

Release Notes for Avaya A175 Desktop Video Device with the Avaya Flare® Experience Release 1.1.1

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- 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.

Contents

File Names and Version Numbers.....	1
Enhancements	1
Release 1.1.1	1
Release 1.1	1
User Interface Improvements.....	1
Release 1.0.3	1
Deployment Considerations.....	2
Best practices	2
Unsupported features	2
Software compatibility matrix	3
Supported Headsets.....	3
Wired.....	3
Supported Avaya 1000 Series Video Conferencing Endpoints	4
Upgrading an A175 that is running release 0820.....	5
Fixed Issues.....	6
Issues fixed in Release 1.1.1	6
Calendar	6
Contacts	6
Video Calls.....	6
Issues fixed in Previous Releases	6
Android Applications	6
Audio Calls	6
Backup and restore.....	7
Calendar	7
Contacts	7
Conferencing (video, audio and web).....	7
Configuration	7
Exchange and e-mail integration	8
General.....	8
History	8

Instant messaging (IM) and Presence services	8
Networking	9
System Manager (PPM).....	9
Video Calls.....	9
Video Conferencing	10
Wi-Fi	10
Known issues	11
Accounts	11
Android applications	11
Audio calls	11
Backup and restore.....	11
Calendar	11
Call History	12
Conferencing (video, audio and web)	12
Audio conferencing.....	12
Video conferencing	12
Web conferencing	13
Configuration	13
Contacts.....	14
Exchange and e-mail integration	14
General	15
History.....	16
Instant messaging (IM) and Presence services	16
Login and registration	17
Networking	17
System Manager (PPM).....	17
Video calls.....	17

File Names and Version Numbers

.tar file name	Maps to firmware file
SIP_A175_1_1_1_019004.tar	A175-IPT-SIP-R1_1_1-051012.zip

Enhancements

Release 1.1.1

- Support for LDAP Directory search referral following. “Referral following” increases the number of results during the directory search.
Note – In some cases, this process may increase the search time.
- The Administrator can enable and disable Wifi and Bluetooth features on the A175 using parameters in settings file.
See Implementing and Administering the Avaya A175 Desktop Video Device with the Avaya Flare® Experience for further information.
- Improved colors in video calls.
- Support for up to ten emergency numbers which you configure in Session Manager, as well as the Emergency Number in the settings file.
If you configure an Emergency Number in both the settings file and in Session Manager, then the Session Manager numbers are used when the user has logged in.
See Administering Avaya Aura® Session Manager for information.

Release 1.1

- Improved performance and stability
- Support for ActiveSync provides interoperability with Exchange 2010
- New picture frame screensaver application
- Improved security
 - Remote wipe exchange policy (erases all user content)
 - Manual Screen Lock
 - Improved configuration of IP tables
- Improved serviceability: SSH, SCP, Coredump, enhanced logging
- Protocol enhancements

User Interface Improvements

- Contacts drag and drop:
 - Drag Contact from History to Spotlight
- End call by removing the contact from spotlight.
- Korean, Japanese & Chinese keyboard changes
- Japanese & Korean translation improvements

Release 1.0.3

- Release 1.0.3 enables point-to-point video with the following Avaya 1000 Series Video Conferencing Endpoints:
 - Avaya 1010 Video Conferencing Endpoint
 - Avaya 1020 Video Conferencing Endpoint
 - Avaya 1030 Video Conferencing Endpoint

- Avaya 1040 Video Conferencing Endpoint
- Avaya 1050 Video Conferencing Endpoint

Note: Release 1.0.3 does *not* support multipoint video hosted on Avaya 1000 Series Video Conferencing Endpoints.

- Improved audio quality
- Improved stability
- Improved Asian language keyboards and display

Deployment Considerations

Video quality depends heavily on the quality of the network over which it is transmitted. A modern wired enterprise LAN generally provides more than enough bandwidth and sufficient performance to support high-quality video at any of the supported resolutions. Bandwidth, jitter and packet loss on a Wireless LAN, however, may produce visible loss of video quality. If you plan to rely on video over Wi-Fi, we strongly recommend a network assessment by Avaya Professional services.

