Using Avaya Vantage™

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Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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Regulatory Statements

Australia Statements

Handset Magnets Statement:

Danger:

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

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Japan Statements

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.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。 VCCI－B

注意事項

- 本製品は室内用に設計されています。
- 本製品は金属または磁石がある所では性能が低下する恐れがあります。
- 本製品は誘導性技術を利用する通信装置であり, 13.56MHz の周波数を使っています。

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Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters 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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México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

Taiwan Statements

低功率電波輻射性電機管理辦法

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前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

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 interferences that may cause undesired operation.

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 designated to provide reasonable protection against harmful interferences 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 interferences 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 or more 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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from https://support.avaya.com or Avaya Inc., 2605 Meridian Parkway Suite 200. Durham, NC 27713 USA.

WiFi and BT transmitter

- Frequencies for 2412-2472 MHz, transmit power: 19.84 dBm
- Frequencies for 5180-5240 MHz, transmit power: 22.5 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - For Accessory Power Supply - Use Only Limited Power Supply Phihong AN18V-59CFA USB-C PSU 18W.
- Prevent the following:
  - Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
  - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting a battery, that can result in an explosion.
  - Leaving a battery in an extremely high-temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
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Chapter 1: Introduction

Purpose

This document describes how to use the Avaya Vantage™ device and the built-in Unified Communications (UC) experience offered by Avaya Vantage™. It includes information about all device variants. It is primarily intended for end users.

Change history

Issue	Date	Summary of changes
Release 3.1.1, Issue 3	November 2022	• Updated Device specifications on page 26. • Updated Setting up advanced call forwarding options for internal and external calls on page 122. • Updated Changing the system language on page 157.
Release 3.1.1, Issue 2	January 2022	• Updated Supported applications on page 15. • Added Avaya Vantage as an Avaya Spaces only device on page 16. • Updated External USB camera support on page 30. • Updated Setting up Avaya Vantage using the Avaya installation wizard on page 37. • Updated Application installation on Avaya Vantage on page 51. • Added Enabling or disabling Avaya Alexa on page 53. • Updated the navigation screen images of Avaya Vantage™ built-in UC experience in Navigation through the Avaya Vantage built-in UC experience on page 63. • Updated Starting an instant messaging conversation with a contact on page 105. • Added video links in Avaya Spaces on Avaya Vantage on page 132. • Updated Avaya Spaces calls and meetings on page 133.

Table continues…

Issue	Date	Summary of changes
		• Added a video link in Joining Avaya Spaces meetings from Avaya Vantage built-in UC experience on page 136. • Updated Recording a Spaces meeting on page 140. • Added Setting a Spaces contact as a favorite on page 141. • Added Making a call to a Spaces contact from favorites on page 143. • Added Avaya Vantage HDMI support on page 149. • Added Turning the external screen on or off on page 150. • Added Updating display settings for the external HDMI screen on page 151. • Added Controlling the mouse display on page 152. • Added Displaying a specific application on an external screen on page 152. • Added Displaying a web screen on an external monitor on page 153. • Added Changing the system language on page 157. • Updated Generating a debug report on page 161.
Release 3.1, Issue 1	June 2021	• Updated the power adapter information in Optional components for the Avaya Vantage device on page 21. • Updated Camera specifications on page 29 and added External USB camera support on page 30. • Updated Setting up Avaya Vantage using the Avaya installation wizard on page 37. • Updated the navigation screen images of Avaya Vantage™ built-in UC experience in Navigation through the Avaya Vantage built-in UC experience on page 63. • Updated Space calling information in Answering or declining an incoming call on page 77. • Added a new chapter about Instant messaging operations on page 104. • Updated Connectivity between Expansion Module and Avaya Vantage built-in UC experience on page 113. • Updated Connection methods on page 114. • Updated Avaya Spaces on Avaya Vantage on page 132. • Added Avaya Spaces calls and meetings on page 133. • Updated Using Spaces in-meeting controls on page 137.

Table continues…

Issue	Date	Summary of changes
		• Changed the record icon in Recording a Spaces meeting on page 140. • Added Avaya Spaces digital calling on page 141. • Added Making a call to a Spaces contact on page 142. • Added Accepting or declining a Spaces digital call on page 143. • Changed the topic 'Disabling the camera from the Settings menu' to Turning the camera on or off on page 146 and added Camera on and off states on page 147. • Added Quiet Space for noise reduction on page 145 and Enabling Quiet Space on page 145. • Added Media output preferences on page 148. • Added Configuring media output preference on page 149. • Added Customizing the quick settings menu on page 158.

Chapter 2: Avaya Vantage™ overview

The Avaya Vantage™ device combines the advantages of a customizable unified communications solution and a fully functional Android device. Avaya Vantage™ supports all Android accessibility services, including talk-back, magnification, and font or display size configuration. As of Release 3.0, the Avaya Vantage™ device comes with built-in Unified Communications (UC) experience. You can also install and use other applications with your Avaya Vantage™ device.

According to your business needs, you can choose from the following Avaya Vantage™ device variants:

- Avaya Vantage™ K175 with camera: Standard device with an 8-inch screen and an integrated camera for full access to video calls and conferences.
- Avaya Vantage™ K175 without camera: Standard device with an 8-inch screen that does not include an integrated camera. You can still receive video from other users.
- Avaya Vantage™ K155: Device with a small 5-inch screen. This device also includes a physical keypad and an integrated camera.

Supported applications

The following is an overview of the applications supported on Avaya Vantage™:

Avaya Vantage™ built-in UC experience

The Avaya Vantage™ device features Avaya Vantage™ built-in UC experience. The built-in UC experience provides UC telephony functionality such as voice and video calling, contact management, presence, instant messaging, and conferencing. Avaya Vantage™ built-in UC experience supports integration with the Microsoft Exchange Calendar service. With this integration, you can view your calendar information and join meetings on Avaya Vantage™. To access UC telephony functionality, you do not need to configure a separate application, such as Avaya Workplace Client.

Contacts and call logs capacity of Avaya Vantage™ built-in UC experience on K175 and K155 devices:

Contacts	500
Call records	500

Avaya Spaces

Avaya Vantage™ comes with Avaya Spaces, a cloud-based team collaboration and meeting application. You can integrate the Avaya Vantage™ built-in UC experience with Avaya Spaces for quick access to the Avaya Spaces application or to join a Spaces meeting from the **Calendar** tab.

Avaya Alexa

Avaya Vantage™ comes with Avaya Alexa, a virtual assistant application with Alexa built-in features. Avaya Alexa supports most Alexa profiles supported by Amazon Alexa devices, such as calendar integration, Audible, Amazon books, and third-party skills. Avaya Alexa is integrated with the Avaya Vantage™ built-in UC experience to provide you voice-activated access to basic telephony features.

You can enable or disable Avaya Alexa using the installation wizard and settings application. Contact your administrator if you do not get the option to enable Avaya Alexa on your Avaya Vantage™ device.

For more information about this application, see *Quick Reference: Using Avaya Alexa on Avaya Vantage™*.

Third-party applications

Avaya Vantage™ supports many third-party unified communications applications, such as Skype, Google Meet, Zoom, Microsoft Teams, and Cisco Webex Meetings. For more information supported third-party communication applications, see *Using Third-Party Applications on Avaya Vantage™*.

Avaya Vantage™ as an Avaya Spaces only device

From Release 3.1.1, Avaya Vantage™ supports a mode in which it can work as an Avaya Spaces only device without requiring Avaya Vantage™ built-in UC experience as a communication application. In this mode, you can use Avaya Spaces as the primary communication and collaboration application for calls, messages, and meetings.

Avaya Vantage™ built-in UC experience is disabled in this mode. Therefore, Avaya Spaces does not integrate with built-in UC experience to present your calendar events.

Contact your administrator or supplier to enroll your Avaya Vantage™ devices as an Avaya Spaces only device. You can enroll Avaya Vantage™ devices as an Avaya Spaces only device using a unique enrollment code.

Physical device layout

Layout of Avaya Vantage™ K175

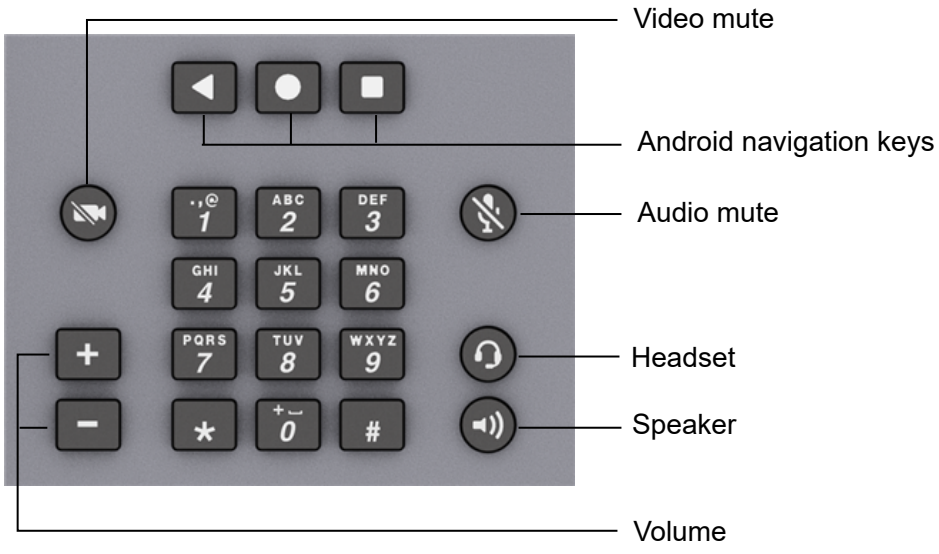
The Avaya Vantage™ K175 device resembles a tablet in the portrait orientation. Some K175 devices include an integrated camera.

The following image shows the layout of a K175 device with an integrated camera. For devices without a camera, the camera and camera activity indicator are not applicable, but all other elements are the same.

Layout of Avaya Vantage™ K155

The Avaya Vantage™ K155 device includes a 5-inch landscape oriented screen, a physical keypad, and an integrated camera. The following is an image of the K155 device:

Functional keys on the keypad

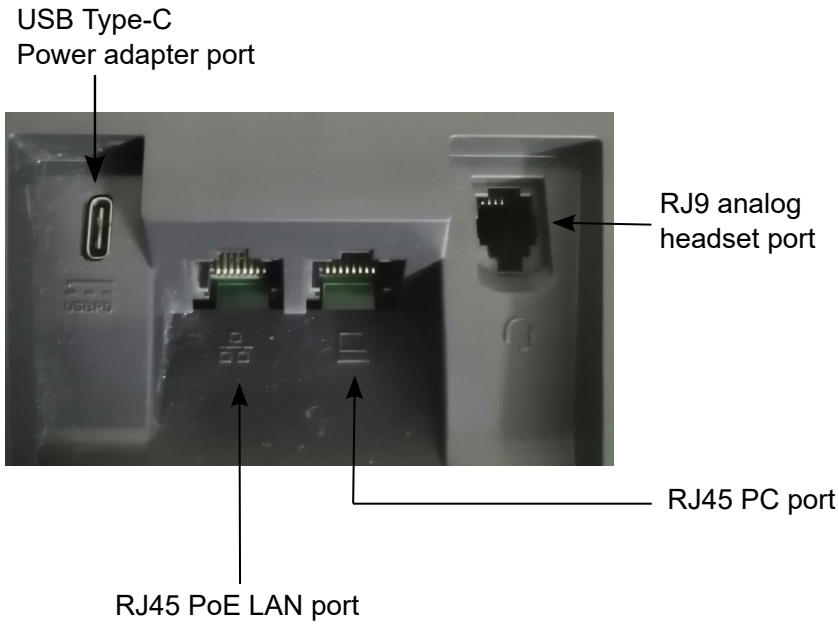


Connectors and controls

The following images show the options available on the Avaya Vantage™ device.

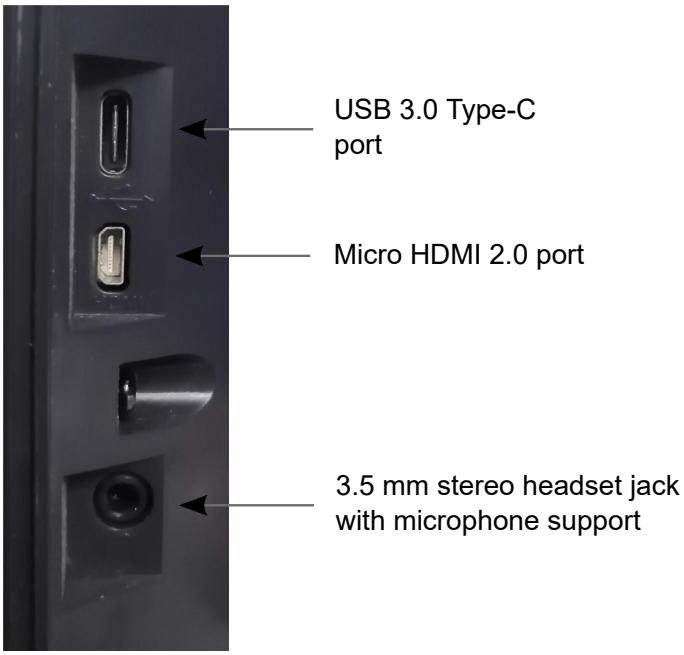
Rear panel

The rear panel contains a USB Type-C power adapter port, an RJ9 headset port, and dual Ethernet ports with an internal Ethernet switch.



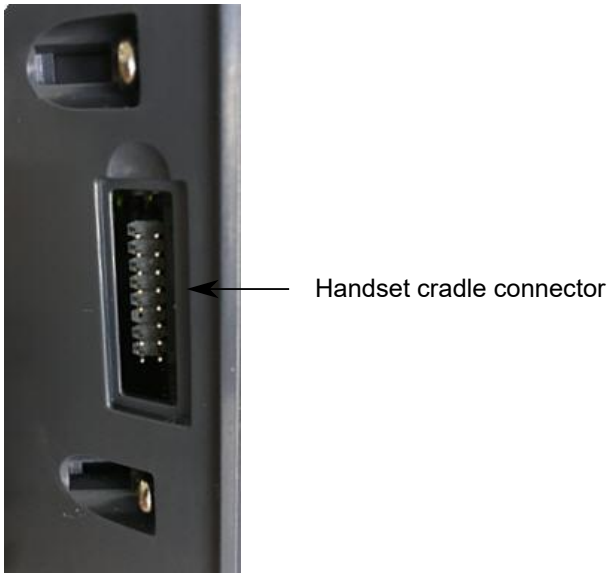
Right side panel

The right side panel contains a 3.5 mm audio jack socket, a USB Type-C general purpose port, and a micro HDMI port.

