Using Avaya E129 SIP Deskphone
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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

FCC/Industry Canada Radiation Exposure Statement
This device complies with the FCC’s and Industry Canada’s RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

US/Canada
Hearing Aid Compatibility (HAC) as per FCC Part 68 This equipment complies with the CE Marking requirements.

Canada
This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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

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

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

DenAn Power Cord Regulatory Notice for Japan

Warning
The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury. The service related to human safety is not allowed because this device may have the possibility of radio interference.

Power over Ethernet (PoE) warning
This equipment must be connected to PoE networks without routing to the outside plant.
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- Editing contact details
- Searching a contact
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- Adding a group
- Editing a group
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- Setting the ring tone volume
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- Setting the date and time

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Chapter 1: Introduction

Purpose
This document describes how to use Avaya E129 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
Go to 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

<table>
<thead>
<tr>
<th>Document number</th>
<th>Title</th>
<th>Use this document to:</th>
<th>Audience</th>
</tr>
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<td>Using</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table continues…
### Avaya Mentor Videos

**Viewing Avaya Mentor videos**

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

**About this task**

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

**Procedure**

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

**Note:**

Videos are not available for all products.
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

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

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

<table>
<thead>
<tr>
<th>Number</th>
<th>Button name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Softkeys</td>
<td>Display screen-specific commands.</td>
</tr>
<tr>
<td>2</td>
<td>Phonebook</td>
<td>Displays the contacts list.</td>
</tr>
<tr>
<td>3</td>
<td>Transfer</td>
<td>Transfers the call to the selected number.</td>
</tr>
<tr>
<td>4</td>
<td>Mute</td>
<td>Mutes and unmutes the microphone.</td>
</tr>
<tr>
<td>5</td>
<td>Speaker</td>
<td>Activates and deactivates the speakerphone.</td>
</tr>
<tr>
<td>6</td>
<td>Volume</td>
<td>Increases and decreases the volume.</td>
</tr>
<tr>
<td>7</td>
<td>Call</td>
<td>Dials the number that you enter.</td>
</tr>
<tr>
<td>8</td>
<td>Flash</td>
<td>Puts the current call on hold and brings up the second line for dialing or answering the second call.</td>
</tr>
<tr>
<td>9</td>
<td>Conference</td>
<td>Starts the conference.</td>
</tr>
<tr>
<td>10</td>
<td>Message</td>
<td>Dials the voice mail server.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Number</th>
<th>Button name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Up, Down, Right, and Left navigation keys</td>
<td>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.</td>
</tr>
<tr>
<td>12</td>
<td>Menu</td>
<td>Displays the menu or selects the highlighted option.</td>
</tr>
<tr>
<td>13</td>
<td>Message Waiting Indicator</td>
<td>Turns red if you get a voice mail.</td>
</tr>
</tbody>
</table>

**Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Not registered</td>
<td>The deskphone is not registered to the SIP server.</td>
</tr>
<tr>
<td>📞</td>
<td>Registered</td>
<td>The deskphone is registered to the SIP server.</td>
</tr>
<tr>
<td>📞</td>
<td>Handset</td>
<td>The handset is off-hook.</td>
</tr>
<tr>
<td>🗣️</td>
<td>Speaker</td>
<td>The speaker is enabled.</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset</td>
<td>The headset is enabled.</td>
</tr>
<tr>
<td>⏰</td>
<td>Do not disturb</td>
<td>The Do Not Disturb feature is enabled.</td>
</tr>
<tr>
<td>📞</td>
<td>Call forward</td>
<td>The Call Forward feature is enabled.</td>
</tr>
<tr>
<td>🎤</td>
<td>Mute</td>
<td>The deskphone is on mute.</td>
</tr>
<tr>
<td>🚫</td>
<td>SRTP</td>
<td>The deskphone is using Secure Real-time Transport Protocol (SRTP).</td>
</tr>
</tbody>
</table>

**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 a contact listed in the LDAP directory. Do not change the LDAP configurations as only your administrator can configure the LDAP settings.
Procedure

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

**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. Press the emergency softkey.

**Result**
The deskphone automatically dials the pre-configured emergency number.
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 
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 
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 
2. Enter the number to which you want to transfer the call.
3. Press 
   The second deskphone starts ringing. You can stop the ringing and end the transfer by pressing the Split softkey.
4. (Optional) You can perform one of the following tasks:
   • To end the transfer at this stage, press the Split softkey.
   • To change the transfer mode from attended to blind, press Flash.

5. Tell the contact about the call when the contact answers your call.
   To cancel the transfer at this stage and continue talking to the second contact, press the Split softkey. The deskphone separates the two calls and puts the first call on hold and the second call in an active state.