Best practices

- Do not undock the A175 during a call if you are using a wired Ethernet connection. [1]
- When you create a conference call between audio call and video call, merge the audio call/spotlight into the video call/spotlight. [560]
- When possible, choose “Wait” in error dialog boxes rather than “Force Close” [117]
- You must enable auto-negotiation on the network port when you connect an A175 without a base, to ensure compatibility when the network device at the other end has auto-negotiation enabled. [301]
- It is recommended to define the SIP proxy list and domain in the settings file. [550]
- It is recommended to configure the proxy in the settings file. If you configure the proxy manually, restart the A175. [24]
- Use IP addresses instead of alias names when configuring Exchange servers. [617]
- Configure SIP over TLS only. SIP over TCP/UDP is not supported. [620]
- Configure an adaptation rule on Session Manager when integrating Avaya Communication Server 1000 with Avaya Aura® and Avaya A175 Desktop Video Devices. See [*Application Notes for Avaya Communication Server 1000E Release 7.5, Avaya Aura® Session Manager 6.1, and Avaya Aura® Session Border Controller 6.0 with Verizon Business IP Contact Center \(IPCC\) Services Suite – Issue 1.0.*](#) [621]

Unsupported features

The following features are not supported in this release:

- Bluetooth
Note: Enabling Bluetooth may cause issues, including sporadic loss of audio
- IEEE802.1x over Ethernet
- Playing audio on video and audio files. [40]
- Creating events using mailing lists on the A175
- Avaya Web Conferencing. [51]
 - The “Share File”
 - Moderator or Presenter roles
- The HDMI port for attaching an external display
- N, Pause and Wait dialing options when you adding a contact number

Software compatibility matrix

	1.1.1 (Current)	1.1 (Previous)
Avaya Aura [®] Communication Manager	CM: 00.1.510.1 Patch video sp7++: 19736 CM: 02.0.823.0+patch : 19721	CM: 00.1.510.1 Patch: 6.0.1 SP3 Patch 19080
Avaya Aura [®] Session Manager 6.x	6.1.7.0.617012	6.1.5.0.615006
Avaya Aura [®] System Manager 6.x	6.1.0 (Build Number 6.1.0.0.7345- 6.1.5.606+Revision: 6.1.10.1.1806	6.1.0 (Build Number 6.1.0.0.7345- 6.1.5.501)
Avaya Aura [®] Presence Services 6.x	PS-06.01.01.00.0610	PS-06.01.01.00.0610
Avaya Aura [®] Collaboration Server 6.1	Midsize_Ent 6.1.0.0.2580 (smgr 6.1.5.9, aes r6-1-0-20, cm 00.1.510.1, sbc 6.0.2.0.2, utility_server 6.1.0.0.8, sm 6.1.1.0.611023, presence_va 06.01.00.00-0502)	Midsize_Ent 6.1.0.0.2580 (smgr 6.1.5.0, aes r6-1-0-20, cm 00.1.510.1, sbc 6.0.2.0.2, utility_server 6.1.0.0.8, sm 6.1.1.0.611023, presence_va 06.01.00.00-0502)
Avaya Aura [®] Conferencing Server 6.0	Conferencing Standard Edition Template 6.0.1.0.53 (crs 6.0.1.0.52, smgr 6.0.0.0.305, bridge 6.0.1.0.53, awc 6.0.1.0.52, webportal 6.0.1.0.52)- crs-patch-6.0.1.1.6, bridge patch-sx600-patch-6.0.1.8.1	Conferencing Standard Edition Template 6.0.1.0.53 (crs 6.0.1.0.52, smgr 6.0.0.0.305, bridge 6.0.1.0.53, awc 6.0.1.0.52, webportal 6.0.1.0.52)- crs-patch-6.0.1.1.6, bridge patch-sx600-patch-6.0.1.7.1
Avaya Aura [®] Messaging	Not applicable	6.1.115-1.56393
Avaya one-X [®] Communicator	6.1.5.702+revision 6.1.11.1.1860	6.1.2.06-SP2 33739
Exchange Server	Exchange 2007 or 2010 <i>Note:</i> Exchange 2003 is not supported.	Exchange 2007 or 2010 <i>Note:</i> Exchange 2003 is not supported.

