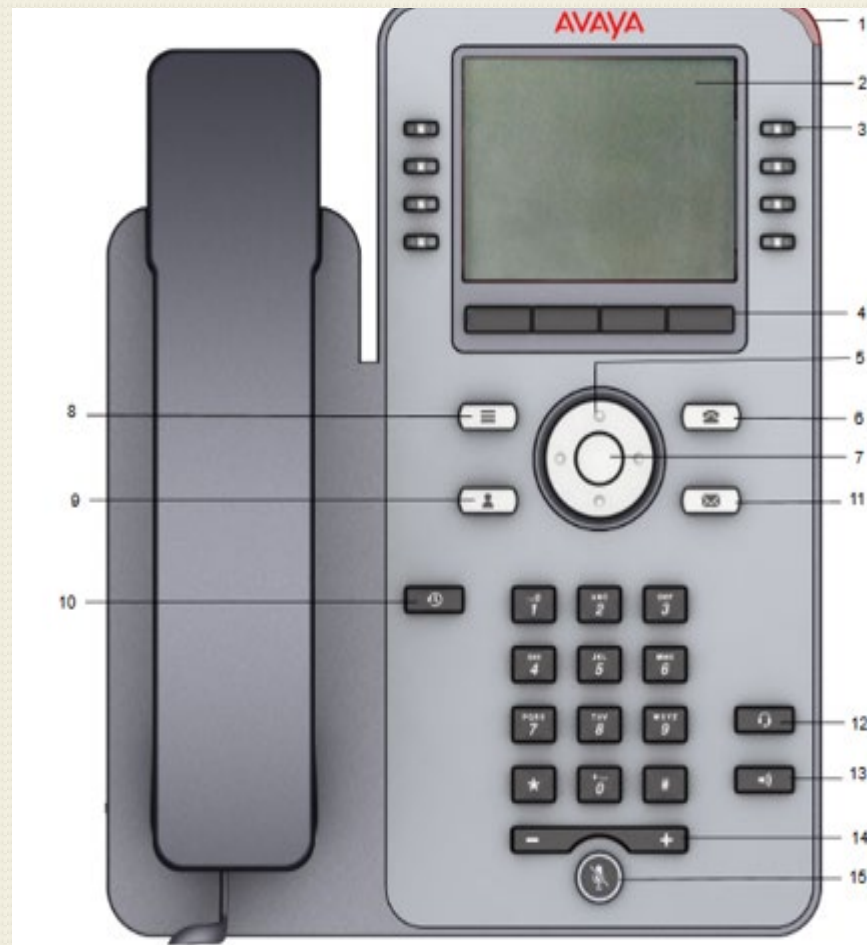
Redirecting Calls

Sending a call to Voice Mail

• When an incoming call rings your extension, a To VM soft key becomes available.
•Press the ToVM soft key to send the caller directly to your voice mailbox.

Stop the Ringing on the Phone

•When an incoming call rings your extension, an
Ignore soft key becomes available
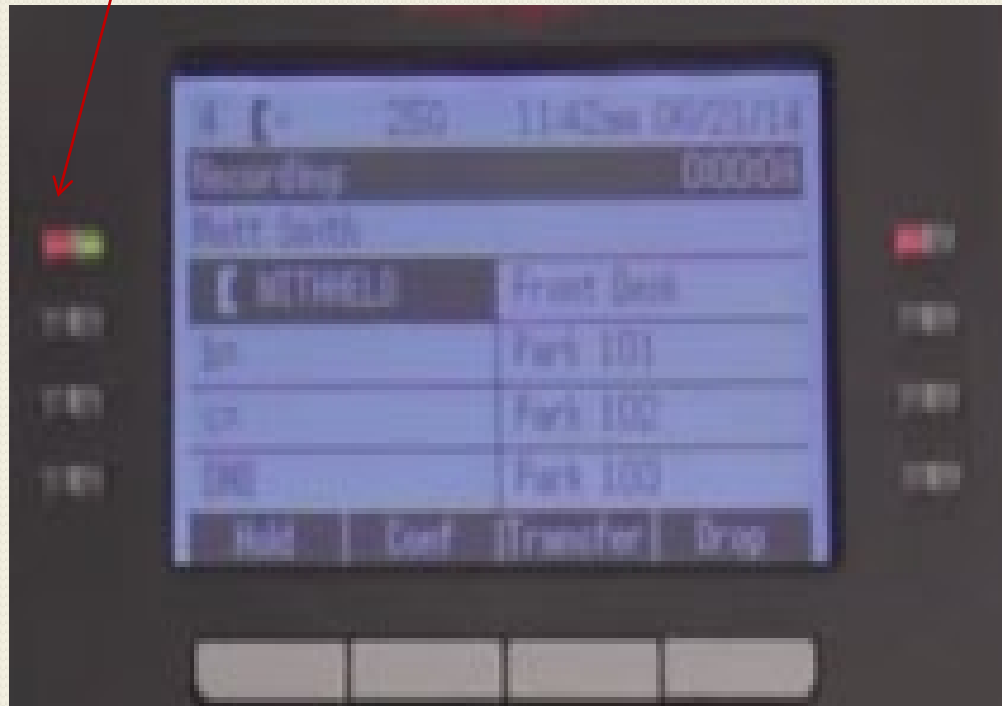•Press the Ignore soft key to no longer hear ringing

