



Using Avaya E129 SIP Deskphone

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


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Japan VCCI-Class B statement


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DenAn Power Cord Regulatory Notice for Japan

 **Warning**

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause "failures, malfunctioning or fire".
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

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Chapter 1: Introduction

Purpose

This document describes how to use AvayaE129 SIP Deskphone features in Avaya Aura[®] Communication Manager and IP Office environments.

Intended audience

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

Support

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

Related resources

Documentation

Document number	Title	Use this document to:	Audience
Using			

Document number	Title	Use this document to:	Audience
16-604369	Administering Avaya E129 SIP Deskphone	Administer configurations and settings for Avaya E129 SIP Deskphone.	Users and administrators
16-604373	Avaya E129 SIP Deskphone Quick Reference	See frequently used tasks.	Users and administrators
Implementing			
16-604370	Installing and Maintaining Avaya E129 SIP Deskphone	See the installation and upgrade procedures for Avaya E129 SIP Deskphone.	Administrators and network engineers

Chapter 2: Getting started

Feature description

Avaya E129 SIP Deskphone is a SIP-based IP phone that small-to-medium businesses can use for communication.

Physical specifications

- Two call appearances
- A 128 x 40 graphical LCD
- Three softkeys
- Dual network ports with integrated Power over Ethernet (PoE)
- Electronic Hook Switch (EHS) with a Plantronics headset

Feature specifications

- Call forwarding
- Call transferring
- Three-way conferencing
- Voice mail
- Deskphone customization
- Do not Disturb

Connection ports

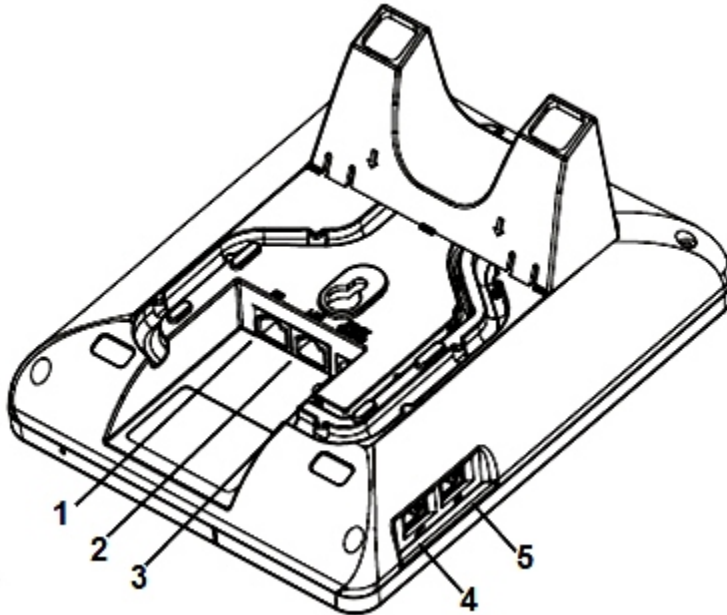


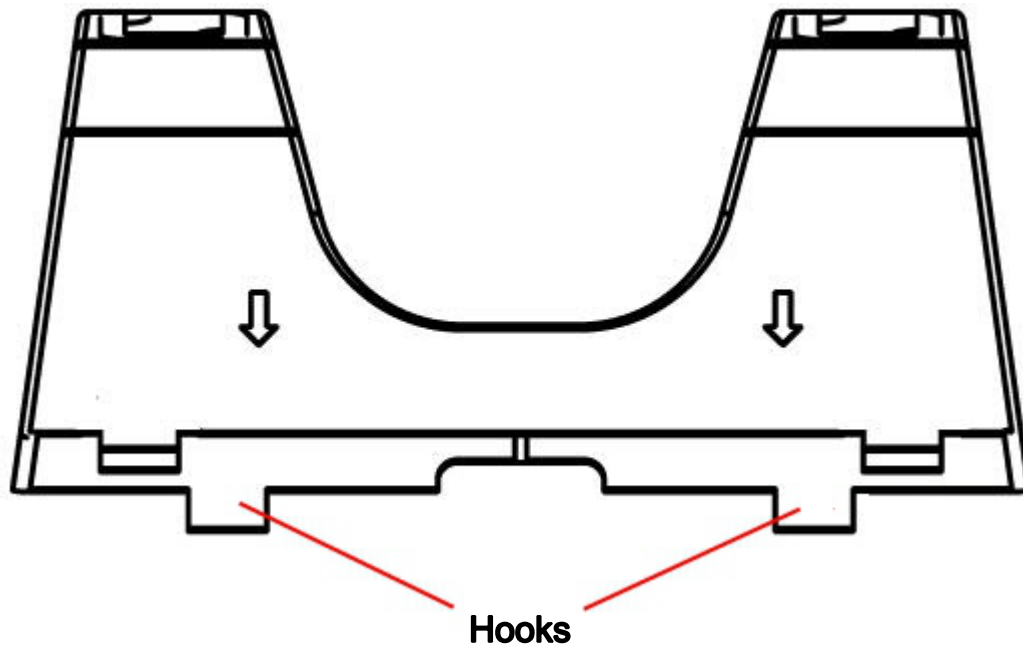
Figure 1: Connection ports at the back of the deskphone