Supported Headsets

Avaya approves the following headsets for use with the A175.

Note: Using a headset that is not approved may affect calls.

Wired

- Avaya Supra Elite (monaural)
- Avaya Supra Elite Noise Canceling (monaural)
- Avaya Supra Elite (binaural)
- Avaya Supra Elite Noise Canceling (binaural)
- Plantronics Encore Ultra VT (monaural with treble/bass control)
- Plantronics Encore Ultra Noise Canceling (monaural with treble/bass control)
- Plantronics Tristar Ultra (monaural)
- Plantronics Tristar Ultra Noise Canceling (monaural)

Supported Avaya 1000 Series Video Conferencing Endpoints

Note: The A175 supports point-to-point video only on these endpoints and does *not* support multipoint video hosted on Avaya 1000 Series Video Conferencing Endpoints.

Avaya 1010 Video Conferencing Endpoint Avaya 1020 Video Conferencing Endpoint	AV_PP1_4.7.3(14) or later
Avaya 1030 Video Conferencing Endpoint Avaya 1040 Video Conferencing Endpoint Avaya 1050 Video Conferencing Endpoint	AV_XX2_4.7.3(14) or later

Note: See *Avaya Video Conferencing Solution* documentation for more information on supported endpoints.

Upgrading an A175 that is running release 0820

This procedure describes upgrading a factory-fresh ADVD running the August 20, 2010 SW release (0820).

Note: Use the standard upgrade procedure for later releases.

Note: This procedure is valid when file server address is obtained from DHCP server.

1. Connect the A175 to a power supply and the network and power it up.
2. After the A175 has fully powered up, perform a factory data reset using the Applications > Settings > Delete All Data menu option.

Note: If you see an error window with the following message when the unit powers back up after the reset:

"Sorry!

Process system is not responding"

select the "Wait" option.

3. After the unit has fully powered back up, wait five minutes.
4. Reboot the unit using the Applications > Settings > Administrator Options > Reboot menu option
5. After the reboot, the A175 will download the software upgrade file, install it and prompt for a reboot. If the download is not successful, restart from step 2.
6. After the A175 has fully powered back up, perform a factory data reset using the Applications > Settings > Delete All Data menu option.

Note: If you see an error window with the following message when the unit powers back up after the reset:

"Sorry!

Process system is not responding"

select the "Wait" option.

7. The unit is upgraded and ready to use.

Fixed Issues

Note: fixed issues are cumulative: the issues fixed in this release include those in previous releases.

Issues fixed in Release 1.1.1

Calendar

1. When you create or edit daily recurring events on A175, participants no longer receive multiple meeting invitation emails. [553]
2. When a participant declines a recurring meeting using the A175 calendar, the meeting organizer no longer receives multiple emails. [517]

Contacts

1. If you launch the contacts search from Contacts fan and then open and close the notification panel, the A175 no longer becomes unresponsive. [555]

Video Calls

1. The Received Frame Rate and Received Bit Rate (under Settings > Call Settings > Audio-Video Quality Statistics) are now updated.
Note: it may take up to one minute for the statistics to update after you open the screen. [521]
2. The video window now matches the aspect ratio of incoming video by adding black bars to incoming videos with a 4:3 aspect ratio. [602]

Issues fixed in Previous Releases

Android Applications

1. You can now scroll Word documents horizontally in the QuickOffice Viewer. [23]
2. You can now use the Liquid Analytics application. [44]

