

IP Office J129 Telephone Quick Reference Guide



Callout number	Name	Description
1	Beacon LED	Displays a flashing red light to indicate a voice mail or incoming call. The Beacon LED also flashes when you are on a call using the hands free speaker capability.
2	Phone display	Displays information such as time, softkey labels, and menu items. If a text is wider than the display area, then the text is followed by three dots. Use the Right and Left Arrow keys to scroll through the text. If there is a scroll bar or a line indicator at the right of the phone display, use the up and down arrow keys to scroll up and down.
3	Softkeys	Displays screen-specific commands.
4	OK	Selects the function assigned to the left softkey.
5	Navigation arrows	Navigates between various menu options.
6	Phone	Displays the Phone screen.
7	Back	Cancels the current action and returns to the previous menu.
8	Speaker	Activates and deactivates the speakerphone. You can also lift the handset to deactivate the speakerphone.
9	Main Menu	Displays the menu options and other phone settings.
10	Hold	Puts the call on hold.
11	Volume	Increases or decreases the volume of the handset, or speaker when you are on a call. Adjusts the ringer volume when you are not on a call.
12	Mute	Mutes and unmutes the microphone.


Making a Call

1. Lift the handset or press **Speaker** (8)
2. Dial using the dial pad
3. Press the **CALL** softkey (3)

Redial (calls last number dialed)

1. Lift the handset or press **Speaker** (8)
2. Press Redial softkey (3).

Making a Call From Call History

1. Lift the handset or press **Speaker** (8)
 2. Press the **RECENTS** softkey (3)
 3. Use the up/down arrow keys (5) to scroll through numbers
 4. Press the **CALL** softkey (3)
- To clear your history, press **ClearAll** softkey (3)
 - If you have more than 10 missed calls, a  appears on the phone screen

Answering a Call

When a call is alerting, in addition to the ring, you will see the Beacon Led (1) flash.

Lift the handset or press **Speaker** (8), or press **Answer** softkey (3), while your phone is ringing.

Answering a Call (While on A Call)

1. When you hear call waiting tone, and new caller ID on-screen, press **Answer** softkey (3); your previous call is placed on hold.
2. Press **Swap** softkey (3), to toggle between your calls. The current call goes on hold and the other resumes

Placing a Call on Hold

1. While on a call, press **Hold**.
2. Press **Resume** softkey (3) to re-connect to the call.

Transferring a Call

1. While on the first call, press the **Transfer** softkey (3).
2. Dial the person you wish to transfer to. The first call is put on hold, and the recipient's phone starts ringing.
3. Press the **Complete** softkey (3) after the recipient answers the call.

Ending A Call/Restart dialing

1. Hang-up, or press **Speaker** (8), or press **Drop** softkey (3)

Check Voicemail

When you have a new message, the Beacon LED on the corner of the phone will be lit.

1. Lift the handset or press **Speaker** (8)
2. Dial *17, and press the **CALL** softkey (3)
3. At prompt, enter the mailbox extension, then #
4. At prompt, enter the mailbox password, then #

Upon entering the mailbox, you will be notified on the number of new messages.

Please refer to the next page for detailed mailbox instructions.

Voicemail Instruction

Listening to New Messages

1. From the mailbox main menu, press **2** to retrieve new messages, then **0** to Listen.
2. As you listen to messages you can use the following controls to listen to all or part of the message again.
 - Press **2** to restart message.
 - Press **2 3** to replay header.
 - Press **3** to pause / resume.
 - Press **5** to rewind 5 seconds.
 - Press *** 5** to restart.
 - Press **6** to advance 5 seconds.
3. When you have listened to the message:
 - Press **1** to reply to or forward the message.
 - Press ***3** to delete, then continue to the next message.
 - Press **#** to skip, then play the next message.

Forwarding A Message

1. After (or while) you listen to a message, press **1**.
2. Press **2** to forward the message.
3. Record your comment and press **#** to finish.
4. Enter a mailbox number then press **#**.
 - If you are sending to a group of extensions, repeat this step until you have entered all the mailboxes to forward to. To delete the last number that you entered, press ***3**.
5. Press **#** to finish addressing.
6. Press **#** to forward the message.

Changing Your Password

1. From the mailbox main menu, press **5** for personal options (option not advertised).
2. Press **4** to change your password.
3. Enter the new password and press **#**.
 - We recommend a password of at least four digits. The system allows passwords of up to 15 digits. They cannot be the mailbox extension number, and cannot consist of consecutive (i.e. "1234") or repeated (i.e. "5555") numbers.
4. Re-enter the new password and press **#**.

You hear a message to confirm that your password has been changed.

To Change/Activate a Personal Greeting in regular voicemail:

1. From the mail box main menu, press **3** for personal greetings. If you have pre-selected any call types, you hear an announcement that lists the call types, and the greeting number(s) assigned to them. For example you would hear "For all calls, greeting 1 active".
2. Press **1** to create, change or delete a greeting.
3. When you are prompted, enter the number of the greeting (1 to 9) you want to create or change

4. To record the greeting, press **1**.
5. Start speaking your greeting at the tone; press **#** to finish the recording.
6. Press **0** to listen to what you recorded, and re-record if you'd like. Otherwise, press the number of the call type you wish to assign the greeting to, once you hear it presented. ***If it's already been assigned to a call type, the type will not be presented as an option.***
7. You will hear a confirmation that your greeting is approved and active for the call type, followed by a list remaining call types you can assign the greeting to.
8. Press **#** to finish, and be returned to the personal greetings main menu.

Accessing Voicemail Remotely

From outside the office, call the main number, and press **#** when you hear the main menu.

You are welcomed to IP Office. Follow the login steps outlined previously