Number	Port name	Description
1	PC	A 10/100–Mbps RJ45 port to connect to a personal computer or a mobile computer
2	LAN	A 10/100–Mbps RJ45 port to connect to PoE-supported Ethernet
3	Power	A 5–V DC port to connect to the power supply
4	Handset	An RJ9 port to connect the handset
5	Headset	An EHS-supported RJ9 port to connect to a Plantronics headset

Deskphone stand

You can either wall mount your deskphone or attach the stand that Avaya provides.

The stand includes four hooks that fit into four slots in the rear of the deskphone.



Attaching the stand

Procedure

1. Hold the stand with the arrows facing down and towards the side of the LAN and PC ports.
2. Insert the hooks on the side that does not have arrow marks into the upper two slots.
3. On the arrow-marked side, press the hooks and push down into the lower two slots.
The stand fits into the back of the deskphone.

Detaching the stand

Procedure

On the arrow-marked side, press the hooks, and pull up from the lower two slots. The hooks in the upper two slots detach simultaneously.










Button layout



Number	Button name	Description
1	Softkeys	Display screen-specific commands.
2	Phonebook	Displays the contacts list.
3	Transfer	Transfers the call to the selected number.
4	Mute	Mutes and unmutes the microphone.
5	Speaker	Activates and deactivates the speakerphone.
6	Volume	Increases and decreases the volume.
7	Call	Dials the number that you enter.
8	Flash	Puts the current call on hold and brings up the second line for dialing or answering the second call.

Number	Button name	Description
9	Conference	Starts the conference.
10	Message	Dials the voice mail server.
11	Up, Down, Right, and Left navigation keys	Navigates between various menu options. You can use the Left navigation key to perform the back function that takes you one level up the menu options.
12	Menu	Displays the menu or selects the highlighted option.
13	Message Waiting Indicator	Turns red if you get a voice mail.

Icons

Icon	Name	Description
	Not registered	The deskphone is not registered to the SIP server.
	Registered	The deskphone is registered to the SIP server.
	Handset	The handset is off-hook.
	Speaker	The speaker is enabled.
	Headset	The headset is enabled.
	Do not disturb	The Do Not Disturb feature is enabled.
	Call forward	The Call Forward feature is enabled.
	Mute	The deskphone is on mute.
	SRTP	The deskphone is using Secure Real-time Transport Protocol (SRTP).

Logging in to the deskphone

Procedure

1. In the **Username** field, enter the extension number.
2. Press the **OK** softkey.
3. In the **Password** field, enter the password.
4. Press the **OK** softkey.

Result


The deskphone logs in and displays the idle screen.

Logging out of the deskphone

About this task

The deskphone does not forward calls in the logged out state even if you enabled the call forwarding feature. Instead, you can lock the deskphone. The deskphone continues to forward calls in the locked state.

Procedure

1. Press  **Menu > LogOut**.
2. Press the **OK** softkey when the deskphone prompts for confirmation.

Locking the deskphone

Before you begin

Ensure that the administrator enabled the feature for your deskphone.

About this task

Lock the deskphone if you are moving away from your desk and do not want anyone to use the deskphone in your absence. The emergency dialing feature is unavailable if the deskphone is locked.

Procedure

Press the star (*) key for 4 seconds.

Result

The deskphone displays the message `Keypad is locked`.

Unlocking the deskphone



Procedure

1. Press the star (*) key for four seconds.
The deskphone displays the **Password** field.
2. Enter the password to unlock the deskphone.

Chapter 3: Outgoing calls

Making a call

Procedure



1. Perform one of the following actions:
 - Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
 2. Enter the phone number.
 3. Press  **Call**.
-

Moving between calls

Before you begin



You must be on two calls simultaneously.