Audio Calls

1. When you disconnect the headset while on an active call on an undocked A175, the audio path now switches back to the speaker. [42]
2. The speaker no longer distorts at high volumes during hands-free calls. [3]
3. The next incoming call now rings if you change the ringer level from “off” to any level while an incoming call is ringing. [2]
4. An incoming call alert is now displayed on the Top bar when the A175 is not on the home screen and an active IM session is running in the background. [120]
5. You no longer experience an increasing background noise on audio or video calls. [402]

Backup and restore

1. You no longer receive the "Wrong password" error message when you try to restore a corrupted backup file. [43]

Calendar

1. Cancelled events no longer appear in the Calendar application. [47]
2. You can now add events immediately after you add an account and enable calendar synchronization. [48]
3. The Edit button now appears when you view a calendar event. [49]

Contacts

1. The A175 now searches the whole sub-tree when searching the LDAP directory. [512]
2. When you select a contact with no name from the Contact fan, the A175 no longer resets. [302]
3. LDAP entries with the first name or last name in a foreign language are now displayed correctly on the A175. [503]
4. An auto-aggregated PPM contact is no longer deleted after you attempt to edit it. [121]
5. Contacts starting with non-English characters no longer show up under the # key index in the Contacts fan. [98]

Conferencing (video, audio and web)

1. Transfer of a two-party call to a meet-me conference bridge number now works. [55]
2. When you create a direct-dial conference using Avaya Aura Conferencing and add participants using drag and drop, participants are now added with a Voice Mail filter. [406]
3. Creating an ad-hoc conference with Avaya Audio Conferencing no longer fails if "Initial IP-Direct Media" is enabled in the CM "Signaling Group" screen. [403]
4. *Avaya Aura 6.0 only.*
Muting and un-muting a conference participant no longer results in the temporary loss of the participant from the roster. [19]
5. When receiving a conference call from Avaya Aura Conferencing, the incoming caller id is now correct. [5]

Configuration

1. You no longer have to place the Axxxupgrade.txt, Axxxsettings.txt, and any upgrade (SIP*.tar) files in the root directory of the HTTP server. The HTTPdir and TLSdir parameters are now supported. [65]

2. FileSecureDownloadRequired is supported in this release. [73]

Exchange and e-mail integration

1. Syncing from Exchange no longer makes the first number of the contact the primary number. [84]
2. The A175 Facebook now also uses https for logging in and downloading contacts and messages so you can add Facebook accounts that are configured with HTTPS. [504]
3. The A175 now indicates if your Exchange or other account password is invalid or has expired. [8]
4. You can now also add Facebook and gmail accounts if the proxy is configured with authorization. [502]

General

1. The default LDAP Attribute names now follow the standard by using the alternate capital letters. [96]
2. The AST feature icon on the top-right side of the Phone screen no longer disappears after you use the Extend Call feature. [303]
3. You can now place calls when the A175 fails over to the secondary Avaya Session Manager server. [99]

History

1. Calls from numbers not in your contacts list are now matched against the corporate directory. The entry appears correctly. [85]
2. Adding a contact from a history call entry now resolves the first and last name correctly. [86]

Instant messaging (IM) and Presence services

1. You can now send instant messages in Japanese, Chinese or Korean on the A175. [505]
2. Clicking on the IM handle in the contacts details screen now launches an IM session. [105]
3. New instant messages are now indicated in the Top bar. [90]
4. Performing a Communication Manager-based conference or transfer on a participant that has an active IM window no longer results in unreliable/invalid name on the participant card. [92]
5. You can use the characters ' (apostrophe), " (quote), or & (ampersand) in IM sessions as they are now received properly. [108]
6. IM interoperability with One-X Communicator is now supported. [91]

7. When you drag a contact card to a spotlight and start an IM session, the photograph and contact information no longer disappear, and you can start an audio or video call. [112]
8. You can now IM a person that you are currently calling before the remote party answers. [89]
9. You can now send instant messages when there is no Presence indication on the contact card. [95]