Placing calls on Hold

To place a call on hold:

•Press the Hold soft key or the call appearance button. The held call will be indicated by a fast flashing light on the call appearance button.

To return to the caller:

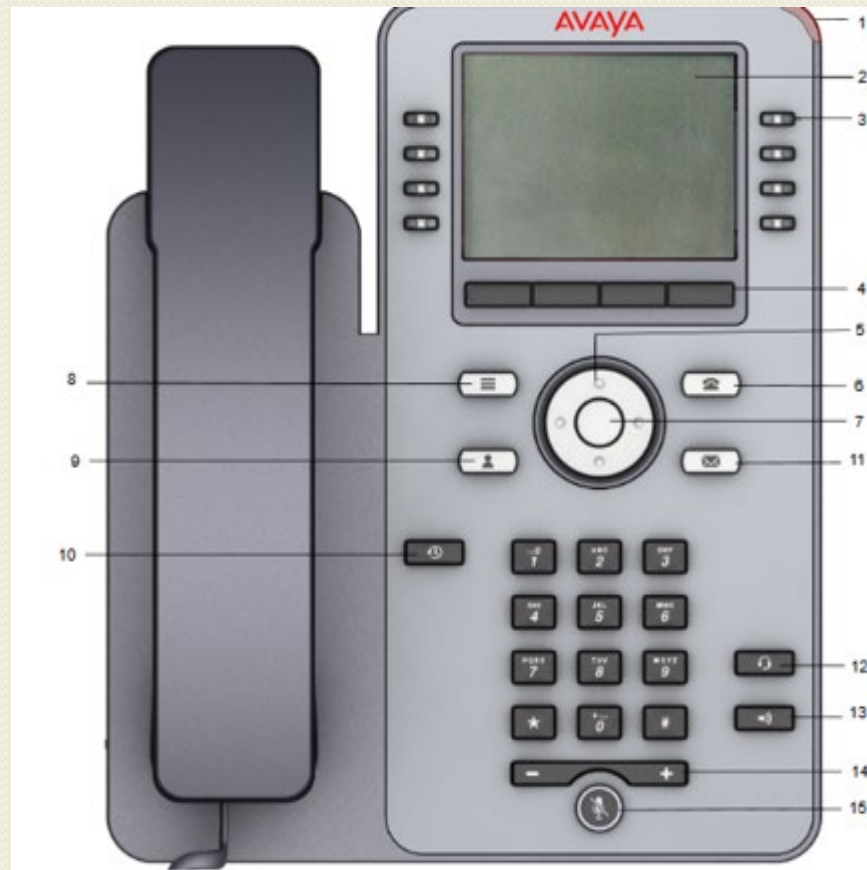•Press the call appearance button with the flashing indicator

Call Appearance

# Disconnecting a Call

To Disconnect or Hang-Up an Active Call:

•Press the Drop soft key

•Return the Handset to the cradle

•Press Speaker button if call is on "Handsfree"

Transferring Calls

To transfer a call from your extension to another number, do the following:

•Press the Transfer soft key. This puts the call on system hold.