Procedure

1. Press  **Flash**.
Your deskphone puts the current call on hold and resumes the other call.
 2. To return to the previous call, press  **Flash** again.
-

Making a call using on-hook dialing

Procedure



1. Enter the phone number.
 2. Perform one of the following actions:
 - Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
 - Press  **Call**.
-

Making a call when on another call

About this task

Use the following procedure to make another call when you are already on an active call. You can make only two calls simultaneously.

Procedure

1. Press  **Flash**.
 2. Enter the phone number.
 3. Press  **Call**.
-




Making a call using the phone book

Before you begin

You must have at least one entry in the phone book.

Procedure

1. Perform one of the following actions:


- To select a contact from the phone book, press  **Phonebook** > **Local Phonebook**.
 - To select a contact from a group, press  **Phonebook** > **Local Group**, and then select the required group.
2. Select the required contact.
 3. Press  **Call**.
-

Making a call using the LDAP directory

About this task


Use the following procedure to make a call to contact listed in the LDAP directory. Do not change the LDAP configurations as only your administrator can configure the LDAP settings.

Procedure


1. Press  **Menu** > **LDAP Directory** > **Search**.
 2. Enter the string or the number that you want to search.
 3. Press the **OK** softkey.
The deskphone displays all matching contacts.
 4. Scroll and select the required contact.
 5. Press the **Edit and Dial** softkey.
 6. Edit the number if required, else press the **OK** softkey.
-

Making a call using the call history

Procedure



1. Press  **Menu** > **Call History**.
2. Select from the following call types:
 - **Answered Calls**
 - **Dialed Calls**
 - **Missed Calls**

- **Transferred Calls**

3. Select the required number.
 4. Press  **Call**.
-

Redialing the last dialed number

Procedure

1. Perform one of the following actions:
 - Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
 2. Press  **Call**.
-

Result

The deskphone dials the last dialed number.

Making a call using off-hook autodialing


Before you begin

Ensure that your administrator configured an autodial number for your deskphone.

About this task

Use the following procedure when you want the deskphone to call a preconfigured autodial number as soon as you lift the handset. You can make a frequently dialed number the autodial number. To call other numbers, use on-hook dialing.

Procedure

- Perform one of the following actions:
- Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
-

Result

The deskphone dials the number that your administrator configured as the autodial number.

Making an emergency call



Before you begin

You must obtain the emergency number from your administrator.

About this task

Use the following procedure to dial an emergency number. The emergency dialing feature is unavailable if the deskphone is locked or in an unregistered state.

Procedure

1. Perform one of the following actions:
 - Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
 2. Enter the emergency number.
 3. Press  **Call**.
-


Outgoing calls

Chapter 4: Incoming calls

Answering a call

Procedure

Perform one of the following actions:

- Lift the handset.
 - Press  **Speaker**.
 - Press the **Headset** softkey.
 - Press the **Answer** softkey
-

Rejecting a call

Procedure

Press the **Reject** softkey when you get an incoming call.

If the administrator configured call redirection, the deskphone redirects the call to the redirection number. Otherwise, the deskphone drops the incoming call.


Answering a call when on another call

About this task

If you get another call while you are on a call, the deskphone plays a call waiting tone and displays the call on the phone screen.

Procedure

Perform one of the following actions:

- Press  **Flash**.
- Press the **Answer** softkey.

Result

The deskphone puts the first call on hold and moves to the second call.

Making a blind call transfer



Before you begin

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

About this task

A blind transfer is when you transfer an active call to another deskphone without announcing the call transfer. The deskphone to which you transfer the call displays your phone number instead of the transferred call phone number.

Procedure

1. Press  **Transfer**.
2. Perform one of the following tasks:
 - Enter the number to which you want to transfer the call.
 - Select the number from the phone book.
3. Press  **Call**.
4. To complete the transfer, put back the handset.

Result

Your deskphone transfers the call to the selected number.

Making an attended call transfer




Before you begin

- Ensure that the administrator enabled the Auto- Attended Transfer feature for your deskphone.
- Answer the call before transferring the call.

About this task

An attended transfer is when you transfer an active call to another phone number after announcing the call transfer.

Procedure

1. While on a first call, press  **Transfer**.
2. Enter the number to which you want to transfer the call.
3. Press  **Call**.
The second deskphone starts ringing. You can stop the ringing and end the transfer by pressing the **Split** softkey.
4. Tell the contact about the call when the contact answers your call.
You can cancel the transfer by pressing the **Split** softkey. In this case, the deskphone separates the two calls and puts the first call on hold and the second call in an active state.
5. Press  **Transfer**.