Networking

1. Personal computers no longer have network connectivity problems when the PC port is configured for 1000 Mbps link speed. [70]
2. Customized VLAN separation is now supported on the A175 mobile unit. You can connect an undocked A175 to the PHY2 (PC port) of a 96xx or 46xx phone. [71]

System Manager (PPM)

1. If you edit a contact card using a non-A175 endpoint, the new number is added to the A175 contact card, and the previous number is now removed. Only the new number is shown for the contact on the A175. [72]

Video Calls

1. The A175 now shows video from One-X Communicator in H.323 mode after a blind transfer from another A175. [556]
2. The image on the preview window no longer freezes after you merge two point-to-point video calls into a conference. [557]
3. If you are on a video call, maximize the video window and then press the spotlight icon at the top/middle of the screen, the video window no longer goes black for a few seconds. [80]
4. A full screen video window no longer resizes to medium during a video point-to-point call. This happened once after the call was active for 10 minutes. [30]
5. Disconnecting the USB keyboard during a video call no longer affects the interface in video calls. [46]
6. An incoming call alert is now displayed on the Top bar when the A175 is not on the home screen and an active IM session is running in the background. [120]
7. There are no longer unexpected changes in the playback volume while you are on a video call in hands-free or headset mode. This change in volume occurred if you have the handset removed from the cradle. [304]
8. Video now appears normally if you are on a video call using Speaker phone mode and then pick up the handset. [79]

9. You can now create a video conference by dragging two point-to-point video calls together. [56]
10. Audio quality and lip sync are normal poor for the first 15 to 30 seconds when you switch between two video conference calls. [118]
11. The far-end party can now see you until you end the second call if you answer a new call when on a video call and return to the first call. [203].
12. The incoming call icon no longer stays on for five to six seconds after you answer the call. [519]

Video Conferencing

1. *Avaya Aura 6.1 only.*
If you merge a point-to-point audio call into a video conference call, the participant card for the point-to-point audio caller is no longer duplicated in the conference spotlight when that user hangs up. [113]
2. *Avaya Aura 6.0 only.*
When Communication Manager is in Feature Server mode, merging two video conference calls no longer fails. [57]
3. Video image is no longer distorted when you join an Avaya Aura Conferencing 6.0 video conference or when the active speaker changes. [515]
Note: This fix requires the installation of A175 release 1_0_3_101001 **and** Avaya Aura® Conferencing patch 6.0.1.7.1 or later.
4. In rare cases, after splitting a conference call, participants no longer appear in two spotlights. [62]
5. If you merge a point-to-point audio call into a video conference call, the participant card for the point-to-point audio caller will be duplicated in the conference spotlight when that user hangs up. [115]
6. Merging of two independent video calls no longer fails. [404]
7. Pressing “Ignore” on an incoming video conference call no longer causes the Communications Application to crash. [119]

Wi-Fi

1. The A175 may now connects to a Wi-Fi network and maintains an existing connection if you are moving while using the A175. [116]
2. You can now set the client certificate from the TRUSTCERTS parameter. [201]

Known issues

Accounts

- Problem:** The "Allow" or "Don't Allow" buttons may not be visible on the Facebook extended permission page. [606]
Solution: Scroll the page up to show the buttons.

Android applications

- Problem:** The Facebook application terminates if authentication is enabled for the proxy. [536]
- Problem:** You cannot open or view password-protected documents using the QuickOffice applications included on the A175. [22]
- Problem:** Discussions in the included "Liquid Analytics" application are not supported in this release. [25]
- Problem:** Liquid Analytics does not accept email address containing the underscore (" _ ") character. [508]

Audio calls

- Problem:** Calls using the G.726 audio codec between an A175 and other endpoints have bad audio quality. [614]
Solution: Remove G.726 from the list of supported codecs in the A175 settings file unless you anticipate that all G.726 calls will only be between A175s.
- Problem:** Incoming call alerts are not played through the hands-free speakers while you are on a call on either the handset or a headset. [543]
- Problem:** The audio path does not switch back to speakers when you partially disconnect the PC headset on an undocked A175. [537]
Solution: Insert or disconnect both microphone *and* earphone plugs.