•At the prompt, dial the extension, then do one of the following.
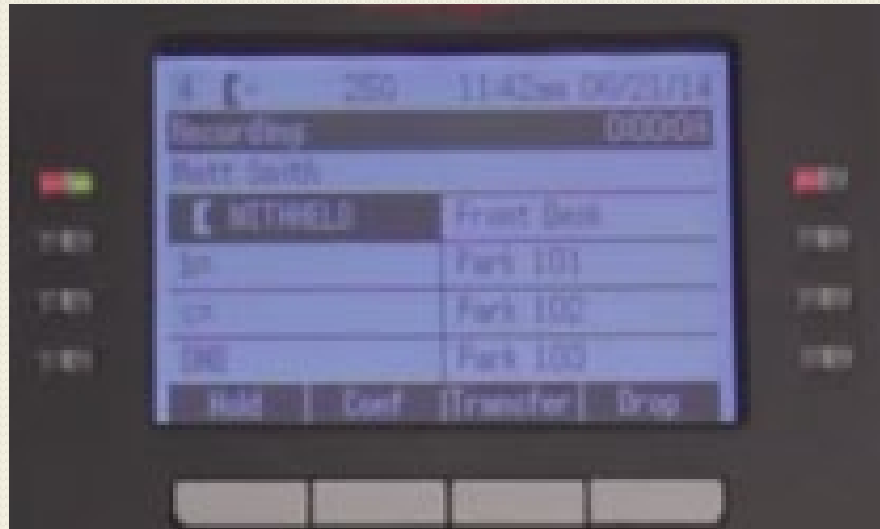
Transferring Calls

1. Complete a blind transfer by hanging up or by pressing Complete soft key.

2. For an Announced transfer. Wait for the individual to answer, announce the caller then press the Complete soft key or Hang-Up

3. Send the call to the recipients voice mailbox by Pressing the [Message] Envelope button, enter the extension number, press the <u>Select</u> soft key to transfer the call. To exit the Transfer menu on display, Press <u>Cancel</u>
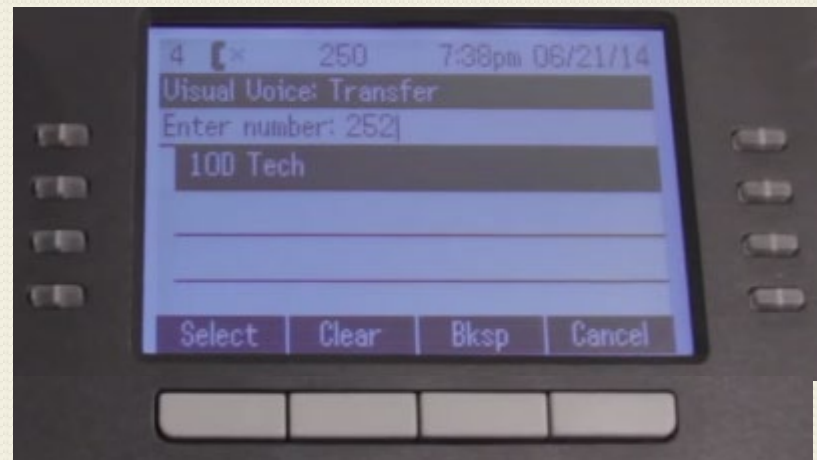
OR

Press # plus the Mailbox number

Conferencing

To Conference a party into a connected call, do the following:

•Press the <u>Conf</u> soft key, this will place first call on system hold automatically

•Dial the number of the next party

•When the party answers, Press the <u>Conf</u> soft key again to join all parties.

•If they do not want to join the call or do not answer, press <u>Drop</u> soft key and then press the appearance key of the held call

Conference Calls

Pressing the Detail soft key while in a conference call shows the status of all people in the conference. From this screen you can Drop any of the active participants

Do Not Disturb (DND)

Temporarily disables the ringing of the telephone and forwards all calls to voicemail

To activate:
•Press DND button
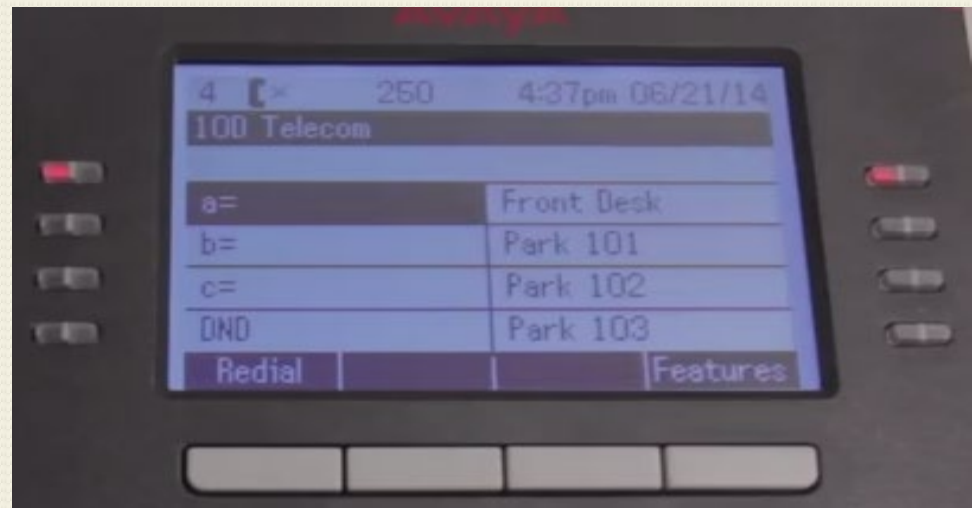
To deactivate:
•Press DND button again