Result

Your deskphone transfers the active call to the selected number and disconnects.

Incoming calls

Chapter 5: Call Forward

Use the Call Forward feature to divert incoming calls to another number. The Avaya E129 SIP Deskphone supports the following Call Forward types:

Call Forward type	Description
Forward All	Forwards all incoming calls to another number.
Forward Busy	Forwards incoming calls to another number if you are on a call.
Forward No Answer	Forwards incoming calls that you do not answer within a stipulated time to another number. The default time is 20 seconds.

Activating Call Forward

About this task

Use the following procedure to activate Call Forward through the Call Features option.

Procedure




1. Press **Menu** > **Call Features**.
 2. Select the account, and press **Menu**.
 3. Select the required Call Forward type, and press **Menu**.
 4. Enter the number to which you want to forward the call.
 5. Press the **Enable** softkey.
-

Deactivating Call Forward

About this task

Use the following procedure to deactivate Call Forward through the Call Features option.

Procedure

1. Press  **Menu** > **Call Features**.
 2. Select the account, and press  **Menu**.
 3. Select the required Call Forward type, and press  **Menu**.
 4. Press the **Disable** softkey.
-



Chapter 6: Conference calls

Starting a conference

About this task

Use the following procedure to start a conference. This conference is a local conference that the E129 deskphone manages. If one of the participants puts the call on hold and music-on-hold is configured for that participant, then the other two participants hear the music. The other participants can also converse with each other.

Procedure

1. Make the first call.
 2. Press  **Conference**.
 3. Make the second call.
 4. Press  **Conference** or the **ConfCall** softkey.
The deskphone starts the conference between you and the calls that you made.
-

Starting a conference by joining two calls

Before you begin

You must have two active calls.

Procedure

1. Press  **Conference**.
 2. Press  **Flash**.
-

Result

The deskphone starts the conference between you and the two active calls.

Putting a conference on hold

Before you begin

You must have an active conference.

Procedure

Press the **Hold** softkey.
The deskphone puts the participants on hold.

Resuming a conference on hold

Before you begin

You must have a conference on hold.

Procedure


Press the **ReConf** softkey.

Splitting a conference

About this task

Use the following procedure to split a conference into separate calls. When you split a conference, the conference ends, and you can continue the conversation with the participants on separate lines.

Procedure

1. Press the **Hold** softkey.
The deskphone puts the participants on hold.
 2. Press  **Flash**.
-

Result

The deskphone resumes the second call.

Ending a conference

Before you begin

You must have an active conference.

Procedure

Press the **EndCall** softkey.

The deskphone ends the conference and disconnects the participants.

Chapter 7: Call-related features

Some of the call-related features that you can use are:

- Muting a call
- Putting a call on hold
- Blocking the caller ID
- Enabling call waiting for a call

Muting a call

About this task

Use the following procedure to mute your deskphone during an active call so that the contacted person cannot hear you. If you receive a call after muting the deskphone for the first call, the deskphone unmutes if you answer the second call. If you change to the first call, the deskphone remains muted.

Procedure

Press  **Mute**.

Unmuting a call

Before you begin

You must have a call on mute.

About this task

Use the following procedure to unmute your deskphone so that the contacted person can hear you.

Procedure

Press  **Mute**.

Putting a call on hold

About this task

Use the following procedure to put an active call on hold. The deskphone stops displaying the call timer when you put a call on hold.

Procedure

Press the **Hold** softkey.

Resuming a call on hold

Before you begin

You must have a call on hold.

Procedure

Press the **Resume** softkey.

Chapter 8: Call history

Viewing the call history

Procedure

1. Press **Menu** > **Call History**.
 2. Select one of the following call types:
 - **Answered Calls**
 - **Dialed Calls**
 - **Missed Calls**
 - **Transferred Calls**
 3. Press **Menu**.
 4. Select the entry for which you want to view the details, and press **Menu**.
-

Deleting an entry from the call history

Procedure

1. Press **Menu** > **Call History**.
2. Select one of the following call types:
 - **Answered Calls**
 - **Dialed Calls**
 - **Missed Calls**
 - **Transferred Calls**
3. Press **Menu**.
4. Select the entry that you want to delete, and press **Menu**.
5. Scroll and select **Delete**.

