



Avaya E129 SIP Deskphone Quick Reference

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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 13	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.
9	Conference	Starts the conference.
10	Message	Dials the voice mail server.
11 12	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.

Icon	Name	Description
	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).

Answering and calling

Making a call when on another call

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

Answering a call when on another call

Perform one of the following actions:

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




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

Making a blind call transfer

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.

Your deskphone transfers the call to the selected number.




Making an attended call transfer

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**.




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

Call forwarding

Activating Call Forward

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

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.

Call-related features

Muting a call

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.

Press  **Mute**.

Unmuting a call

You must have a call on mute.

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

Press  **Mute**.



Contacts

Adding a contact





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.

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

Adding a contact from the call history



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**.

Searching a contact


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**.

Conferencing

Starting a conference

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.

Splitting a conference

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

The deskphone resumes the second call.