Backup and restore

- Problem:** A "system restore complete" notification does not appear after a successful restore since an automatic reboot is performed. [551]

Calendar

- Problem:** The "Snooze all", "Dismiss All" buttons for calendar alerts do not appear if there are more than 4 active calendar alerts in the Topbar. [608]
Solution: Clear the alerts individually.
- Problem:** When there are more than 100 participants in a meeting event, the People tab is disabled and wrong details are displayed in the Events Details screen. [524]

3. **Problem:** If you schedule a meeting via Exchange Web Access, the A175 calendar application shows you as a participant, not the organizer. [520]
4. **Problem:** You cannot reply to a meeting invitation on an A175 if it was sent from another A175 using a distribution list. [50]
 Solution: Respond to the event on the personal computer.
5. **Problem:** Calendar alerts may remain on the Top bar after you delete the event. [27]

Call History

1. **Problem:** EC500/Extended calls may be incorrectly logged as missed calls in the Call History. [564]

Conferencing (video, audio and web)

1. **Problem:** During Meeting Exchange conference calls, the extension number is sometimes shown instead of the localized name. [563]
2. **Problem:** Adding the Avaya Aura Conferencing Bridge IP address to the settings file after the endpoint is already registered does not enable advanced conferencing features. [52]
 Solution: Add the Avaya Aura Conferencing Bridge IP address to the settings file before registering the endpoint, or
 Unregister and reregister the endpoint afterwards.
3. **Problem:** Pressing the End button on a conference call before the conference participants answer a call does not terminate the call. [54]
 Solution: Wait until the participants answer the call and then drop the participant.
4. **Problem:** You cannot drag an active call or an existing conference into a meet-me conference. [63]
 Solution: Ask the person to dial into the bridge separately instead of transferring the call over to the meet-me bridge.
5. **Problem:** When you add an active call to a conference, the participant card for a user with more than one handle configured may be displayed twice in the moderator's spotlight. [401]

Audio conferencing

1. **Problem:** During a Communication Manager (CM)-based audio conference with "Initial IP-IP Direct Media" disabled in the CM "Signaling Group" screen, the call may turn to a video point-to-point call when the moderator drops. [11]

Video conferencing

1. **Problem:** When you participate in a meet-me conference call, the individual participant cards are not displayed. [107]

Web conferencing

- Problem:** Maximizing or minimizing the browser window during a web conference session may affect the browser display. [53]

Solution: Refresh the display by pressing the “Back” button.

Configuration

- Problem:** The A175 does not issue a warning before the security certificate expires. The Avaya-provided certificates are valid as follows:

 - Avaya Product Root CA: Aug 14 11:25:36 2033 GMT
 - SIP Product Certificate Authority: Aug 17 05:19:39 2027 GMT [619]
- Problem:** The A175 does not resolve file server address if an FQDN (fully qualified domain name) is provided instead of IP address. [600]

Solution: Configure an explicit IP address for the file server, not an FQDN.
- Problem:** The Password field is grayed out and you are unable to change the password after you configure the SSH password. [566]

Solution: Enable and then disable the SSH server in Settings > Administrator Options > Debug and then change the password.
- Problem:** When you adjust the speaker volume in the Welcome Wizard, you do not hear changes through the speaker. The correct volume is configured. [561]
- Problem:** The Ethernet configuration screen may stop responding if you press the Save button three times. [542]
- Problem:** After you perform a factory reset, the Welcome Wizard may open and close automatically. [532]

Solution: Launch the Welcome Wizard from the Applications fan.
- Problem:** When the A175 is registered, the MIB walk fails on avAxxxConfigurationServerList and avAxxxConfigurationServerInUse MIB items. [552]
- Problem:** If you configure the SIP Proxy Server manually, the list of servers configured by System Manager will not be displayed in the Settings Application. [6]
- Problem:** You cannot set the date format in the settings file. [66]

Solution: Set the date format in the “Welcome Wizard” or the Settings application.
- Problem:** The clock may not adjust automatically for Daylight Savings Time (DST)/Summer Time. [407]

- Solution:** Reselect your time zone:
1. Open the Date Time Panel in the Top Bar
 2. Click Settings
 3. Select “Select Time Zone”
 4. Choose your time zone.