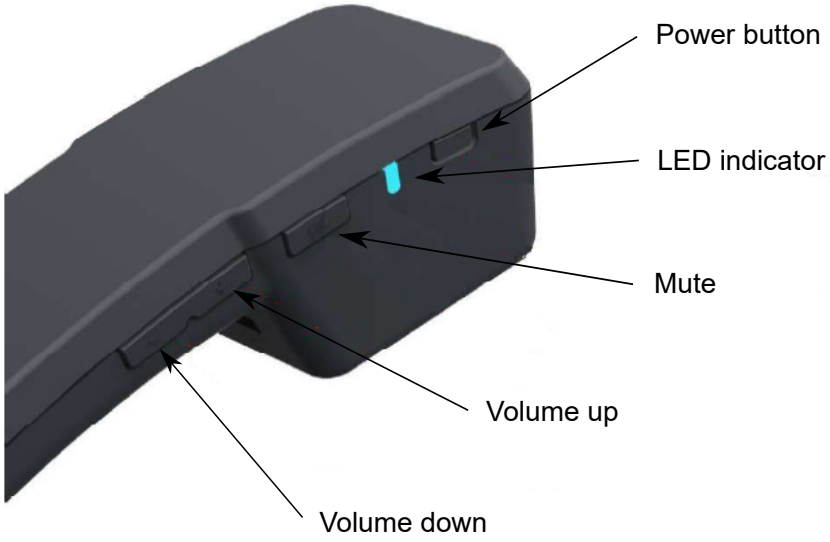


Left side panel

On all device variants, the left side panel contains a cordless or corded handset cradle connector.



Wireless handset layout



Optional components for the Avaya Vantage™ device

You can use the following optional components with the Avaya Vantage™ device:

Optional component	Part number
J1B1 corded handset and cradle kit	700512399
J2B1 cordless handset and cradle kit	700512398
Replacement corded handset without cradle	700513633
Replacement cordless handset without cradle	700512774
Wall mount bracket for the handset cradle	700512776
Global power adapter with a USB-C to USB-C cable and compatible clips for USA, EU, UK, and Australia	700515628
Power adapter clip kit with compatible clips for the following additional countries: China, Argentina, Korea, India, and Brazil	700515629

You must purchase these optional components separately.

Avaya Vantage™ Release 2.x and 3.x devices comparison

Avaya Vantage™ Release 3.0 introduces the new third-generation hardware with improved performance specifications. Additionally, there are some key operational differences between Avaya Vantage™ Release 2.x and 3.x. The following table summarizes these key hardware and operational differences.

Change	Release 2.x	Release 3.x
CPU	Dual core with 1.2 to 1.5 GHz speed	6 core with up to 1.8 GHz speed
Flash memory	16 GB	32 GB
Models	• K155 • K165 • K175	• K155 • K175 with camera • K175 without camera The K165 model name is now obsolete.
Operating system	Android 8.1	Android 9.0
Power	• 802.3af or 802.3at Power over Ethernet (PoE) • 48V DC power input	• 802.3af or 802.3at Power over Ethernet (PoE) • USB Type-C AC-DC power input

Table continues…

Change	Release 2.x	Release 3.x
Physical camera shutter	Yes, for K155 and K175 devices	No physical camera shutter
Video resolution	360p30	1080p30
External HDMI support	No	The device has a micro HDMI 2.0 port on the right panel to support external HDMI.
NFC support	No	Yes. The device has an embossed NFC logo near the speaker.
Active telephony applications	To access telephony functionality, your administrator must set Avaya Vantage™ Connect or Avaya Workplace Client as the active telephony application.	The Release 3.0 device features Avaya Vantage™ built-in UC experience. Setting an active telephony application is no longer required.
Google services and applications support	K165 and K175 devices include the Google application suite by default.	By default, Release 3.0 devices do not include Google application suite. All device models support the installation of Google Play Store and Play Services as part of the software update.

New in this release

New in Release 3.1.1.0

Avaya Vantage™ Release 3.1.1.0 introduces the following:

Automatic upgrade of the Avaya Vantage™ software

Based on device configuration, Avaya Vantage™ devices can do an automatic software upgrade from Avaya cloud servers. The automatic upgrade of the Avaya Vantage™ software is disabled by default. The device administrator can configure Avaya Vantage™ to support automatic software upgrades.

Enhanced software file download mechanism

In Release 3.1.1, Avaya Vantage™ supports an HTTP resume for downloading software files. If the download of software files fails due to network issues, Avaya Vantage™ resumes the download from the point where the download stopped.

New user interface for Avaya Vantage™ built-in UC experience

Release 3.1.1 introduces a new user interface for Avaya Vantage™ built-in UC experience on K175 and K155 devices.

Enhanced control of the external screen display

Avaya Vantage™ now supports the following when connected with an external HDMI screen:

- Presenting a specific application on the external screen and running another application in parallel on the Avaya Vantage™ screen. Avaya Vantage™ provides an Avaya External Display Control application to select and run an application on the external screen.
- Opening a WebView browser screen on the external screen using the Ext Browser application. The administrator can configure the default web page that opens on the web browser.
- Controlling the mouse display between the Avaya Vantage™ screen and the external screen.

The video or presentation you send to the external screen during an Avaya Vantage™ built-in UC experience or Avaya Spaces call takes precedence over the application running on the external screen.

Avaya Spaces enhancements

In Release 3.1.1, Avaya Vantage™ supports a mode in which it can work as an Avaya Spaces only device without requiring Avaya Vantage™ built-in UC experience as a communication application. Avaya Vantage™ built-in UC experience is disabled in this mode. You can enroll Avaya Vantage™ devices as an Avaya Spaces only device using an unique enrollment code.

Additional Avaya Spaces enhancements:

- Favorite spaces and contacts in Avaya Spaces.
- Indication of the live speaker in the presentation view during an Avaya Spaces meeting.

Options to enable or disable Avaya Alexa from the device

During the first start-up or a factory reset of the device, the Avaya installation wizard prompts you to enable Avaya Alexa on your device. You can also enable or disable Avaya Alexa from the device **Settings** menu. These options are available only if your network location is in the United States or Canada.

By default, the option to enable or disable Avaya Alexa is unavailable for device users. The administrator can perform the required settings to make this option available for device users.

Avaya Vantage™ as a remote controller for Avaya CU360 in Avaya Cloud Office™ deployment

In Release 3.1.1.0, Avaya offers Avaya Vantage™ as a remote controller for Avaya CU360 in the Avaya Cloud Office™ deployment. In this configuration, Avaya Vantage™ K175 devices support the Avaya Cloud Office™ Rooms controller application that you can use for pairing and connecting with Avaya CU360.

You can enroll Avaya Vantage™ devices as a remote controller for Avaya CU360 in the Avaya Cloud Office™ environment using a unique enrollment code.

New in Release 3.1

Avaya Vantage™ Release 3.1 introduces the following:

Automatic upgrade of Avaya Spaces

Avaya Vantage™ supports the automatic upgrade of Avaya Spaces from the Avaya Internet servers. The automatic upgrade of Avaya Spaces is enabled by default. You can control the automatic upgrade of the application using a configuration parameter.

Use of FIPS 140-2 cryptography libraries in FIPS mode

In the FIPS mode, Avaya Vantage™ uses Mocana FIPS 140-2 compliant cryptography libraries. Additionally, the Android BoringCrypto used on Avaya Vantage™ is FIPS validated. FIPS certification of Mocana cryptography libraries and Android BoringCrypto is in progress.

Avaya URI

Avaya Vantage™ supports Avaya URI. Avaya provides a number of URI formats that third-party applications can use to trigger the following through Avaya Vantage™ built-in UC experience:

- Make an audio call
- Make a video call
- Join a conference call

You can also use Avaya URI in hyperlinks.

Quiet Space

Avaya Vantage™ supports the Quiet Space feature that assists in reducing background noise during calls. Avaya Vantage™ supports the Quiet Space feature on RJ9 and 3.5mm wired headsets, and the wired handset.

Device Enrollment Services as a provisioning server

You can use Device Enrollment Services as a provisioning server for Avaya Vantage™ devices. Avaya Vantage™ can download all configuration and software files, certificates, and other media files from Device Enrollment Services for device configuration. Avaya Vantage™ currently does not support download of Android APKs and branding files for Avaya Vantage™ built-in UC experience and the companion application from Device Enrollment Services.

Avaya Vantage™ supports software upgrade through Device Enrollment Services. Device Enrollment Services does not support software upgrade of unclaimed Avaya Vantage™ devices. Additionally, Avaya Vantage™ does not support software downgrade.

Features introduced since Avaya Vantage™ Release 3.0

This release also includes the following features and enhancements introduced in Avaya Vantage™ Release 3.0 SP1 and SP3.

Disable camera globally

Avaya Vantage™ provides a feature that you can use to prevent the built-in camera or an external USB camera connected to your device from transmitting videos or images globally in all camera-enabled applications.

Quick settings customization

Avaya Vantage™ supports the capability to show or hide an application settings tile in the quick settings menu.

Media output transducer selection

Avaya Vantage™ supports the capability to route the media output from Avaya Alexa and other media applications, such as YouTube, to the hands-free speakers instead of the Android-preferred transducer.

Embedded Avaya Kiosk application with Avaya Vantage™

The Avaya Kiosk application comes embedded with the Avaya Vantage™ software image. The device administrator does not need to push the application to Avaya Vantage™. To run Avaya Vantage™ in the kiosk mode, the device administrator can lock this application on the device Home screen using the PIN_APP parameter.

Avaya Spaces digital calling

Avaya Vantage™ supports the over-the-top digital calling feature in Avaya Spaces that facilitates point-to-point communication between two Spaces contacts.

On K155, Avaya Spaces supports the **Speaker** and **Headset** hard keys.

Security enhancements

- Support for secure syslog over TLS
- Ability to enforce TLS connections to services with an identity certificate with the key length of 2048 bits
- Android latest security patches

Chapter 3: Specifications

Device specifications

The following table provides Avaya Vantage™ device specifications. Differences between device models are mentioned as applicable.

Display	
Avaya Vantage™ K175	• Capacitive 8-inch touch screen. • Resolution: 800×1280 px. • 24-bits color depth.
Avaya Vantage™ K155	• Capacitive 5-inch touch screen. • Resolution: 1280×720 px. • 24-bits color depth.
Memory	
Internal storage	32 GB flash memory.
RAM	2 GB of RAM.
Operating system	
Android 9.0	
Power	
• Power over Ethernet EEE 802.3af (Class 3) or 802.3at (Class 4). • Dedicated USB 3.0 Type-C port for DC power input. You can use a standard USB-C power supply or power adapter.	
Connectivity	
Ethernet	• RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port. • RJ45 secondary Gigabit Ethernet (10/100/1000 Mbps) port for a computer.

Table continues…

Wi-Fi	Built-in Wi-Fi module supporting: • Wireless access point mode • Wi-Fi 802.11a/b/g/n/ac on the 2.4 GHz or 5 GHz band • Wi-Fi Hotspot on 2.4 GHz only Avaya Vantage™ does not support an external Wi-Fi module. Avaya highly recommends to use 5G Wi-Fi networks when connecting Bluetooth devices to Avaya Vantage™.
Bluetooth	Bluetooth 4.2 supporting High Speed (HS), Low Energy (LE), and Enhanced Data Rate (EDR) functionality. You can use Bluetooth devices, such as a headsets, keyboards, and mice with Avaya Vantage™. The following are supported Bluetooth profiles: • Headset Profile (HSP) in the Audio Gateway role. • Hands Free Profile (HFP) in the Audio Gateway role. • Human Interface Device Profile (HID) as the Bluetooth HID host for Bluetooth keyboards and mice. • Phone Book Access Profile (PBAP) in the Phone Book Server Equipment (PSE) and Phone Book Client Equipment (PCE) roles. • Advanced Audio Distribution Profile (A2DP) in the Source (SRC) role. • Object Push Profile (OPP) in the Push server and Push client roles.
Near-Field Communication (NFC)	Built-in NFC module to enable wireless communication between two devices over short distances. The Avaya Vantage™ device includes an embossed NFC logo. Avaya Vantage™ does not support an external NFC module.
Connectors/ports	

Table continues…

General purpose USB port	USB 3.0 Type-C general purpose port. The following are supported USB accessories: • USB flash drive for data transfer to and from the device. Support is limited to USB flash drives with up to 32 GB of storage. • Multi-port USB hub. • USB headset. • Mouse. • Keyboard. • USB camera. The maximum USB port power is 900mA when the device is connected to an external AC-DC power adapter or a Class 4 (802.3at) PoE switch. USB devices that require more power than 900mA are not supported. When connected to a Class 3 PoE switch, the maximum power supply is 100mA.
Headphone connector ports	• 3.5 mm headset connector. • RJ9 headset connector for a high-quality wired headset.
Supported headsets	• Wideband Bluetooth headsets. • 3.5 mm headsets. • RJ9 headsets. • USB headsets. **Warning:** To prevent hearing damage, avoid using a high volume setting with your headset. Avaya Vantage™ supports call control functionality on various Bluetooth and USB headsets and speakerphones. For more information, see Headsets and speakerphones with call control functionality on page 33. For a general list of supported headsets, see *Avaya Vantage™ Release Notes*. You can find this document with the Avaya Vantage™ firmware by navigating to **Downloads** on the Avaya Support website.
HDMI	Micro HDMI 2.0 port.
Handset	1x handset cradle connector.
Audio	
Audio codecs	Wideband audio available on all transducers, handset, headset, and handsfree. Supported codecs: G.711, G.722, G.726, G.729, and Opus
Speakerphone	Full-duplex hands-free speakerphone with acoustic echo cancellation.
Video	

Table continues…

Video codecs	Avaya Vantage™ and the Avaya™ Client SDK applications support the H.264 codec with the following encoding profiles: • High Profile AVC • Baseline Profile AVC
Video resolution	1080p
Physical	
Physical keys	Avaya Vantage™ K155 includes the following physical keys: • Android keys • Audio mute • Video mute • Headset • Speaker • Volume control • Keypad with the numbers 0 to 9, the asterisk (*), and the pound (#) key K175 includes volume control keys.
Physical security	Anti-theft security slot compatible with Kensington locks.
Stand	Adjustable hinged stand for all device models that you can use as a desk stand or a wall-mounted stand.

Camera specifications

Avaya Vantage™ K155 and some K175 devices include an integrated camera. Additionally, you can use an external USB camera with these devices. The external USB camera is given priority over the integrated camera.

There is also a K175 device that does not include an integrated camera, but you can use an external USB camera. Regardless of whether you connect an external camera or not, you can still receive video from other devices.

Camera specifications for Avaya Vantage™ devices with an integrated camera

- 2.1 megapixels with 1920 x 1080 pixels sensor
- Fixed focus of 50 cm
- Focus range of 28 cm to infinity
- Field of view of 77.5 degrees
- Anti-flicker filter of 50 or 60 Hz
- Auto exposure
- Auto white balance
- Camera activity LED indicator

Avaya Vantage™ uses the green LED indicator to notify users that the integrated camera is active.