6. Press **Menu**.
 7. Press the **Delete** softkey to confirm the deletion.
-

Deleting all entries of a specific call type

About this task

Use the following procedure to delete all entries of a specific call type. The deskphone displays the **Delete All Entries** option only if you have at least one entry.

Procedure

1. Press **Menu > Call History**.
 2. Select one of the following call types:
 - **Answered Calls**
 - **Dialed Calls**
 - **Missed Calls**
 - **Transferred Calls**
 3. Press **Menu**.
 4. Scroll and select **Delete All Entries**.
 5. Press **Menu**.
 6. Press the **Delete** softkey to confirm the deletion.
-

Deleting all entries from the call history

Procedure

1. Press **Menu > Call History**.
 2. Scroll and select **Clear All**.
 3. Press **Menu**.
 4. Press the **Delete** softkey to confirm the deletion.
-

Chapter 9: Voice mail

Retrieving a voice mail


Before you begin

Your administrator must have configured your voice mail user ID.

About this task

Message Waiting Indicator (MWI) blinks red to indicate that you have a voice mail.

Procedure

1. Perform one of the following actions:
 - Press  **Message**.
 - Dial the number of the voice mail server.
 2. Follow the voice prompts to listen to your messages.
-

Voice mail

Chapter 10: Contacts

Avaya E129 SIP Deskphone provides the facility to save contacts locally on the deskphone. You can also assign contacts to groups.

You can manage contacts through:

- A contact XML file. Only an administrator can manage contacts through the XML file.
- The deskphone interface

You can save 500 contacts on the deskphone and create 10 groups that include the 3 default groups that the deskphone provides.

Adding a contact



About this task

Use the following procedure to add a contact to the deskphone. You can save 500 contacts on the deskphone.

The deskphone displays the Phone screen without saving any contact data if :

- You are adding a contact while you are on a call and the call disconnects while you are still entering the contact information.
- You answer a call while you are still entering the contact information.

Procedure

1. Press  **Phonebook** > **Local Phonebook** > **New Entry**.
2. Enter contact details.
3. Scroll and select **Confirm Add**.
4. Press  **Menu**.

Related topics:


[Contact field descriptions](#) on page 40

Contact field descriptions

Name	Description
First Name	The first name of the contact. You can enter up to 24 characters.
Last Name	The last name of the contact. You can enter up to 24 characters.
Number	The phone number of the contact.
Groups	The group, if any, to which the contact belongs. Select one or more of the following options: <ul style="list-style-type: none">• Family• Friends• Work





Adding a contact from the LDAP directory

Procedure

1. Press  **Menu** > **LDAP Directory** > **Search**.
 2. Enter the string or the number that you want to search.
 3. Press the **OK** softkey.
The deskphone displays all matching contacts.
 4. Scroll and select the required contact.
 5. Scroll and press the **Save to Phonebook** softkey.
The deskphone displays the contact details.
 6. Scroll and press the **Confirm Add** softkey.
-

Adding a contact from the call history

Procedure




1. Press  **Menu** > **Call History**.
2. Select one of the following call types:
 - **Answered Calls**
 - **Dialed Calls**
 - **Missed Calls**
 - **Transferred Calls**
3. Press  **Menu**.
4. Select the entry that you want to add, and press  **Menu**.
5. Scroll and select **Save to Phonebook**.
The deskphone does not display the full name of the contact.
6. Enter contact details.
7. Scroll and select **Confirm Add**.
8. Press  **Menu**.

Related topics:

[Contact field descriptions](#) on page 40

Editing contact details

Procedure




1. Press  **Phonebook** > **Local Phonebook**.
 2. Select the contact whose details you want to edit, and press  **Menu**.
 3. Update the contact details.
 4. Scroll and select **Save**.
 5. Press  **Menu**.
-

Related topics:

[Contact field descriptions](#) on page 40




Searching a contact

Procedure

1. Press  **Phonebook** > **Local Phonebook**.
 2. Press the **Search** softkey.
 3. Enter the number, the name, or a part of the contact name.
 4. Press the **OK** softkey.
The deskphone displays all matching contacts.
 5. Scroll and select the required contact.
 6. Perform one of the following actions:
 - To edit the contact details, press  **Menu**.
 - To dial the contact, press  **Call**.
-


Deleting a contact

Procedure

1. Press  **Phonebook** > **Local Phonebook**.
 2. Select the contact that you want to delete, and press  **Menu**.
 3. Scroll and select **Delete**.
 4. Press  **Menu**.
 5. Press the **Delete** softkey to confirm the deletion.
-

Deleting all contacts

Procedure


1. Press  **Phonebook** > **Local Phonebook**.
 2. Press the **More** softkey, and then press the **DeleteAll** softkey.
 3. Press the **Delete** softkey to confirm the deletion.
-

Adding a group

About this task

Use the following procedure if you want to add more groups to the default list on your deskphone. You can create 10 groups on the deskphone that includes the default groups that the deskphone provides.