Contacts

1. **Problem:** Photographs you add to contacts using the A175 are not synchronized on Exchange or Gmail Servers. [607]
2. **Problem:** The incoming call box may incorrectly display the contact location as "New York" when you receive a call in lock screen mode. This occurs when contacts do not have a location configured by the Administrator. [567]
3. When working in Secure Connection mode to Active Directory and LDAP Directory Servers, some servers, like Microsoft Active Directory, require authentication. You must enter your Domain name with the username – DOMAIN/USER – when you configure the LDAP credentials in the A175. [565]
4. **Problem:** When you edit a favorite contact, the contact may disappear from favorite filter. [562]
Solution: Re-tag the contact as a favorite.
5. **Problem:** You may see an empty contact card after you join two contacts. [549]
Solution: Close the contact card and open the contact again from the Contacts fan.
6. **Problem:** The contacts list may be lost if the A175 resets during a synchronization. [539]
Solution: Remove the accounts and reconfigure them.
7. **Problem:** The Social icon is shown as enabled on an expanded contact card after you remove a Facebook account if the contact was previously joined to Facebook contact. [533]
8. **Problem:** You cannot replace an existing picture in a PPM contact. [530]
Solution: Delete and re-add the PPM contact.

Exchange and e-mail integration

1. **Problem:** You cannot send attachments using the A175 email application. [618]
2. **Problem:** The Refresh button in the Exchange and gmail email applications does not work for combined inbox and drafts folders. [611]
Solution: Refresh the folders individually. Open the email application. Select the email account and folder. Click Menu > Refresh.

3. **Problem:** When you forward a meeting invitation to a user account configured on the A175, the recipient does not see the meeting options in the email. [547]
4. **Problem:** Gmail contacts may take time to appear in your contact list after you add the Gmail account. [540]
 Solution: Open the email application. Select gmail, click Menu > Refresh.
5. **Problem:** You cannot add an Exchange account if you have already added a corporate POP3 or IMAP account. [538]
6. **Problem:** Clicking Menu in the email Inbox may show only three options instead of the full range. [534]
 Solution: Folder synchronization is not complete. Return to the Accounts screen, reopen the Inbox and click Menu.
7. **Problem:** Gmail mails which you mark with a star in the A175 are not synced into the starred folder on the gmail server. [527]
8. **Problem:** The A175 Exchange policy only supports password lengths between four and 15 characters. [526]
9. **Problem:** Email messages from a POP3 server are downloaded with the oldest emails first (by ascending date). [9]
 Solution To see newer emails, click “Load More Messages.”
10. **Problem:** The initial synchronization of a new email or Facebook account may take up to several hours, depending on the number of contacts and email you have in your account. During this time, the A175 performance may be affected. [67]
11. **Problem:** POP3 email accounts are not visible in the “Accounts and Sync Options” Screen. [97]

General

1. **Problem:** The A175 does not go to the home screen if you touch the Topbar spotlight while the video window is maximized. [548]
 Solution Minimize the video window.
2. **Problem:** Changing the ringer volume slider in the Welcome Wizard does not alter the speaker volume level. [545]
 Solution Change the speaker ringer volume by clicking the speaker icon in the Topbar, clicking Speaker and then adjust the volume.
3. **Problem:** When you add two email accounts, one after the other, on the Accounts screen, clicking the email icon in the Topbar may not open the combined inbox. [544]
 Solution Click Menu in the Inbox and select Combined Inbox.