The built-in LED indicator only works for the integrated camera, but not when you use an external camera.

External USB camera support

You can use an external USB camera with Avaya Vantage™. Connect the USB camera to the general-purpose USB 3.0 Type-C port on the right side of the Avaya Vantage™ device. If you connect a USB camera to a K155 or K175 device that has an integrated camera, the external camera is prioritized over the integrated camera. You cannot choose or switch between the cameras.

Avaya Vantage™ supports a number of external Avaya and third-party USB cameras. For a list of supported external USB cameras, see *Avaya Vantage™ Release Notes*. You can find this document with the Avaya Vantage™ firmware by navigating to **Downloads** on the Avaya Support website.

Power requirements for a USB camera

When Avaya Vantage™ is connected to an external USB Type-C power adapter or an 802.3at PoE (Class 4) switch, the maximum power allocated to the general-purpose USB port is 900mA. When connected to an 802.3af PoE (Class 3) switch, the maximum power allocated to the USB port is 100mA. If the USB camera requires more power than 100mA and an 802.3at PoE switch is not available, connect the device to an external power adapter.

Supported Avaya USB cameras

You can use one of the following Avaya cameras as an external USB camera:

- Avaya Huddle Camera HC010: Use the USB cable with a USB Type-C to Type-A adapter to connect the camera to Avaya Vantage™. No external power is required to be supplied to the camera. However, it is recommended to connect the Avaya Vantage™ device to an external power adapter to ensure smooth working of the camera. For more information, see the Avaya Huddle Camera HC010 Quick Setup Guide.
- Avaya Huddle Camera HC020: Use the USB 3.0 cable that comes with the camera to connect it to the USB 3.0 Type-C port on Avaya Vantage™. This camera works when you connect Avaya Vantage™ to a 802.3at PoE (class 4) switch or an external USB Type-C power adapter, which provides up to 900mA power to the USB port. For more information, see the Avaya Huddle Camera HC020 Quick Setup Guide.
- Avaya Huddle Camera HC050: Use the USB cable that comes with the camera with a USB Type-C to Type-A adapter to connect the camera to Avaya Vantage™. This camera has its own AC power adapter and does not rely on the power supply to the USB port of Avaya Vantage™. For more information, see the Avaya Huddle Camera HC050 Quick Setup Guide.

Environmental specifications

The following are the permissible environmental specification ranges for operating and storing the Avaya Vantage™ device:

Operating temperature of device	0 °C to 45 °C (32 °F to 113 °F)
Relative humidity	10% to 95% non-condensing
Storage temperature	-10 °C to 50 °C (14 °F to 122 °F)

Wireless handset specifications

You can optionally use a wired or wireless handset with Avaya Vantage™. The following are the supported specifications for the wireless handset:

Specification	Avaya Vantage™ wireless handset
System	Bluetooth 4.2
Bluetooth profiles	• Hands-free Profile 1.6 • Headset Profile
Battery	0.57 Wh, 3.7 V Li-Ion battery
Battery charger	Li-Ion battery management system
Charging system	Contactless charging system: inductive coupling to the cradle
Controls	• Volume controls • **Power** button • **Mute** button
Indicators	Blue LED indicator
Operating environment temperature	0 to 45 °C (32 to 113 °F)
Battery charging environment temperature	0 to 45 °C (32 to 113 °F)

Wireless handset features

Range

The handset uses Bluetooth technology. As a Class 2 device, the handset nominal range is 10 meters. In practical use, this range might vary depending on the environment. If the handset goes out of range, the connection is re-established automatically when the handset is back in range. If the handset is turned off, the connection is re-established automatically when it is turned on and back in range.

Battery service life

If used carefully, the expected service life of the battery is several years. Although the battery capacity is diminished over time, in general, it does not affect normal handset use.

Battery talk time

When fully charged, the new battery provides approximately 12 hours of talk time. You might need to charge the battery before the first use to achieve full talk time. To prevent damage to the battery, the protection system does not allow the battery to discharge below a certain point. Avaya Vantage™ displays the battery charge level on the Notifications panel.

Battery standby time

When fully charged, the new battery provides approximately 60 hours of standby time.

Battery charging

The handset supports a contactless charging system. To charge the handset, place it in its cradle. If the battery charge is low, the handset notifies you with warning tones. When you hear the warning tones, return the handset to its cradle to charge the battery.

If the battery charge is zero, the handset turns off. Return the handset to its cradle to charge the battery. To turn on the handset again, press the **Power** button for approximately 2 seconds. The handset does not turn on automatically even if it is returned to the cradle.

The handset uses a Lithium-Ion battery with a battery management and protection system. The protection system is to prevent the following situations:

- Overcharging
- Over-discharging
- Charging if the ambient temperature is higher than 45 °C (113 °F)

Note:

During an active call using the speaker, the device does not charge the handset to avoid audio disruption from the speaker.

Battery recharge time

The battery fully recharges in less than 3 hours. You do not need to fully discharge the battery before charging.

Battery disposal

At the end of the service life, remove the battery and deliver it to a battery recycling depot. Do not dispose of the battery in the normal waste stream.

Wireless handset LED indicator

The blue LED indicator shows the current state of the handset and is also used to indicate user actions.

Wireless handset state	LED indication	Notes
Wireless handset is in the Pairing mode.	LED flashes every 0.5 seconds.	Wireless handset exits the Pairing mode in 150 seconds.
Pairing completed successfully.	LED flashes 10 times at 0.1 seconds rate.	None

Table continues…

Wireless handset state	LED indication	Notes
Wireless handset is used in a call	LED flashes 3 times every 3 seconds	None
Wireless handset is turned on and is connected to its base (Connected mode).	LED flashes 2 times every 5 seconds.	None
Wireless handset is trying to establish connection to its base (Linkback mode).	LED flashes every 0.5 seconds.	None
Wireless handset is out of range and is not trying to establish connection to its base (Standby mode).	LED flashes every 5 seconds.	None
Incoming call.	LED flashes 3 times every 7 seconds.	None
Mute.	LED is on and flashes 3 times every 4 seconds.	None
Wireless handset has been turned on.	LED flashes 4 times.	None
Wireless handset has been turned off.	LED flashes 3 times.	None

Headsets and speakerphones with call control functionality

Various USB and Bluetooth headsets and speakerphones include call control buttons. Avaya Vantage™ supports call control functionality with the headset and speakerphone models listed in the following tables. The supported call control functionality varies for different models.

Models supported with a USB connection

Headset or speakerphone model	Answer call	End call	Reject call	Mute	Hold call	Volume +/-
Avaya L100 Series Headsets	Y	Y[1]	Y[2]	Y	Y[3]	Y
Plantronics DA80	Y	Y	N	Y	N	Y

Table continues…

1 Press the **Answer call** button to end an active call.
2 Double-press the **Answer call** button to reject an incoming call.
3 Double-press the **Answer call** button to place an active call on hold. Double-press the **Answer call** button again to resume the on-hold call.

Headset or speakerphone model	Answer call	End call	Reject call	Mute	Hold call	Volume +/-
Plantronics Blackwire C3210	Y	Y	N	Y	N	Y
Plantronics Savi W700	Y	Y	N	Y	N	N
Jabra Speak 510	Y	Y	Y [4]	Y	N	Y

Models supported over Bluetooth

Headset or speakerphone model	Answer call	End call	Mute[5]	Volume +/-
Avaya B109 Conference Phone[6]	Y	Y	Y	Y
Avaya L100 Series Headsets	Y	Y	Y	Y
Plantronics V5200[7]	Y	Y	Y	Y
Jabra Speak 510	Y	Y	Y	Y

[4] Press the **End call** button to reject an incoming call. You must be on the incoming call alert window to reject the call.
[5] When you press the **Mute** button on your Bluetooth headset, the application UI does not reflect the mute status of the call.
[6] Avaya Vantage™ currently does not support Avaya B109 over a USB connection.
[7] Avaya recommends you to use a BT600 USB dongle while connecting Plantronics V5200 headsets to the device.

Chapter 4: Device setup

This chapter describes key setup tasks for Avaya Vantage™. It does not describe server and device configuration that administrators or providers perform. For detailed Avaya Vantage™ deployment and device configuration information, see the following documents:

- For Avaya Aura® or IP Office deployments: *Installing and Administering Avaya Vantage™ in an Avaya Aura® or IP Office Environment*.
- For deployments in an Open SIP environment: *Installing and Administering Avaya Vantage™ in an Open SIP Environment*.

Power management

Avaya Vantage™ can receive power from the following sources:

- 802.3af PoE (Class 3)
- 802.3at PoE (Class 4)
- USB Type-C power supply

If you use the 802.3at networking switch or the USB Type-C power adapter, the general-purpose USB port of Avaya Vantage™ delivers up to 900mA. If you use the 802.3af networking switch, Avaya Vantage™ USB port delivers up to 100mA.

You can use a USB Type-C power adapter to power Avaya Vantage™ in the following conditions:

- When using Wi-Fi to connect to the network instead of using a PoE networking switch port.
- The networking switch port does not support the 802.3af or 802.3at PoE specification.
- The device requires more power than an 802.3af PoE networking switch port can provide, and 802.3at PoE port is unavailable. For example, a USB device that requires more than 0.5 watts is connected to Avaya Vantage™, and only 802.3af PoE ports are available. Then, you must connect Avaya Vantage™ to a power adapter.

You must purchase the power adapter separately.

If Avaya Vantage™ is connected to a power supply and a PoE networking switch port and you disconnect one of the power sources, then the following occurs:

- If you disconnect the power adapter, Avaya Vantage™ reboots. If the networking switch supports the 802.3at or 802.3af specification, Avaya Vantage™ continues to work after the reboot.

- If you disconnect the networking switch, Avaya Vantage™ continues to work without a reboot.

If Avaya Vantage™ is already connected to a PoE networking switch and you connect the power adapter to the device, Avaya Vantage™ continues to work without a reboot.

Starting your Avaya Vantage™ device

About this task

Use this procedure to connect your Avaya Vantage™ device to a power source and the network. After you connect the device to a power source, the device starts up and initializes.

After the Avaya Vantage™ device powers up and initializes, it attempts to get the file server address from DHCP or LLDP, if configured. Otherwise, it attempts Device Enrollment Services discovery and one of the following occurs:

- Device Enrollment Services provides the file server address to the device automatically. In this case, no further action is required.
- The device prompts for an enrollment code for Device Enrollment Services. After you provide the enrollment code, Device Enrollment Services redirects the device to the file server.

Before you begin

If Device Enrollment Services is configured to use an enrollment code, ensure that you have the code. Device Enrollment Services supports an 8 or 12-digit enrollment code. For more information about enrollment codes, see *Using Avaya Device Enrollment Services to Manage Endpoints*.

Procedure

1. To use a wired Ethernet connection, plug one end of an Ethernet cable into the LAN port at the back of Avaya Vantage™ and the other end into an available LAN port on your network.

   If PoE is supported, Avaya Vantage™ powers up and starts to initialize.

2. **(Optional)** Connect a power adapter to the USB Type-C power adapter port at the back of the device and plug the power adapter into an electrical outlet if:

   - Your network does not support the 802.3at (PoE) or 802.3af (PoE) injector specification.
   - You want to use a Wi-Fi connection.

   The device powers up.

3. **(Optional)** If prompted, enter the Device Enrollment Services enrollment code.

   Device Enrollment Services redirects the device to the correct file server. If you do not have an enrollment code, tap **Skip** to configure the file server address manually or through email.

Result

When the device successfully connects to the network and obtains the file server address from DHCP, LLDP, or Device Enrollment Services discovery, the device takes you to the Home screen.

The device starts downloading configuration and software update files in the background. After the downloads are complete, the device might restart to apply updates.

If the device could not automatically obtain the file server address from DHCP, LLDP, or Device Enrollment Services discovery, the device displays the Avaya installation wizard to help you set up the device. If there is no network connectivity, the installation wizard is displayed to help you select the Wi-Fi mode and configure the Wi-Fi network.

Setting up Avaya Vantage™ using the Avaya installation wizard

About this task

When you power up a new Avaya Vantage™ device for the first time or perform a factory reset, and the device configuration is not completed automatically, the Avaya installation wizard is displayed to help you set up the device. If there is no network connectivity, the device displays the installation wizard to help you set up a connection to a Wi-Fi network.

Note:

You can skip the installation wizard and configure the file server address and the group manually from **Settings** > **Network & Internet** > **More** > **File Server**.

Procedure

1. On the Welcome screen, choose your preferred language.
2. **(Optional)** To enable accessibility features, such as Magnification and TalkBack, tap **Vision Settings**.
3. On the Network connection screen, choose how to connect the device to the network.
   - **Wired (Ethernet)**: Use an Ethernet cable to connect the device to the network.
   - **Wireless (Wi-Fi)**: Select a Wi-Fi network for a wireless network connection.
4. **(Optional)** If you set the network mode to Wi-Fi, do the following to connect to a Wi-Fi network:
   a. On the Connect to Wi-Fi screen, select the required network from the available Wi-Fi networks.
   b. For a wireless network that requires authentication, enter the network credentials and select the appropriate CA certificate option from the following:
      - **Use system certificates**
      - **Do not validate**
   c. Tap **Connect**.

   After you connect the device to the network, it attempts to obtain the device configuration from the network through DHCP or Device Enrollment Services discovery. To skip this automatic configuration attempt and go to the next configuration screen, tap **Skip**.

   If the device successfully retrieves file server address from the network, it starts downloading configuration and software update files in the background. The wizard takes you to the Time Zone Selection screen. Go to Step 10 on page 38.

If the device cannot retrieve the file server address, the wizard displays the next configuration screen.

5. **(Optional)** If prompted, enter the Device Enrollment Services enrollment code.

   Device Enrollment Services redirects the device to the correct file server. If you do not have an enrollment code, tap **Skip** to configure the file server address manually or through email.

   If the device successfully retrieves file server address from the network, it starts downloading configuration and software update files in the background. The wizard takes you to the Time Zone Selection screen. Go to Step 10 on page 38.

6. On the Configuration options screen, choose one of the following:

   - **Email based configuration**: Choose this option if your administrator instructs you to use your corporate email ID for an automatic configuration of the device.
   - **Manual configuration**: Choose this option if you have the file server address and group information from your administrator.

7. If you select **Email based configuration**, on the next screen, type your corporate email ID and tap **Next**.

   Based on the domain in your email address, the wizard retrieves the available file server setup. Go to Step 10 on page 38.

8. **(Optional)** If the wizard prompts you to choose from a set of file server environments, select the one suitable for you or the one your administrator instructs you to use, and tap **Next**. Go to Step 10 on page 38.

9. If you select **Manual configuration**, on the Avaya Vantage Configuration screen, complete the following configuration information:

   - **File Server**: The configuration file server address.
   - **Credentials**: User name and password that the device uses for file server authentication. Provide these credentials if the file server requires HTTP authentication.