6. Press Transfer.

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

<table>
<thead>
<tr>
<th>Call Forward type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward All</td>
<td>Forwards all incoming calls to another number.</td>
</tr>
<tr>
<td>Forward Busy</td>
<td>Forwards incoming calls to another number if you are on a call.</td>
</tr>
<tr>
<td>Forward No Answer</td>
<td>Forwards incoming calls that you do not answer within a stipulated time to another number. The default time is 20 seconds.</td>
</tr>
</tbody>
</table>

Related Links
- Activating Call Forward on page 22
- Deactivating Call Forward on page 23

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.

Related Links
- Call Forward on page 22
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.

Related Links
Call Forward on page 22
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.

* Note:
Ensure that the administrator has enabled the local conference feature for your deskphone.

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.
Conference calls

**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

Related Links
- Muting a call on page 27
- Unmuting a call on page 27
- Putting a call on hold on page 28
- Resuming a call on hold on page 28

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.

Related Links
- Call-related features on page 27

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 \( Mute \).  

Related Links
Call-related features on page 27

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.

Related Links
Call-related features on page 27

Resuming a call on hold

Before you begin
You must have a call on hold.

Procedure
Press the \( Resume \) softkey.

Related Links
Call-related features on page 27
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) glows 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.
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.

Related Links

Adding a contact on page 32
Contact field descriptions on page 33
Adding a contact from the LDAP directory on page 33
Adding a contact from the call history on page 34
Editing contact details on page 34
Searching a contact on page 35
Deleting a contact on page 35
Deleting all contacts on page 36
Adding a group on page 36
Editing a group on page 36
Deleting a group on page 37

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 Links
- Contacts on page 32
- Contact field descriptions on page 33

Contact field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>The first name of the contact. You can enter up to 24 characters.</td>
</tr>
<tr>
<td>Last Name</td>
<td>The last name of the contact. You can enter up to 24 characters.</td>
</tr>
<tr>
<td>Number</td>
<td>The phone number of the contact.</td>
</tr>
</tbody>
</table>
| Groups        | The group, if any, to which the contact belongs. Select one or more of the following options:
|               | • Family                                                                     |
|               | • Friends                                                                    |
|               | • Work                                                                       |

Related Links
- Contacts on page 32

Adding a contact from the LDAP directory

Procedure

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.


Related Links
Contacts on page 32

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 Links
Contacts on page 32
Contact field descriptions on page 33

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.
Searching a contact

Procedure

1. Press \( \text{Menu} \). Phonebook > Local Phonebook.

2. Press the \( \text{Search} \) softkey.

3. Enter the number, the name, or a part of the contact name.

4. Press the \( \text{OK} \) 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 \( \text{Menu} \).
   - To dial the contact, press \( \text{Call} \).

Related Links

- Contacts on page 32
- Contact field descriptions on page 33

Deleting a contact

Procedure

1. Press \( \text{Phonebook} \) > Local Phonebook.

2. Select the contact that you want to delete, and press \( \text{Menu} \).

3. Scroll and select Delete.

4. Press \( \text{Menu} \).

5. Press the \( \text{Delete} \) softkey to confirm the deletion.

Related Links

- Contacts on page 32
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.

Related Links
Contacts on page 32

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

2. Enter a name for the group.
3. Press the OK softkey.

The deskphone adds the group and displays it in the group list.

Related Links
Contacts on page 32

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.
4. Edit the group name.
5. Press the OK softkey.

Related Links
Contacts on page 32

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.

Related Links
Contacts on page 32
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

Related Links
- Enabling Do Not Disturb on page 38
- Disabling Do Not Disturb on page 39
- Setting a ring tone on page 39
- Setting the ring tone volume on page 39
- Setting the screen contrast on page 40
- Setting a display language on page 40
- Setting the date and time on page 40

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.

Related Links
- Deskphone customization on page 38
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.

Related Links
Deskphone customization on page 38

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.

Related Links
Deskphone customization on page 38

Setting the ring tone volume

Procedure
2. Use the Right or Left navigation keys to select the desired volume.
3. Press the OK softkey.

Related Links
Deskphone customization on page 38
Setting the screen contrast

Procedure

2. Use the Right or Left navigation keys to select the contrast level.
3. Press the OK softkey.

Related Links
Deskphone customization on page 38

Setting a display language

Procedure

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

Related Links
Deskphone customization on page 38

Setting the date and time

Procedure

2. Enter the date and time.
3. Press the OK softkey.

Related Links
Deskphone customization on page 38
Chapter 12: Deskphone diagnostics

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

Related Links
- Performing audio check on page 41
- Checking deskphone keys on page 41
- Checking deskphone dial pad on page 42

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.

Related Links
- Deskphone diagnostics on page 41

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.

Related Links
Deskphone diagnostics on page 41

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.

Related Links
Deskphone diagnostics on page 41