4. **Problem:** The handset base may stop responding after you use the Avaya AWH-55+ wireless headset attached to the base unit. [513]
 Solution Reboot the A175.
5. **Problem:** Transfer may not work as expected if you transfer a call to a user who is not on an active call on Meeting Exchange. [405]
 Solution: Establish a call to the user and then transfer the call.
6. **Problem:** On rare occasions, the virtual keyboard may not respond. [202]
 Solution Wait for a short time and try again.
7. **Problem:** If the Locale is not English, you cannot open the Audio/Video Quality Stats screen and you are returned to the Settings menu. [506]

History

1. **Problem:** Dragging and dropping an outgoing call from the History fan fails if Enhanced Local Dialing is enabled. [507]
 Solution Use “click to call” from the History Fan entry or History Details Screen, or disable Enhanced Local Dialing.

Instant messaging (IM) and Presence services

1. **Problem:** Presence status notes that you enter are not retained after the A175 resets or after you log out and log in. [615]
2. **Problem:** If you change your availability status on a phone, availability returns to “Automatic” in the following cases:
 - After the A175 resets, or
 - After you log out of an A175 and then log in on a one-X® deskphone or softphone, or.
 - After you log out of a one-X® deskphone or softphone and then log in on an A175. [616]
3. **Problem:** After you close one IM session while on multiple sessions, the A175 ends all sessions if you close one subsequent IM session. [613]
4. **Problem:** You can establish an IM session window to a user who does not have IM presence enabled; however, you cannot send messages. If presence is disabled on your A175, you do not receive instant messages. [609]
5. **Problem:** Tapping the IM icon on the contact card starts a new session even if you already have one active with this person. On the far end it remains a single session. [93]
 Solution: Only tap the IM icon on the contact card once to initiate the IM session. After that, use the Meeting panel to navigate to IM window.

6. **Problem:** IM presence is only “Online”, “Offline” or “Not Available”. “Busy” is not supported in this release. [104]

Login and registration

1. **Problem:** The A175 screen is dim on the “Forgot Password” screen. [525]
2. **Problem:** The A175 login popup may appear randomly. [21]
Solution: If the “Connecting” symbol is displayed, click “Cancel” and log in again. In some cases you may need to reboot the A175.
3. **Problem:** You cannot set a password if it contains non-English characters. [110]
Solution: Passwords must consist of the letters A to Z, a to z, the digits 0 to 9 and the following symbols ()*+#!%& only.

Networking

1. **Problem:** If the A175 is configured to “prefer Ethernet” and is connected through the base station, the A175 does not switch to Wi-Fi when you disconnect the cable from the base station. [535]
Solution: Disconnect power from the base or undock the A175.
2. **Problem:** The phone still displays an IP address after you unplug the Ethernet cable from the base. [14]

System Manager (PPM)

1. **Problem:** Avaya Aura® contacts are deleted from the A175 if they have a non-enterprise user number. [528]
2. **Problem:** Signaling transport protocol and port settings in System Manager override the values in the settings file. [29]
Solution: Use System Manager to configure the transport protocol and port.

Video calls

1. **Problem:** In rare cases, the video window is minimized when you press the audio mute/unmute button. [612]
Solution: Resize the window.
2. **Problem:** The video displayed for the conference moderator can sometimes be stretched instead of displaying black bars and maintaining the aspect ratio. [610]
Solution: Resize the video window.
3. **Problem:** The video window may not be restored after you pause a point-to-point video call with an Avaya 1000 Series Video Conferencing Endpoint. The audio is not affected. [554]
Solution: Restart the call.

4. **Problem:** You cannot start a video call after you change the locale. [558]
 Solution: Restart the A175 after you change the locale.

5. **Problem:** If you make a video call within 30 to 40 seconds of powering up the
 A175, the call may be audio-only. [511]
 Solution: This is due to the camera not being ready. Wait at least 40 seconds before
 making the first video call. The green camera led blinks three times after
 the device starts to indicate that the camera is ready.

6. **Problem:** If another application is used during a video call, the local camera
 preview window may appear on top of the application window. [510]