     For example, in an Open SIP deployment on the BroadWorks Device Management server, Avaya Vantage™ requires these credentials to authenticate itself with the server and download configuration files.
   - **GROUP**: The user group identifier for a specific configuration set for the device. The group information is optional. Enter the user group identifier if you receive it from your administrator.

   Contact your administrator to obtain the appropriate file server address and group value for your deployment environment. If the device requires credentials for server authentication, your administrator can provide the details.

10. When prompted, select the appropriate time zone.

11. When prompted to choose applications for installation, enable the toggle button beside the applications.

Depending on the settings done by your administrator and your network location, you get the options to enable the following:

- Google Play™ store: After you enable this, you receive a notification about the Google Terms of Service when Google Play store is ready to be installed on your device. Please read and acknowledge all terms and conditions to begin download and installation of Google Play store on your device.
- Avaya Alexa: The option to enable Avaya Alexa is available based on your location. Currently, Avaya Alexa is only available in the US and Canada.

12. Tap **Close**.

Result

The device takes you to the Home screen. The device starts downloading configuration and software update files in the background. After the downloads are complete, the device might restart to apply updates.

Related links

Verifying device configuration on page 159

Configuring Wi-Fi from the Settings menu

About this task

Use this procedure to configure a Wi-Fi network using the **Settings** menu on the device.

Avaya highly recommends to use 5G Wi-Fi networks when connecting Bluetooth devices to Avaya Vantage™.

Procedure

1. Tap **Settings**.
2. Tap **Network & Internet** > **Network connection**.
3. Select **Wi-Fi**.
4. On the Network & Internet screen, tap **Wi-Fi**, and choose the required network.
5. For a network that requires authentication, enter the network credentials and select the appropriate CA certificate option from the following:
   - **Use system certificates**
   - **Do not validate**
   - **List of trusted certificates installed on Wi-Fi certificate repository**, if available

     On a new device, no trusted certificates are installed in the repository, so you cannot select this option.
6. Tap **Connect**.

   If the credentials are authenticated successfully, the device connects to the Wi-Fi network.

Handset connection to Avaya Vantage™

Avaya Vantage™ provides a built-in speaker and microphone, so a handset is not required to make and manage calls. You can purchase either wired or wireless handsets separately. The handsets come with a cradle kit. To use a handset with Avaya Vantage™ , you need to connect the handset cradle with the device.

Connecting the handset cradle to Avaya Vantage™

About this task

Use this procedure to connect your handset cradle to the Avaya Vantage™ device. The handset cradle is required for both wired and wireless handsets.

Warning:

When installing the cradle, be careful not to bend the connector pins.

Before you begin

- Ensure that you have the following equipment:
  - Avaya Vantage™ device.
  - Handset cradle with a connection cable.
- Ensure that the Avaya Vantage™ device is not connected to a power source.

Procedure

1. Place the device with the right side touching the tabletop so that the left side, which is where the handset cradle must be attached, is facing up.
2. On the left side of the Avaya Vantage™ device, remove the rubber gasket that protects the cradle connector pins.

   One cradle connector pin is closed so that you can position the cradle in the correct direction.
3. Connect the handset cradle cable to the cradle connector of the Avaya Vantage™ device.

   Tip:

   Bend the cradle cable to make an arc so that you can join the cable with the cradle connector easily.
4. Connect the cradle to the Avaya Vantage™ device while ensuring that the connection cable is not squeezed between the cradle and the device.
5. Connect the handset cradle stand crossbar to the slot in the Avaya Vantage™ stand from behind.
6. Connect the handset cradle to the cradle stand using the hinge on the rear panel of the cradle.
7. If you are using a wired handset, plug one end of the RJ9 handset cord to the handset and the other end to the RJ9 port at the handset cradle base

Next steps

Connect Avaya Vantage™ to the power source.

Connecting a wired handset

About this task

Use this procedure to connect a wired handset to your Avaya Vantage™.

Before you begin

Ensure that the handset cradle is connected to the Avaya Vantage™ device.

Procedure

1. Plug the non-spiral end of the handset cord into the handset connector on the handset cradle.
2. Plug the other end into the connector on the handset.

Connecting a wireless handset

About this task

Use this procedure to connect or pair a wireless handset with your Avaya Vantage™ device. After pairing a wireless handset with your Avaya Vantage™ device, you cannot use the wired handset. You can pair only one wireless handset with a device at a time.

After you complete this procedure, you can use your wireless handset for calls as long as the handset is turned on. When the handset is turned off, you cannot use it for calls, but it is still paired with Avaya Vantage™.

Note:

When the wireless handset cradle is connected to your device, the device displays notifications that explain how to pair the handset and redirects you to the correct menu option.

Before you begin

- Connect the handset cradle to your Avaya Vantage™ device.
- Start up your Avaya Vantage™ device.
- Charge the handset battery by placing the handset in the cradle.
- Turn off the wireless handset.

Procedure

1. Lift the wireless handset from the cradle, and press and hold the top **Power** button for at least 15 seconds to enter the pairing mode.

To indicate that the handset is in the pairing mode, the handset LED starts flashing 2 times every 1 second.

2. On the Home screen, tap **Applications**.
3. Tap **Settings** > **Connected devices**.
4. Tap **Pair new device**.

   Bluetooth automatically turns on.
5. In the list of available devices, tap the entry that matches the ID on the label on the bottom of the handset.

   The handset entry is displayed as `Avaya-J100-XXXXXX`, where the last 6 digits represent the unique ID of the handset.

   When pairing is successful, the list of currently connected devices indicates that the wireless handset is connected.

   The **Connected devices** menu displays tips related to pairing and connecting the wireless handset.

Removing the pairing with the wireless handset

About this task

Use this procedure to remove the pairing between your Avaya Vantage™ device and the wireless handset. After you remove the pairing, you can connect and use a wired handset with your device or pair the wireless handset with another device.

Before you begin

Ensure the following:

- Bluetooth is enabled on the device.
- The wireless handset is turned on.

Procedure

1. Tap **Settings** > **Connected devices**.
2. In the list of currently connected devices, tap ⚙ next to the entry for the paired wireless handset.

   The list displays the paired handset entry as `Avaya J100-<ID>`.
3. Tap **FORGET**.

   The device removes the wireless handset from its list of paired devices.

Wall mounting options for Avaya Vantage™

Avaya Vantage™ comes with an adjustable stand that you can use as a desk stand or a wall-mount. You do not need to order a separate wall-mount kit for the device. The stand has two standard wall-mount slots built in. You can mount your device to the wall using:

- Two screws vertically spaced 4 inches apart.
- A standard dual-stud telephone wall plate that is installed on the wall.

To wall mount the device along with a handset cradle, you need a wall-mount bracket for the cradle. You must remove the tilt stand from the cradle and use the wall-mount bracket to affix the cradle to the wall. You can purchase the wall-mount bracket for the cradle separately from Avaya.

Mounting Avaya Vantage™ directly on a wall

About this task

You can wall mount Avaya Vantage™ using two screws or a telephone wall plate. This procedure describes how to wall mount Avaya Vantage™ using screws. The device stand has two standard wall-mount slots where you can fit these screws.

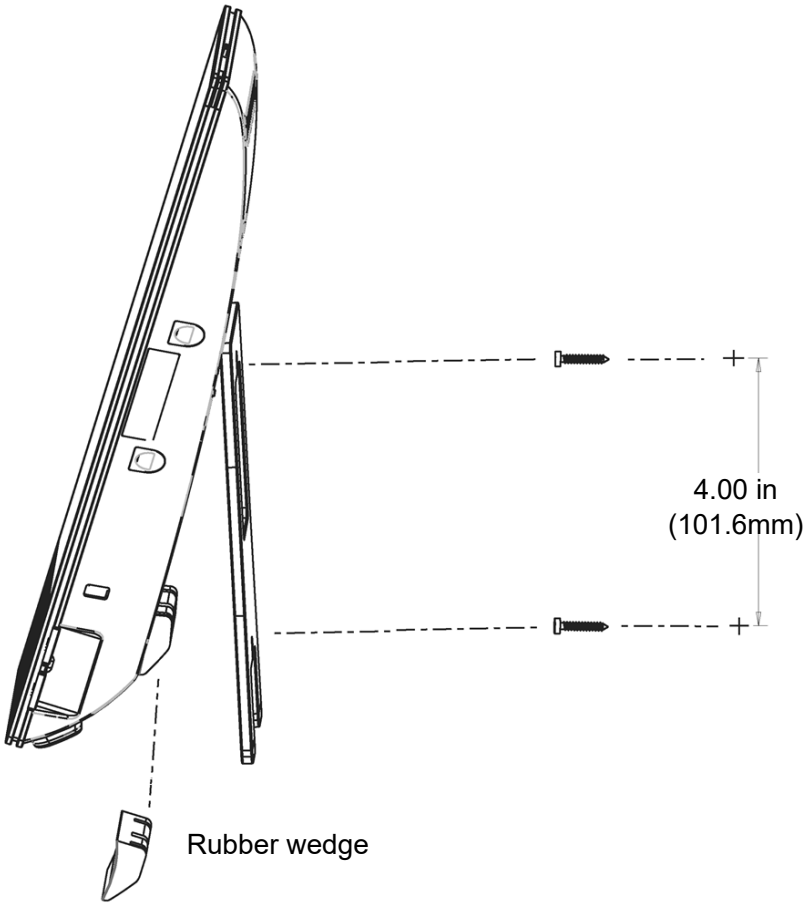
Before you begin

Ensure that you have the following items:

- The two screws included with the device in the box.
- A rubber wedge included with the device in the box.
- Phillips-head screwdriver.
- Pencil.
- An Ethernet cable.

Procedure

1. Use a pencil to mark two screw holes that are vertically spaced at 4 inches apart.



2. Drill holes and use a Phillips-head screwdriver to install the screws in the wall.
3. Attach the rubber wedge to the back of the Avaya Vantage™ device towards the base as shown in the above image.

   The rubber wedge has a self-adhesive area that you can attach to the surface of the device. It stabilizes the wall-mounted device to prevent movement when you touch or tap the screen.

4. Plug the Ethernet cable to the LAN port on the rear panel of the device.
5. **(Optional)** If you are using an external power supply or an RJ9 headset, connect the power adapter cord or the headset to the device.

   These ports are on the rear panel of the device, which are not accessible when the device is wall mounted. Therefore, carry out this step before you mount the device.
6. Close the device stand to make it rest on the rubber wedge.
7. Place any dangling cables through the cable-access openings at the bottom of the stand and around the rubber wedge.
8. Align the wall-mount slots on the device stand with the screws fitted on the wall and slide the device down until it mounts securely on the screws.

Mounting Avaya Vantage™ on a wall plate

About this task

You can wall mount Avaya Vantage™ using two screws or a telephone wall plate. This procedure describes how to mount Avaya Vantage™ on a pre-installed standard dual-stud telephone wall plate.

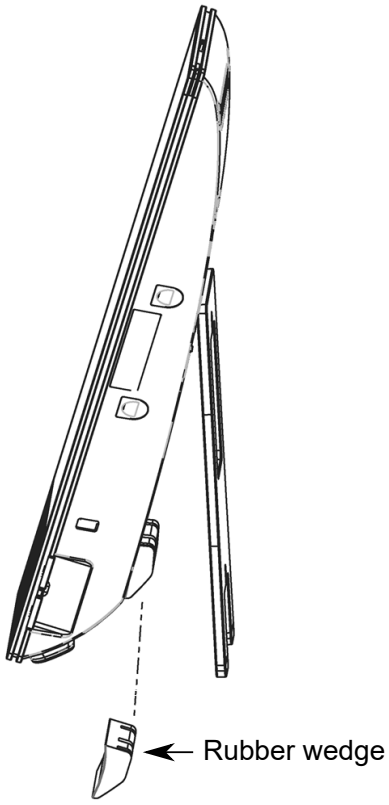
Before you begin

Ensure that you have the following items:

- A rubber wedge included with the device in the box.
- A short Ethernet cable, between 4 to 12 inches long, with short RJ45 connectors.
- A standard dual-stud telephone wall plate that is installed on the wall.

Procedure

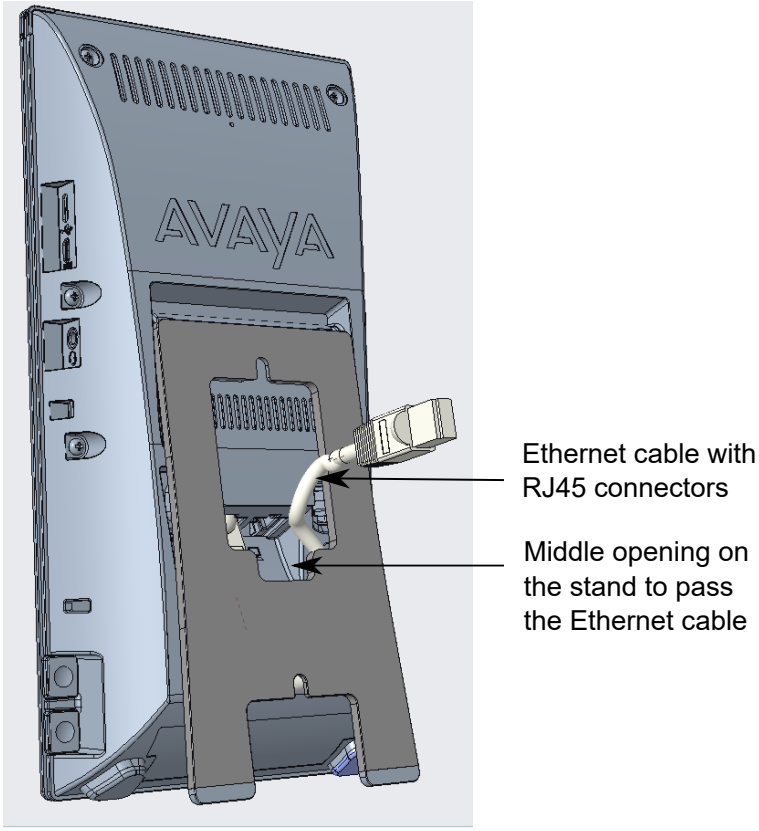
1. Attach the rubber wedge to the back of the Avaya Vantage™ device towards the base.



   The rubber wedge has a self-adhesive area that you can attach to the surface of the device. It stabilizes the wall-mounted device to prevent movement when you touch or tap the screen.