If no button is programmed on the phone

To activate:
*   Press Main Menu
*   Select Features
*   Use the Down Arrow key to go to the Do not disturb screen
*   Select **Do not disturb**

To Deactivate:
*   Press Main Menu
*   Select Features
*   Use the Down Arrow key to go to the Do not disturb screen
*   Select **Do not disturb**

Parking Calls

Parking a call is similar to holding a call. However, parked calls can be unparked by other users on the phone system. (Park codes 500-509)

To Park Call:
Press **Park** key
A park code will be displayed in the screen (Ex:500)
Hang up the phone
----------OR------------
Press Transfer
Dial *37*ext number # (individual's extension you want to park the call to)

To Unpark Call: (Retrieve the Call)
Pick up the handset or press speaker button
Dial the park access code (Ex:500)
Call is connected
----------OR-------------------
If call is parked via the extension number
Pickup the handset or press speaker button
Dial the short code: *38*ext number# (if this is the code the call is parked to)

Redial – Last Number

To have the phone dial the last number you dialed:
•Press the <u>Redial</u> soft key twice
 or
•Press <u>Redial</u> soft key then press <u>Call</u> soft key

To have the phone dial one of the last 10 numbers you dialed:
•Press <u>Redial</u> scroll through the redial list
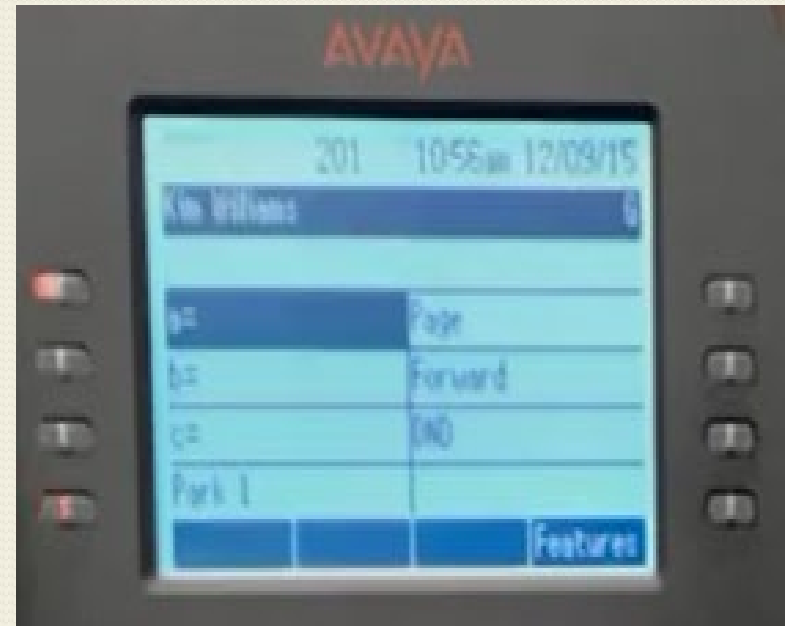•Highlight your selection then press <u>Call</u> soft key
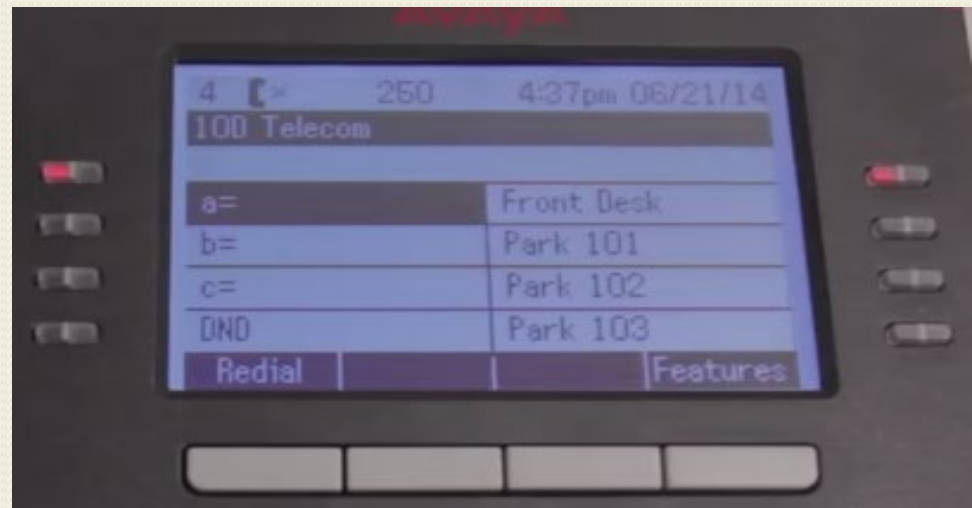
Page (if applicable)