Procedure

1. Press  **Phonebook** > **Local Group** > **New Group**.
 2. Enter a name for the group.
 3. Press the **OK** softkey.
The deskphone adds the group and displays it in the group list.
-



Editing a group

About this task

Use the following procedure to edit a group that you created. You cannot edit default groups.

Procedure

1. Press  **Phonebook** > **Local Group**.




2. Select the group that you want to edit, and press  **Menu**.
 3. Select **Edit Group**, and press  **Menu**.
 4. Edit the group name.
 5. Press the **OK** softkey.
-

Deleting a group

About this task

Use the following procedure to delete a group that you created. You cannot delete default groups.

Procedure

1. Press  **Phonebook > Local Group**.
 2. Select the group that you want to delete, and press  **Menu**.
 3. Select **Delete Group**, and press  **Menu**.
-

Chapter 11: Deskphone customization

Some of the features that you can customize for your deskphone are:


- Ring tone
- Ring tone volume
- Display screen contrast
- Date and time
- Display language

Enabling Do Not Disturb

About this task

If you enable the Do Not Disturb feature, the deskphone diverts all incoming calls to your voice mail. If the administrator did not configure your voice mail, the caller hears a busy tone.

Procedure

Press  **Menu > Preference > Do Not Disturb > Enable DND.**
The deskphone displays the Do Not Disturb icon on the screen.

Disabling Do Not Disturb


Before you begin

Ensure that the Do Not Disturb feature is activated.

About this task

When you deactivate the Do Not Disturb feature, the deskphone accepts all incoming calls and provides a ringing alert.

Procedure

Press  **Menu > Preference > Do Not Disturb > Disable DND.**

The deskphone does not display the Do Not Disturb icon on the screen.

Setting a ring tone

About this task

Use the following procedure to set a ring tone for the deskphone.

Procedure

1. Press **Menu** > **Preference** > **Ring Tone**.
 2. Select the required ring tone, and press **Menu**.
-

Setting the ring tone volume

Procedure

1. Press **Menu** > **Preference** > **Ring Volume**.
 2. Use the **Right** or **Left** navigation keys to select the desired volume.
 3. Press the **OK** softkey.
-

Setting the screen contrast

Procedure

1. Press **Menu** > **Preference** > **LCD Contrast**.
 2. Use the **Right** or **Left** navigation keys to select the contrast level.
 3. Press the **OK** softkey.
-

Setting a display language

Procedure

1. Press **Menu** > **Preference** > **Display Language**.
 2. Select the required language, and press **Menu**.
-

Setting the date and time

Procedure

1. Press **Menu** > **Preference** > **Time Settings**.
 2. Enter the date and time.
 3. Press the **OK** softkey.
-

Chapter 12: Deskphone diagnostics

The Avaya E129 SIP Deskphone provides the option to check the audio and the dial pad of the deskphone.

Performing audio check

About this task

Use the following procedure to check whether the audio of the deskphone is functional.

Procedure

1. Press **Menu** > **Factory Functions** > **Audio Loopback**.
 2. Speak to test the deskphone.
If the audio is functional, you can hear your own voice.
 3. To end the audio check, press **Menu**.
-

Checking deskphone keys

About this task

Use the following procedure to check that the deskphone keys and the LED are functional.

Procedure

1. Press **Menu** > **Factory Functions** > **Diagnostic Mode**.
The MWI LED starts to glow red.
 2. Press the key that you want to check.
The deskphone displays the name of the key on the screen. If the name does not match the key that you pressed, it implies that there is some problem with the key. If you pressed **Call**, the MWI LED turns green.
 3. To end the key check, press **Menu**.
-

Checking deskphone dial pad

About this task

Use the following procedure to check whether the deskphone dial pad is functional. You must press all keys to end the dial pad check.

Procedure

1. Press **Menu > Factory Functions > Keyboard Diagnostic**.
The deskphone displays names of all keys on the screen.
 2. Press a key.
The deskphone removes the name of the key that you pressed.
 3. Repeat Step 2 for all the keys on the dial pad.
The deskphone ends the check when you finish pressing all the keys on the dial pad.
-

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