2. Plug the Ethernet cable to the LAN port on the rear panel of the device.

3. Pass the Ethernet cable through the middle gap of the stand and connect the other end to the wall jack.



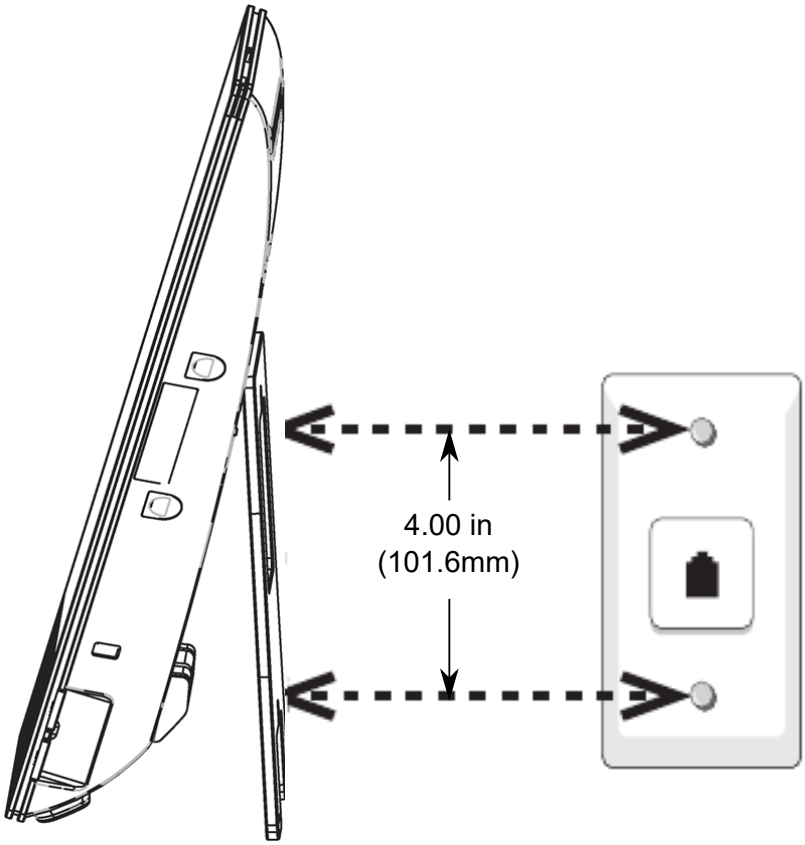
   If you use a short cable as suggested, you can fold the extra length of the cable in the space between the stand and the unit.

4. **(Optional)** If you are using an external power supply or an RJ9 headset, connect the power adapter cord or the headset to the device.

   These ports are on the rear panel of the device, which are not accessible when the device is wall mounted. Therefore, carry out this step before you mount the device.

5. Close the device stand to make it rest on the rubber wedge.

6. Align the slots on the device stand with the wall plate studs and slide the device down until it attaches securely to the wall plate.



7. Place any dangling cables through the cable-access openings at the bottom of the stand and around the rubber wedge.

Wall mounting Avaya Vantage™ along with a handset cradle

About this task

You can wall mount Avaya Vantage™ using two screws or a telephone wall plate. You do not need a separate mounting kit for the device. However, you cannot directly wall mount the handset cradle using its tilt stand. You must separately purchase a cradle wall-mount kit that contains a wall-mount bracket. The part number of the cradle wall-mount kit is 700512776.

Before you begin

- Ensure that you are familiar with the standard processes for wall mounting an Avaya Vantage™ device using screws or a telephone wall plate. See those wall mounting procedures for the detailed steps.
- Ensure that you have the following items:
  - A cradle wall-mount kit containing a wall-mount bracket. You must order this part separately.

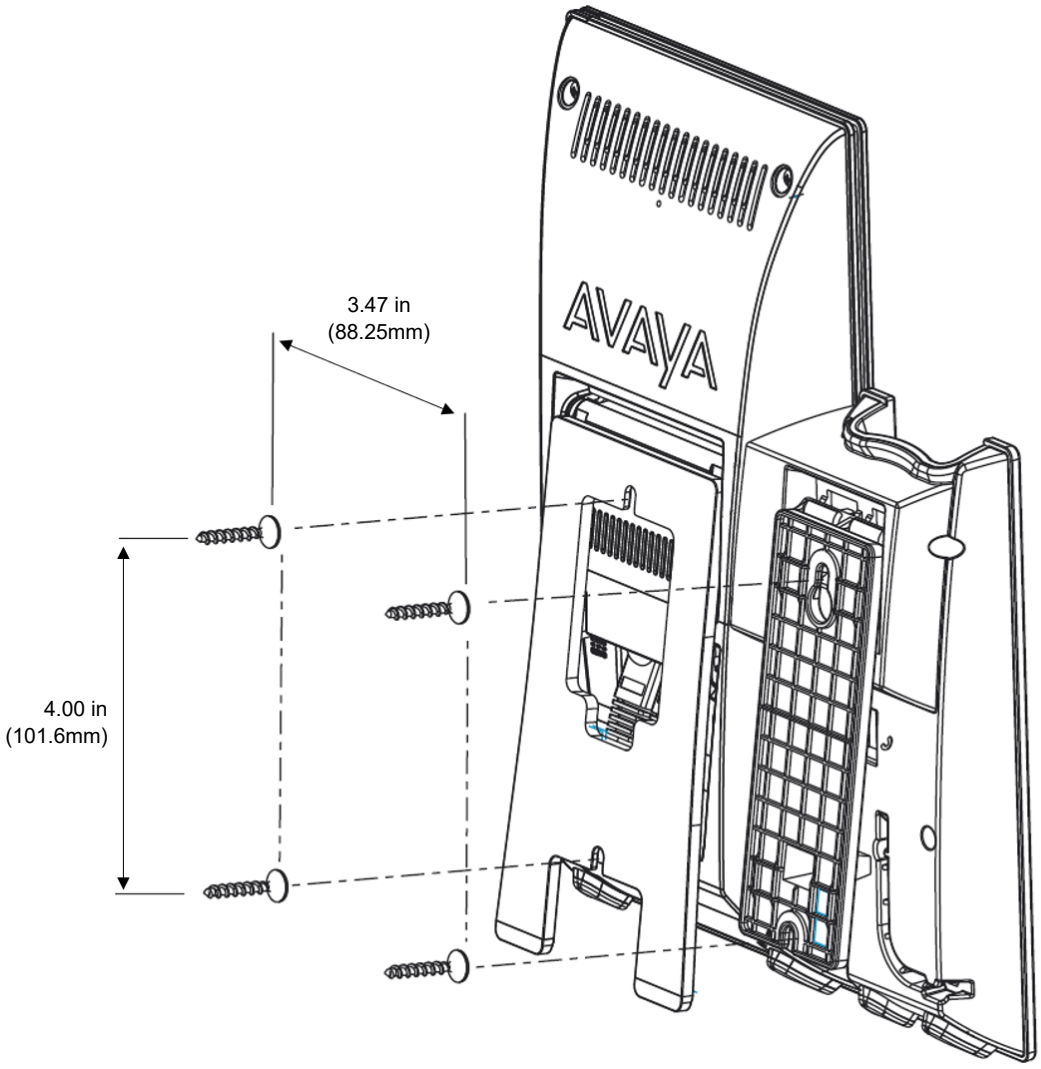
- Two or four screws depending on how you are mounting your Avaya Vantage™ device.

  You need four screws if you are mounting the device using screws. If you are mounting the device on a telephone wall plate, you only need two screws for the handset cradle. The handset cradle uses the same type of wall mounting screws as the Avaya Vantage™ device.

- Phillips-head screwdriver.
- Pencil.
- An Ethernet cable. If you are mounting the device on a telephone wall plate, use a short cable.

Procedure

1. Use a pencil to mark screw holes.
   - If you are using screws to mount the Avaya Vantage™ device, mark two pairs of screw holes, where each pair has two holes that are vertically spaced at 4 inches apart. Keep a horizontal distance of 3.47 inches between the two pairs of screw holes.
   - If you are mounting the device on a pre-installed telephone wall plate, mark two screw holes for the handset cradle to the left of the wall-mount plate. You must space the screw holes horizontally from each stud on the wall plate by 3.47 inches.



2. Drill holes and use a Phillips-head screwdriver to install the screws on the wall.
3. Pull the tilt stand of the handset cradle out of its socket.
4. Attach the wall-mount bracket to the handset cradle by inserting the upper tab of the bracket into the slot on the back panel of the cradle.
5. Plug the Ethernet cable to the LAN port on the rear panel of the device.
6. Close the device stand to make it rest on the rubber wedge.
7. Mount the device along with the handset securely on the screws fitted on the wall.

Application installation on Avaya Vantage™

Your administrator can initiate an automatic installation, upgrade, or uninstallation of applications on your Avaya Vantage™ without your intervention.

You can install and update Avaya and other third-party applications on Avaya Vantage™ locally through the following options:

- Google Play Store. You can install Google Play Store application from the installation wizard screen available in Avaya Vantage™ devices. Contact your administrator in case this screen does not appear on your vantage device.
- Third-party application stores or unknown sources. You can download Android Package Kits (APKs) of applications from common third-party application stores or other sources, such as emails or websites, to Avaya Vantage™.

  To be able to download APKs from application stores or other sources, you must enable the **Install unknown apps** option in **Settings** > **Apps & notifications** > **Special app access**. If you cannot modify this setting, contact your administrator for assistance.

Access to Google Play Store

The out-of-the-box Avaya Vantage™ device does not include the Google application suite, including Google Play Store, by default. Your administrator can install Google Play Store on your device.

When the Google application package, including Google Play Services and Play Store, is ready to be downloaded to your Avaya Vantage™ device, you receive a notification to accept the Google Terms of Service. To be able to use Google applications on your Avaya Vantage™ device, you must accept the terms of use. After you accept the terms of use, the Google application package is downloaded on your device.

You might be prompted to allow device access, including access to mic and speakers, for currently installed applications. If you provided these accesses earlier, the installation of this package requires you to grant these accesses again. You might receive these access requests from:

- Avaya Vantage™ built-in UC experience
- Avaya Spaces

You need to sign in with a Google account to download applications from Google Play Store.

Installing applications through Google Play Store

Before you begin

- Ensure that you have a Google account to access Google Play Store.
- Your installation policy might prevent you from installing certain applications. Get permission from your administrator to install applications on your Avaya Vantage™ device.

Procedure

1. On your device, open Google Play Store.

2. In the **Search** bar, enter the application name and then tap .
3. From the displayed search results, open the application page.
4. Install the application.

Installing applications through third-party application stores

About this task

Use this procedure to install third-party applications from community-maintained application stores for the Android platform. When installation from unknown sources is enabled, Avaya Vantage™ provides an application that displays links to common third-party application stores, such as Aurora Store, Amazon Appstore, F-Droid, and GetJar. These stores contain Android Package Kits (APKs) of free and open-source software applications that you can download to your Avaya Vantage™ device.

Before you begin

Ensure that the **Install unknown apps** option is enabled in **Settings** > **Apps & notifications** > **Special app access**. If you cannot modify this setting, contact your administrator for assistance.

Procedure

1. On the Home screen, tap **Applications**.
2. Open **Application Stores Links** ().
3. On the Stores page, tap an application store link.
4. Use the information provided on the application store website to search for and download an application APK.

Installing application through emails or websites

About this task

Use this procedure to install third-party applications from emails or websites for the Android platform. When installation from unknown sources is enabled, you can download Android Package Kits (APKs) of free and open-source software applications to your Avaya Vantage™ device.

Before you begin

Ensure that the **Install unknown apps** option is enabled in **Settings** > **Apps & notifications** > **Special app access**. If you cannot modify this setting, contact your administrator for assistance.

Procedure

1. Do one of the following:
   - Find a required application on a website for third-party applications. For example, https://apkpure.com/.
   - Open an email with an application link.
2. To download the application to your Avaya Vantage™ device, tap the **Download** button on the website of the third-party application or tap the link in the email.

The download starts automatically.

3. When the download is complete, open the application installation file.
4. Tap **Install**.

Installing applications through USB flash drive

About this task

Use this procedure to install third-party applications through a USB flash drive for the Android platform. When installation from unknown sources is enabled, you can install Android Package Kits (APKs) of free and open-source software applications to your Avaya Vantage™ device.

Before you begin

Ensure that the **Install unknown apps** option is enabled in **Settings** > **Apps & notifications** > **Special app access**. If you cannot modify this setting, contact your administrator for assistance.

Procedure

1. Download the application APK on your USB flash drive from the website of the third-party application or an email.
2. Connect the USB flash drive to your Avaya Vantage™ device through the USB port on the right panel.

   If you do not have a USB Type-C flash drive, you can connect your USB flash drive to Avaya Vantage™ using a USB Type-C adapter.
3. On the Home screen, tap **Applications**.
4. Tap **Explorer** > **USB**.
5. Open the application installation file.
6. Tap **Install**.

Enabling or disabling Avaya Alexa

About this task

Use this procedure to enable or disable Avaya Alexa using the Settings menu in Avaya Vantage™ devices. The availability of this feature depends on your network location and device configuration.

Before you begin

This feature is disabled by default. To make this option available, ensure that the administrator has performed the required settings for your device.

Procedure

1. Go to **Settings** > **System** > **About Avaya Vantage**.
2. Tap **Software information**.
3. Tap **Applications Installation/Removal**, and then tap the toggle button to enable or disable the installation of Avaya Alexa on the device.

Once you enable Avaya Alexa on your device, the **Alexa** icon appears on the Android application screen. Log in to your Amazon account to use this feature.

Chapter 5: Login and lock operations

This chapter describes how to log in and out of Avaya Vantage™ built-in UC experience. It also describes lock and unlock operations on the Avaya Vantage™ device.

Depending on the deployment environment and settings that the administrator configures, you can log in to the Avaya Vantage™ built-in UC experience by using one of the following two types of login credentials:

- SIP credentials.
- Enterprise user credentials from Avaya Aura® Device Services. This option is applicable only in the Avaya Aura® environment.

The Avaya Vantage™ device by default displays the Android Home screen after a start-up unless you set a lock screen password. To use the Avaya Vantage™ built-in UC experience, you can log in from the Home screen.

Your administrator can configure the Avaya Vantage™ device to show the platform login screen after a start-up. In the platform login mode, you can access the Home screen only when your login using SIP or unified credentials is successful.

When you use enterprise user credentials from Avaya Aura® Device Services to log in to the built-in UC experience, the device notifies you if your user password changes.

You can configure your device to automatically lock after a period of inactivity using the Screen Lock feature. You can manage this feature from **Security & location** in the **Settings** menu.

You can also enable Avaya Smart Lock, which automatically unlocks the device and, if configured, logs you in when you are within range while carrying a trusted Bluetooth device. When the trusted Bluetooth device goes out of range, the Avaya Vantage™ device is locked and logged out automatically. You can change or remove the configured trusted device anytime.

Logging in to Avaya Vantage™

About this task

Use this procedure to log in to Avaya Vantage™ and the built-in UC experience manually. You can log in to the built-in UC experience by using either SIP credentials or unified login credentials from Avaya Aura® Device Services.

Before you begin

Get your login credentials from the system administrator.

Procedure

1. Depending on what screen your device displays after the start-up, do one of the following to bring up the Login screen:
   - On the Home screen, tap **Sign In**.