To make an announcement through the phone speakers:

(note: used in conjunction with Park)

•Pick up the handset

•Press the Page key or dial page access code if there is not a key

▪Wait for the beep tone

•Make your announcement

▪Press the [**Drop**] soft key to disconnect

Contacts

Contacts

(Personal Speed Dial)
Up to 250 Entries

To Dial from Contacts
1. Press ⬡ **Contacts** key. *(Contact menu is displayed)*
2. Use the ◀ left and right ▶ arrows keys to select which type of directory entries you want displayed:
   ALL (System Directory, Personal & External)
   PERSONAL (Individual Speed Dial)
   EXTERNAL (Shared Speed Dial)
3. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name to find matching entries
4. Press **Call** when your selected contact is highlighted

To Add an Entry – Personal
1. Press ⬡ **Contact** key. *(Contact menu is displayed)*
2. Press the **New** soft key.
3. Enter **Name**
   Example: To spell the name "Don" on your Dial Pad:
   Press 3 once, for the Letter D.
   Press 6 three times, for the Letter O
   Press 6 twice, for the Letter N
4. Enter **Number**
5. Press the **Save** soft key. (Your new Entry is now saved)
   The new entry will show in **ALL** or **PERSONAL** display

To Delete an Entry
1. Press ⬡ **Contacts** key
2. Find and highlight your entry to be deleted
2. Press the **More soft** key
3. Press the **Delete**
4. Press the **Delete** soft key again to confirm the action.

History

Recents.

To View the Call History

1. Press the [RECENTS] **RECENTS** button.
   The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
2. Use the ▲ up and down ▼ arrow keys to select which call log records you want to view. (*All, Missed, Incoming & Outgoing*)
   If you have any new missed call records, the [Recents] **Recents** button lamp is illuminated.
3. Use the ▲ up and down ▼ arrow keys to scroll through the records.
4. Press **Details** to view additional information
5. To call external number: Lift handset, dial **9**, then press **Call**

Setting Up Voice Mail

A tutorial will take you through setting a password and recording your name:

- Dial *17
- Enter your extension followed by #
  If dialing from own extension, Press #
- If prompted for your password,
enter number supplied by system administrator followed by #
- Enter your new password, followed by #
- Re-enter you new password followed by #

You will then be prompted to record your name:
Wait until the canned voice prompt is finished before pressing 1
- Press 1 and at the tone speak your first and last name
- Press 1 again to replay your recording

Record Personal Greeting

To record Personal Greeting(with tutorial):

• Log into your mailbox by pressing *17
•Press 3 to Select Personal Greetings
•Press 1 to Create or Change a Greeting
•Press 1 to select & record your greeting
•Begin speaking at the tone
•When finished press 1 to edit the greeting
•Press 2 3 to play back the greeting you just recorded
•Press # to confirm the recording. The number of the greeting that has just been recorded is announced
•Press ## to save the recording and not make active
•Press 1 to have your recording play for All Calls

Record Personal Greeting

USING VISUAL VOICE MAIL:

•To Record Personal Message/Greeting:

•Press Message "Envelop" Button ✉

•Enter voicemail password…Press Done soft key

•Use the Up/Down arrow keys to highlight "Greeting"

•Press Select Key

•Press Record to begin recording message

•Press Stop

•Press Listen to hear your recorded message

•Press Submit to Save

•Press Back & Exit or the Phone Button to Exit

Retrieve Messages

•Dial *17 (to use tutorial)

•Enter #, if you are at your own ext

•If at another telephone enter your ext followed by #

•Enter your password followed by #

•Press 2 to play messages

•Note: you can press 0 to begin playing message immediately and skip the message header

OR

Using Visual Voicemail

•Press Message "Envelope" Button

•Enter password (if required)..Press Done soft key

•Highlight "Listen" and press Select soft key

•Scroll through the messages and highlight the message you wish to play

•Press Play soft key