     This is only available if your administrator configures the Avaya Vantage™ device to display the Home screen after a start-up.
   - Swipe upward on the initial Lock screen that is displayed after the start-up.

     The device displays this screen instead of the Home screen if your administrator enables the platform login mode.
2. In the **Username** field, enter your SIP or Avaya Aura® Device Services user name.

   In an IP Office environment, you must enter your SIP extension number in this field.
3. In the **Password** field, enter your user password.
4. **(Optional)** In the **Authentication username** field, enter your SIP extension.

   This field is only available in an Open SIP environment and its availability depends on the settings your administrator configures.
5. Tap **Next**.

   If you are using Avaya Aura® Device Services credentials, you might also need to enter your SIP credentials.
6. When logging in for the first time, accept the software license agreement.

   Avaya Vantage™ displays the Home screen or the Dial pad screen of the built-in UC experience depending on the settings configured by your administrator.

   On subsequent device restarts, you are logged in automatically unless you manually log out from Avaya Vantage™ built-in UC experience.

Logging in to Avaya Vantage™ with your SSO

About this task

If your environment supports OAuth-based authentication, you can log in to Avaya Vantage™ and the built-in UC experience using your enterprise Single Sign-on (SSO). In OAuth-based SSO, the Login screen displays a Web-view based UI to enter your enterprise credentials. The login steps might vary based on the setup your administrator configures.

Avaya Vantage™ supports OAuth-based SSO in an Avaya Aura® environment only.

Procedure

1. Depending on what screen your device displays after the start-up, do one of the following to bring up the Login screen:
   - On the Home screen, tap **Sign In**.

     This is only available if your administrator configures the Avaya Vantage™ device to display the Home screen after a start-up.
   - Swipe upward on the initial Lock screen that is displayed after the start-up.

     The device displays this screen instead of the Home screen if your administrator enables the platform login mode.
2. On the initial Login screen, tap an available SSO option.

   For example, tap **Shibboleth**.
3. On the Web-view based Login screen, enter your enterprise credentials.
4. Tap **Login**.
5. When logging in for the first time, accept the software license agreement.

   Avaya Vantage™ displays the Home screen or the Dial pad screen of the built-in UC experience depending on the settings configured by your administrator.

   On subsequent device restarts, you are logged in automatically unless you manually log out from Avaya Vantage™ built-in UC experience.

Logging out of Avaya Vantage™

- In the Avaya Vantage™ built-in UC experience, tap **Extension** > **Logout**.

  This option is only available if you log in to the Avaya Vantage™ built-in UC experience from the device Home screen instead of the platform login screen.
- If your administrator configured the device to display the platform login screen after a start-up, do one of the following:
  - Swipe down to open the notification area and tap **Logout** ( ).

    Depending on the settings configured by your administrator, you can also log out from a locked device using this option.
  - On the Home screen, tap **All Apps** ( ) and then tap **Logout** ( ).
  - Navigate to the **Settings** menu, and tap **Logout**.

    Your administrator can hide this **Logout** option.

Logging in to the Calendar service

About this task

Avaya Vantage™ built-in Unified Communication (UC) experience can access your Microsoft Exchange Calendar information. This information is displayed in the Calendar tab.

You might need to log in to the Microsoft Exchange service manually or you might be logged in automatically depending on how your administrator set up the service. For example, if your administrator enabled the Microsoft Modern authentication mechanism, the Calendar tab displays a web page for entering your Exchange calendar credentials.

Use this procedure to log in to the Microsoft Exchange server manually.

Procedure

1. If the Calendar tab is not available on Avaya Vantage™, do the following to enable the Calendar tab:
   a. In Avaya Vantage™ built-in UC experience, tap **Extension** > **User Settings**.
   b. Tap **Application**.
   c. Enable **Exchange Calendar**.

   If you do not see this option, contact your administrator for assistance.
2. Tap the **Calendar** tab.
3. On the Calendar Login screen, enter the following information:
   - **Username**: Your Microsoft Exchange user account ID.
   - **Password**: Your Microsoft Exchange user password.
   - **Domain**: The Microsoft Exchange server domain to which Avaya Vantage™ built-in UC experience must register.

     For example: `avaya.com`
   - **Server Address**: The IP address or FQDN of the Microsoft Exchange server if required. You might not need this information to log in.

     For example: `usmail.avaya.com`
4. Tap **Connect**.

Enabling screen lock

About this task

Use this procedure to enable screen lock from the device **Settings** menu. Screen lock is disabled by default.

Procedure

1. Navigate to **Settings** > **Security & location**.
2. In the Device security area, tap **Screen lock**.

   If your administrator enables the platform login screen on your device, the **Screen lock** toggle button enables screen lock. On the locked screen, you must provide your SIP or unified login password to unlock the device.

   If your administrator disables the platform login screen and you get the Home screen after a start-up, you must choose a screen lock option after you tap **Screen lock**.
3. Select one of the following lock options:
   - **None**: The screen lock is disabled.
   - **Swipe**: The device unlocks when you swipe the screen up.
   - **Pattern**: Set the unlock pattern by connecting dots on the screen.
   - **PIN**: Enter 4 or more digits. Longer PINs tend to be more secure.
   - **Password**: Enter 4 or more characters.

   These options are only available if your administrator configures the Avaya Vantage™ device to show the Home screen after a start-up.
4. To set the automatic lock timer, tap the Settings icon next to the Screen lock area, tap **Automatically lock** and select the appropriate duration.

Locking Avaya Vantage™ manually

About this task

Use this procedure to lock the Avaya Vantage™ device manually. You can lock the device for security and privacy reasons. Locking your phone does not log you out, so you can continue to receive calls.

Do one of the following:

- Swipe down to open the notification area, and tap **Lock** ( ).
- On the Home screen, tap **All Apps** ( ) and then tap **Lock** ( ).

Unlocking Avaya Vantage™ manually

Procedure

1. On the locked screen, swipe up.
2. Depending on the screen lock option you selected, do one of the following:
   - Draw the unlock pattern by connecting the dots on the screen.
   - Enter the PIN.
   - Enter the password.

Result

When the device is unlocked successfully, Avaya Vantage™ displays the Home screen or the screen of the active application that was open before the device was locked.

Related links

Logging in to Avaya Vantage on page 55

Avaya Smart Lock

When Avaya Smart Lock is enabled, the Avaya Vantage™ device can automatically get unlocked and log you in without the need to enter your account credentials. The automatic login or unlock happens based on the proximity of the device to a trusted Bluetooth device. When the trusted device goes out of range, the Avaya Vantage™ device is locked automatically, and if configured, you are automatically logged out of the device.

Avaya Vantage™ can stay unlocked whenever it is connected to a trusted device. When the device is in range, you can access the Home screen from the Lock screen by swiping up the icon.

You cannot select the Avaya Vantage™ wireless Bluetooth handset as the trusted device. When choosing your trusted device, avoid using a device that is always with your Avaya Vantage™ device.

Bluetooth range

The Bluetooth connectivity range can vary based on factors, such as your device model, the Bluetooth device, and the current environment. Bluetooth connectivity of the Avaya Vantage™ device can be up to 10 meters.

Avaya Smart Lock vs. Google Smart Lock

- Avaya Smart Lock can automatically log you in or out of the Avaya Vantage™ device. Google Smart Lock does not support this capability.
- Google Smart Lock does not support an Android smart phone as the trusted device.

Pairing Bluetooth devices

Procedure

1. Navigate to **Settings** > **Connected devices**.
2. Tap **Pair new device**.

   Bluetooth automatically turns on.
3. In the list of available devices, tap the device you want to pair.
4. On both devices, verify the displayed passcode and then tap **Pair**.

Enabling Avaya Smart Lock

About this task

When Avaya Smart Lock is enabled, the Avaya Vantage™ device can automatically get unlocked and log you in without the need to enter your account credentials. This occurs when your trusted Bluetooth device is in range.

Before you begin

- Ensure that screen lock is enabled in the **Settings** menu.
- Turn on Bluetooth and pair devices. For more information, see Pairing Bluetooth devices on page 60.

Procedure

To enable the Avaya Smart Lock feature, do the following:

1. Open the **Settings** menu.
2. Tap **Security & location** > **Trust agents**.
3. Turn on **Avaya Smart Lock** and tap **Back** (←).

To set up automatic unlock options and add the trusted device, do the following:

4. Tap **Avaya Smart Lock**.
5. Confirm your device screen lock pattern, PIN or password you use to log in and unlock Avaya Vantage™.
6. Tap **Lock Options** and select one of the following lock options:
   - **Unlock/Lock**: When the trusted device is within range, the Avaya Vantage™ device unlocks automatically. When the trusted device goes out of range, the Avaya Vantage™ device is locked automatically.
   - **Login and Unlock/Logout**: When the trusted device is within range, the Avaya Vantage™ device unlocks and logs you in to Avaya Vantage™ built-in UC experience automatically. When the trusted device goes out of range, the Avaya Vantage™ device is locked and you are automatically logged out of the built-in UC experience.

     If the device is in platform login mode, another user can log in to the Avaya Vantage™ built-in UC experience after a logout. When a new user logs in, all previous user data is wiped.
7. Tap **Trust Device**.
8. In the list of paired and connected devices, tap the device that you want to select as the trusted device.

   You cannot select the Avaya Vantage™ wireless Bluetooth handset as the trusted device.

Related links

Enabling screen lock on page 58
Modifying the trusted Bluetooth device on page 62

Modifying the trusted Bluetooth device

About this task

Use this procedure to add, change, or remove the trusted Bluetooth device that is set up for Avaya Smart Lock. Only one device can be set as the trusted device.

You can choose any Bluetooth device, such as a headset, watch, or Bluetooth-enabled Android smart phone, as the trusted device. However, you cannot select the Avaya Vantage™ wireless Bluetooth handset as the trusted device. When choosing your trusted device, avoid using a device that is always with your Avaya Vantage™ device. For example, if you always have a Bluetooth keyboard and mouse with Avaya Vantage™, do not use this as your trusted device.

Procedure

1. Open the **Settings** menu.
2. Tap **Security & location** > **Avaya Smart Lock**.
3. Confirm your device screen lock pattern, PIN or password you use to log in and unlock Avaya Vantage™.
4. Tap **Trust Device**.
5. In the list of paired and connected devices, do one of the following:
   - To select a new device as the trusted device, tap the device name.
   - To remove the trusted device, tap **None**.

Locking the device manually when Smart Lock is enabled

About this task

Use this procedure to manually lock your Avaya Vantage™ device when Avaya Smart Lock is set up and the trusted device is within range.

When the trusted device is within range, tapping **Lock** ( ) from the Home screen or from the notification area does not lock the device.

Procedure

On the Lock screen, tap the **Lock** ( ) icon.

The device stays locked even when the trusted Bluetooth device is in range. You must manually unlock it with your account password.

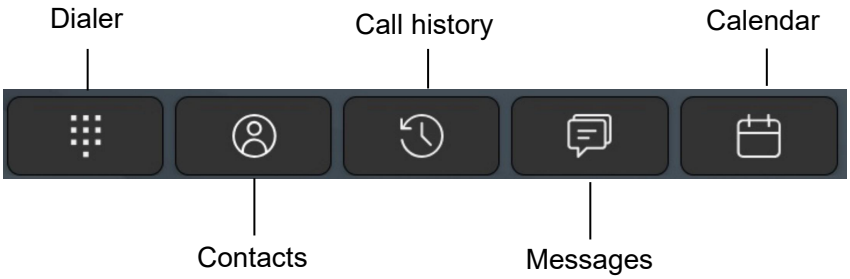
Chapter 6: Navigation through the Avaya Vantage™ built-in UC experience

This chapter shows how we can access the key communication features provided by the Avaya Vantage™ built-in UC experience and the key navigation screens. The built-in UC experience screens on K175 differ slightly from the K155 screens.

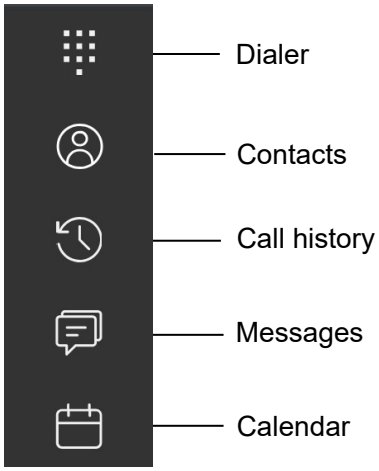
Built-in UC experience navigation icons on the Home page

Avaya Vantage™ provides navigation icons on the device Home page for a quick access to the telephony features of the built-in UC experience:

K175 device



K155 device

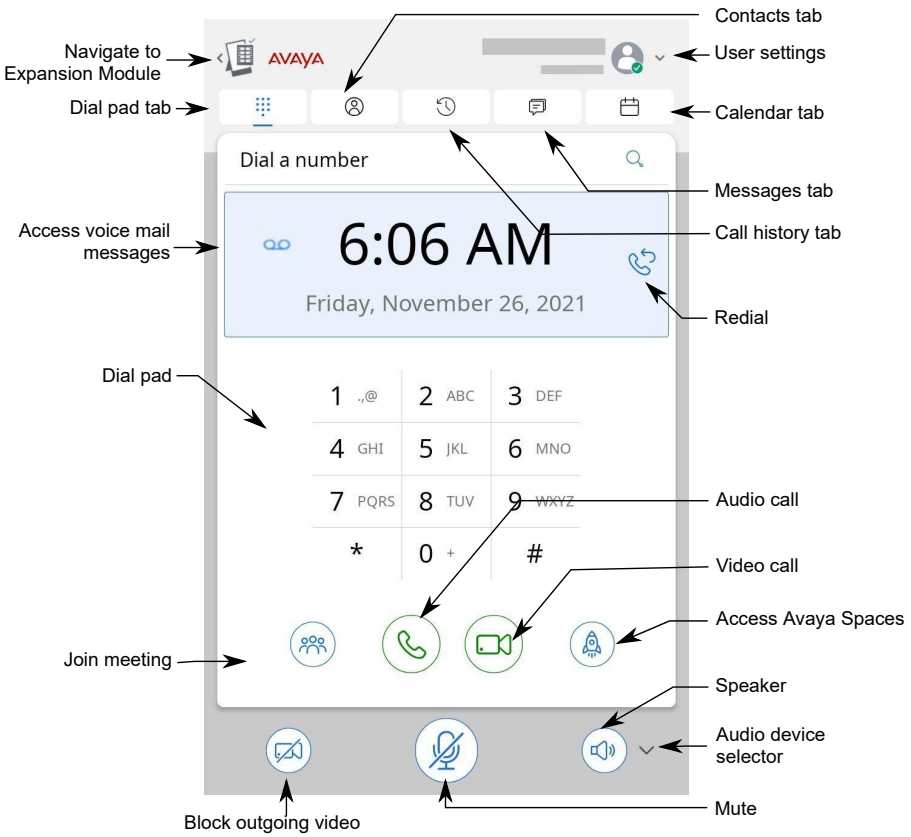


The availability of some navigation icons, such as **Messages** and **Calendar**, depends on your device configuration.

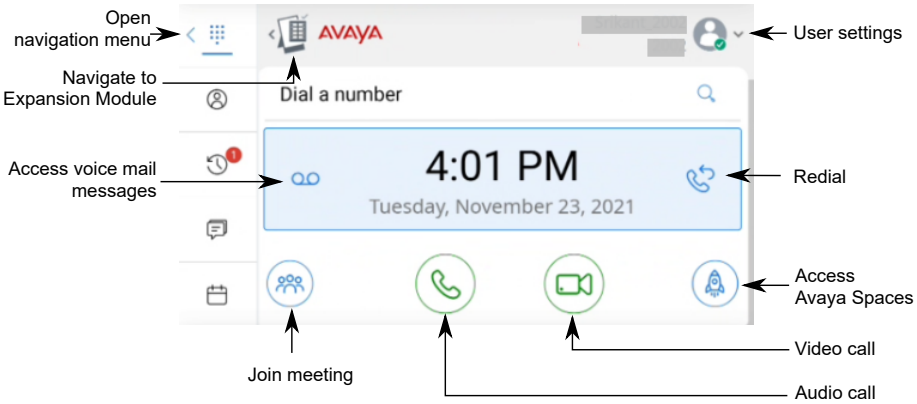
Dial pad screen

The following sections show the Dial pad screen of the Avaya Vantage™ built-in UC experience.

K175 device



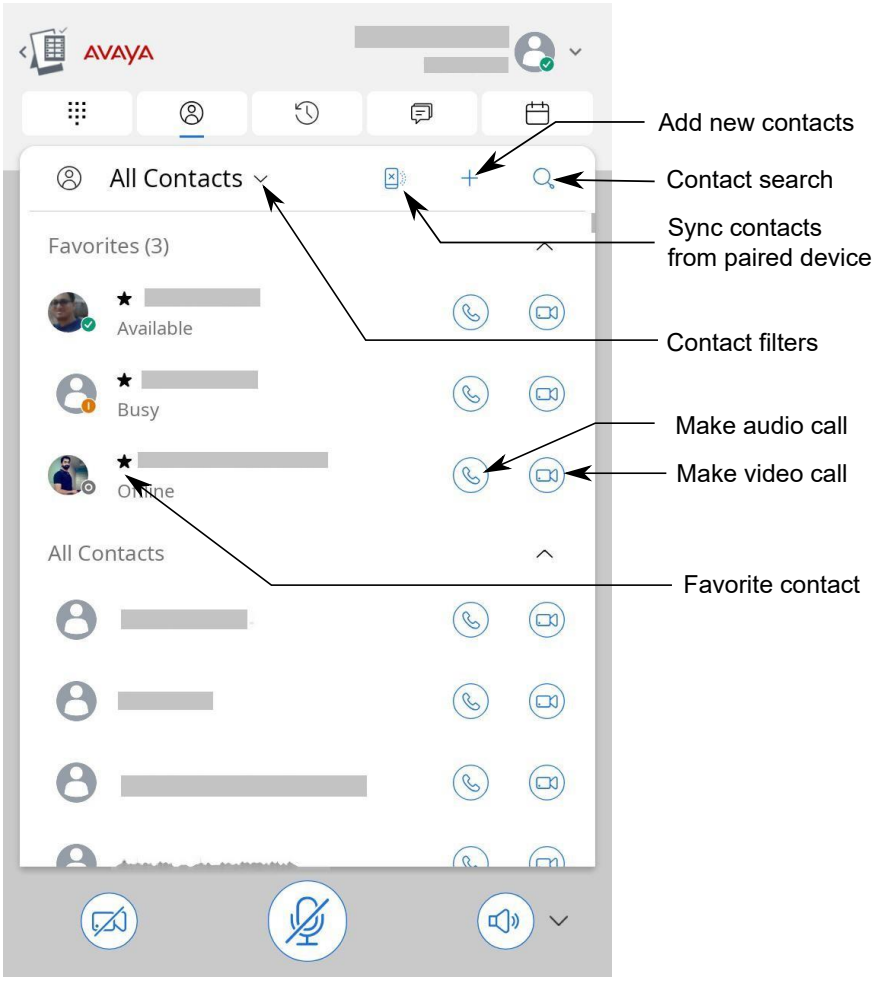
K155 device



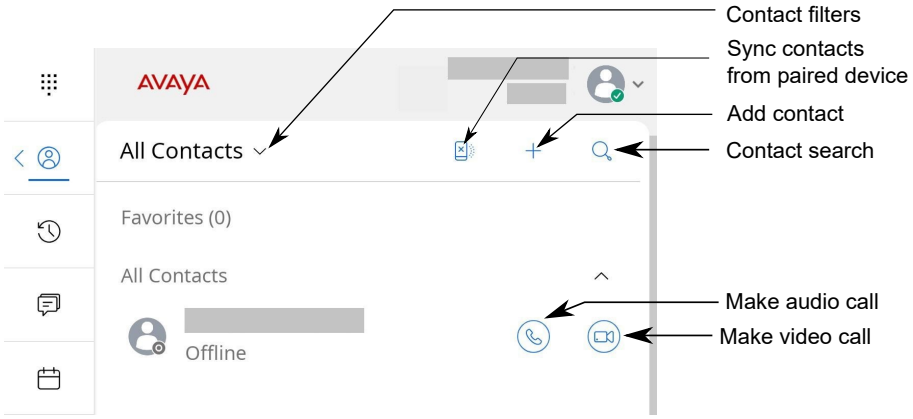
Contacts screen

The following sections show the Contacts screen of the Avaya Vantage™ built-in UC experience.

K175 device



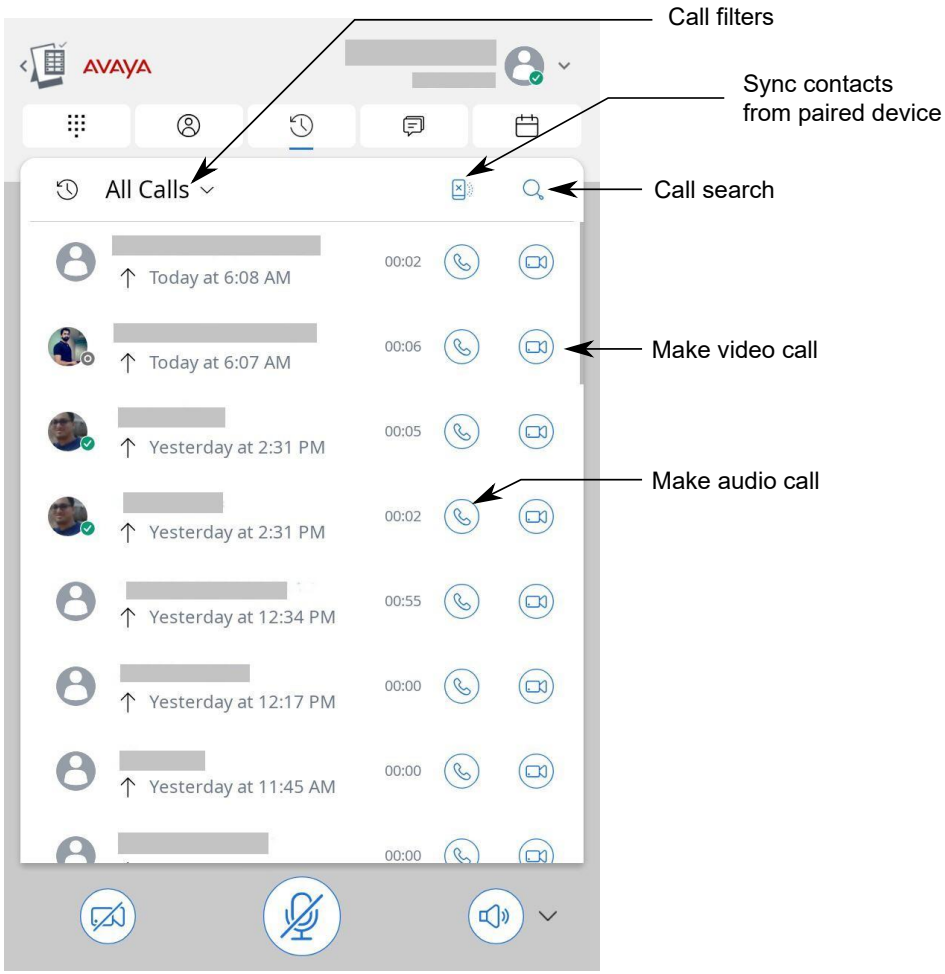
K155 device



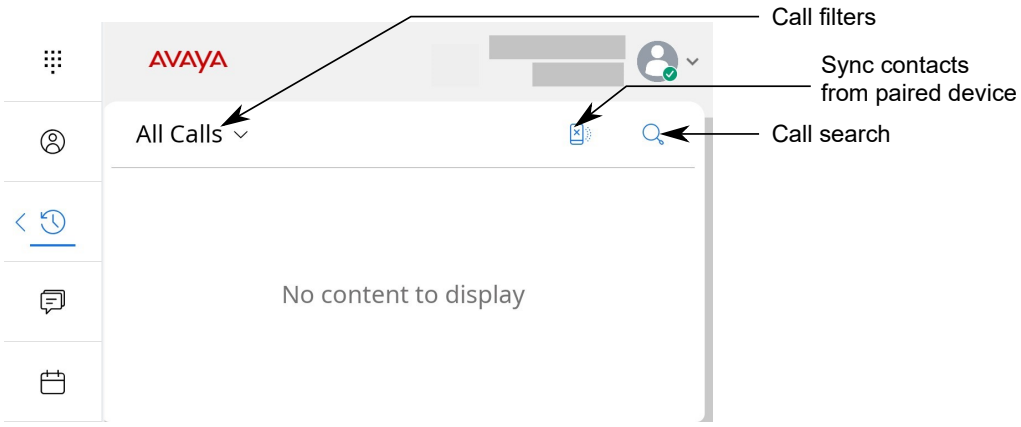
Call History screen

The following sections show the Call History screen of the Avaya Vantage™ built-in UC experience.

K175 device



K155 device

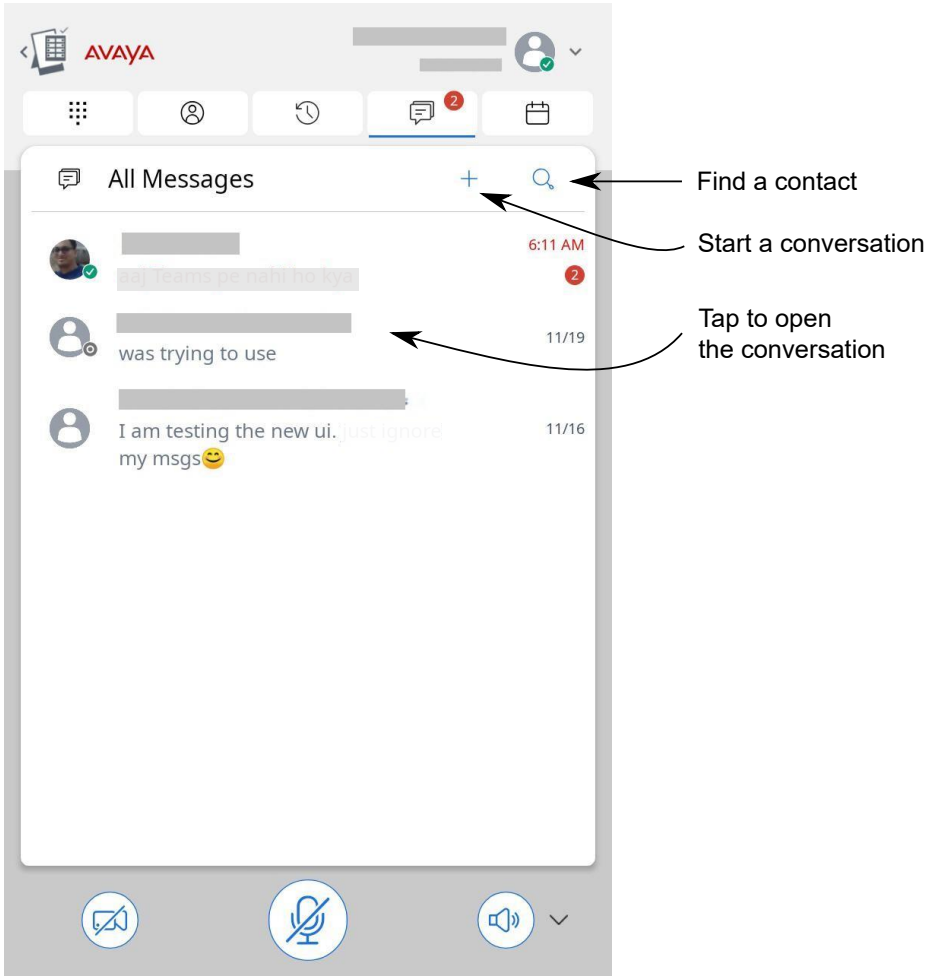


Messages screen

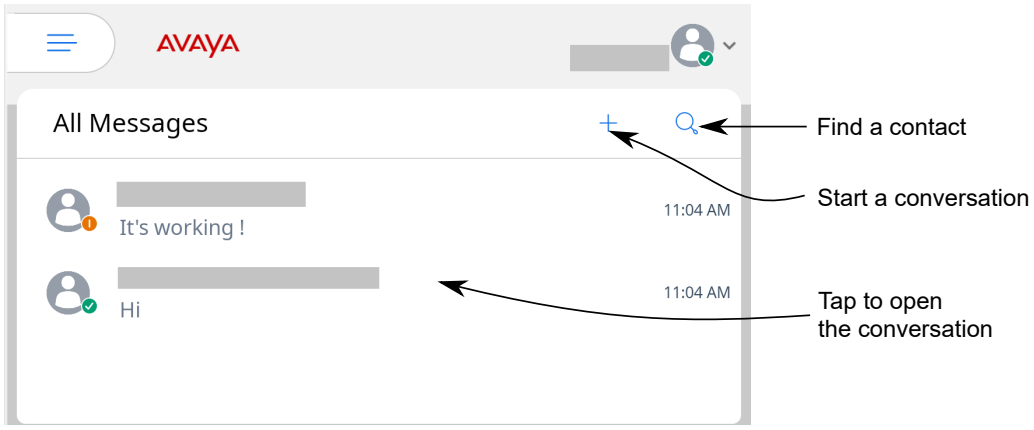
The following sections show the Messages screen of Avaya Vantage™ built-in UC experience. You can view and open your instant messaging conversations on this screen.

The Messages screen is only available when your administrator enables the instant messaging feature on Avaya Vantage™ built-in UC experience.

K175 device



K155 device

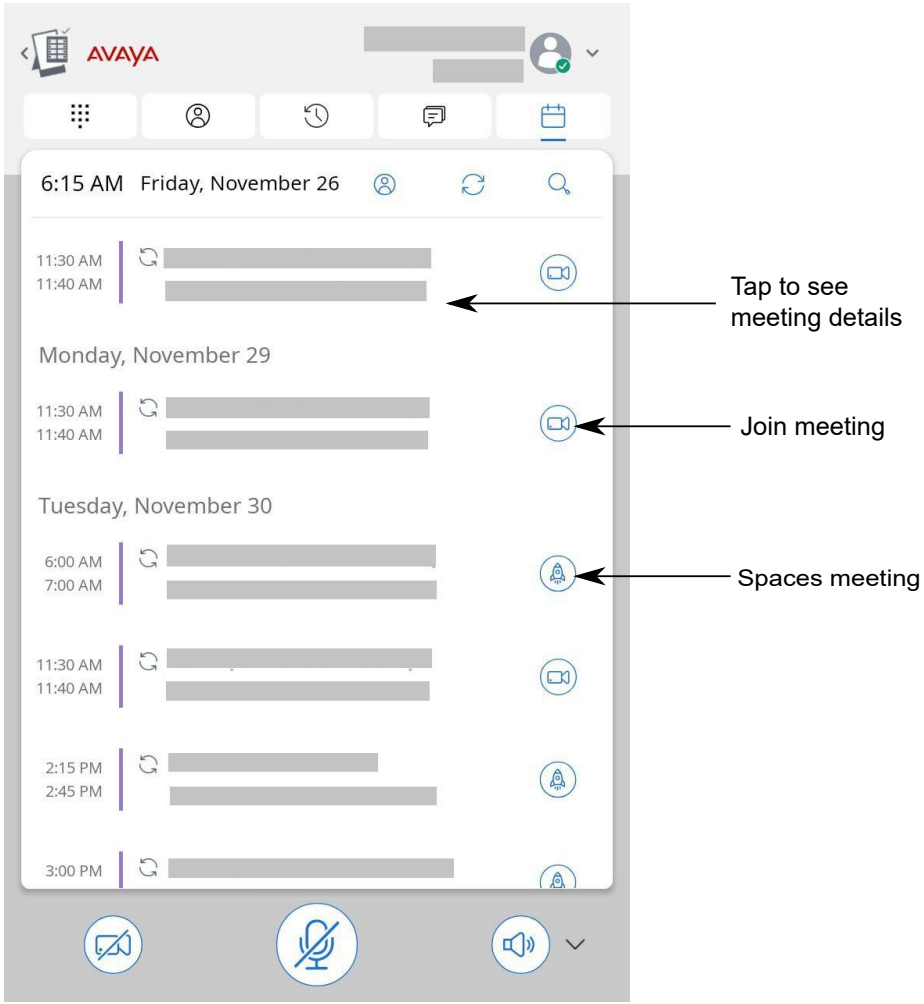


Calendar screen

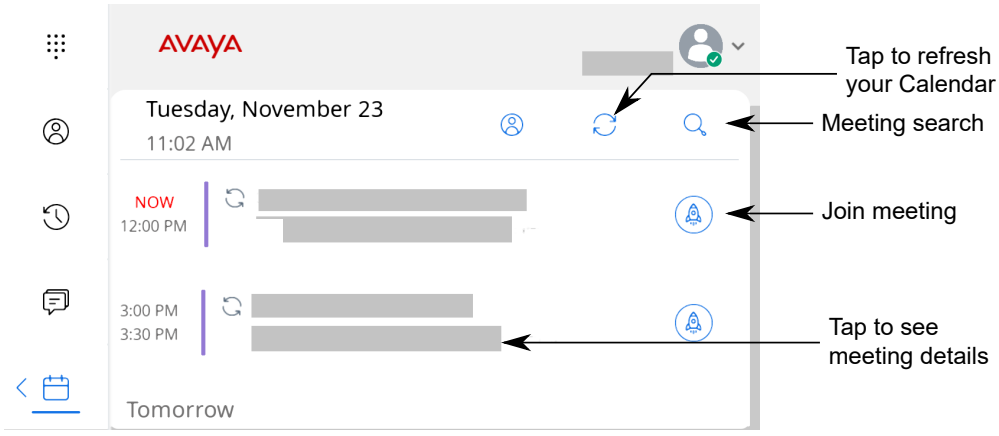
The following sections show the Calendar screen of the Avaya Vantage™ built-in UC experience. You can view and join your meetings on this screen.

The Calendar screen is available when your administrator enables interoperability of the Microsoft Exchange Calendar with the Avaya Vantage™ built-in UC experience. You can control the display of the Calendar screen by enabling or disabling the **Exchange Calendar** option from the Avaya Vantage™ built-in UC experience settings.

K175 device



K155 device



Chapter 7: Call management operations

You can perform the following key call management tasks through Avaya Vantage™ built-in UC experience:

- Make audio or video calls.
- Answer audio or video calls.
- Perform call control operations.
- View your call history and missed calls.
- Work with conferences.

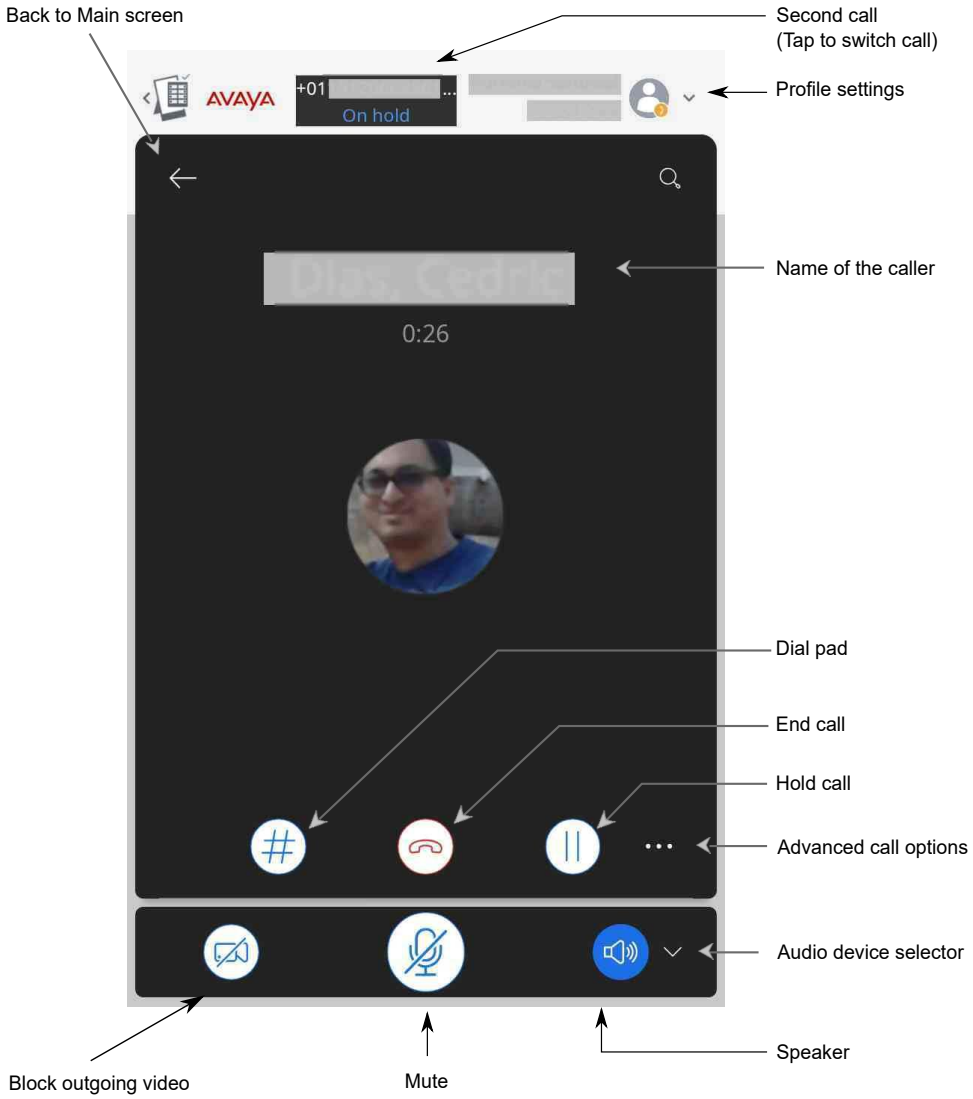
You cannot access some of these features if your administrator has enabled hot dialing.

Additional call features are available if you are using the Avaya Connect Expansion Module application with Avaya Vantage™. This chapter describes the standard call operations that Avaya Vantage™ supports on Avaya Vantage™ built-in UC experience.

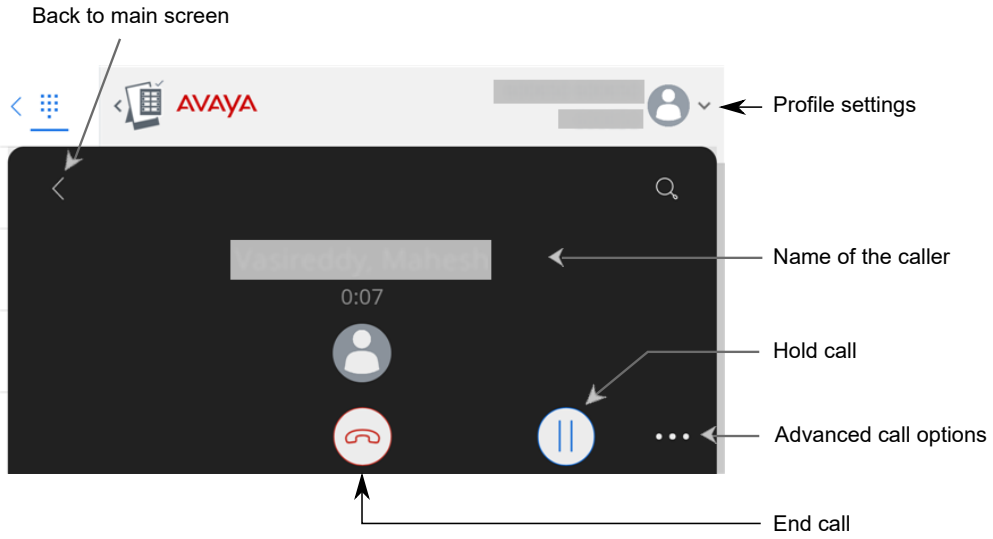
Call screen

The following sections show the active Call screen on Avaya Vantage™.

K175 device


Back to Main screen
Second call
(Tap to switch call)
Profile settings
AVAYA
+01
On hold
Name of the caller
0:26
Dial pad
End call
Hold call
Advanced call options
Audio device selector
Block outgoing video
Mute
Speaker

K155 device



Hot dialing

If your administrator has enabled hot dialing on Avaya Vantage™, the built-in UC experience automatically makes a call to the configured hotline number when your device goes off-hook. You can answer incoming calls, but access to other call management features is limited. You cannot:

- Dial any other phone numbers or extensions.
- Access application settings.
- Access the Join meeting feature.

You can access call hold, conferencing, and transfer capabilities on the hotline station unless your administrator disables these features. Your administrator might also limit your access to contacts, favorite contacts, and call history.

You can make an emergency call from a locked hotline station. In an Avaya Aura® environment, you can also make an emergency call when you are logged out of the device.

Emergency calls

You can make emergency calls on Avaya Vantage™ when emergency numbers are configured. An administrator can configure location-specific emergency numbers for Avaya Vantage™.

In an Avaya Aura® environment, you can make an emergency call even when you are logged out of the Avaya Vantage™ built-in UC experience or when the device is locked.

In an IP Office or BroadSoft Open SIP environment, you can make an emergency call only when you are logged in to the Avaya Vantage™ built-in UC experience. You can make an emergency call from a locked device.

Making an emergency call

- To make an emergency call from the Login screen or the Lock screen, in the lower-right corner of the screen, tap **Emergency call** and do one of the following:
  - To automatically dial the preconfigured emergency number with the highest priority, tap **Auto - dial**.
  - To dial one of preconfigured emergency numbers manually, tap **Manual dial**, enter the number and then tap .

    On K175, you must tap the digits on the screen. On K155, use the physical keypad on the device.
- To make an emergency call from the Dial pad screen on the Avaya Vantage™ built-in UC experience, enter the emergency number and then tap .

  On K175, you must tap the digits on the screen. On K155, use the physical keypad on the device.

Making audio or video calls

Making an audio or video call using the dial pad

Procedure

1. Tap the **Dial pad** tab.
2. Enter the telephone number that you want to call.

   On K175, you must tap the digits on the screen. On K155, use the physical keypad on the device.
3. Tap one of the following:
   - : To make an audio call.
   - : To make a video call.
4. **(Optional)** To use the handset for the audio, lift the handset from the cradle.

   If you lift the handset before dialing the phone number, then the option to choose between an audio or video call becomes unavailable. An audio call starts automatically after you dial the number.

Making an audio or video call using contacts

Procedure

1. Tap the **Contacts** tab.
2. Select the required contact.
3. Tap one of the following:
   - : To make an audio call.
   - : To make a video call.

Making an audio or video call from your Favorites list

Before you begin

Ensure that you have contacts in your Favorites list.

Note:

On IP Office, you cannot add IP Office personal contacts to your Favorites list.

Procedure

1. Tap the **Contacts** tab.
2. In the Favorites section, find the required contact.
3. Tap one of the following:
   - : To make an audio call.
   - : To make a video call.

Making an audio or video call using call history

Procedure

1. Tap the **Call History** tab.
2. Select the required contact or telephone number.
3. Tap one of the following:
   - : To make an audio call.
   - : To make a video call.

Making a call using off-hook dialing

About this task

When the Avaya Vantage™ device goes off-hook, you will not receive incoming calls while your are dialing a number.

Note:

If the hot dialing feature is activated, Avaya Vantage™ automatically makes a call to the configured hotline number when your device goes off-hook. You cannot dial any other numbers.

Procedure

1. To go off-hook, do one of the following:
   - Lift the handset.
   - On K175, tap .
   - On K155, press the button.

     If a headset is connected to the device, you can press the button to go off-hook.
2. Enter the telephone number.

   On K155, use the physical keypad on the device to enter the number.

   You cannot enter a number when hot dialing is enabled.

Making a second call

About this task

Use this procedure to make a second call while you are already on a call. You can have more than one calls at the same time. When one call is active, the other is placed on hold.

Note:

For multiple line support to work on IP Office, you must enable the Call Waiting On feature for the user account. Otherwise the connection is treated as a single line.

Procedure

1. While on a call, tap .
2. In the Call Features window, tap **New Call**.

   Avaya Vantage™ places the first call on hold and displays the Dial pad screen.
3. Do one of the following:
   - Enter the telephone number you want to call.

     On K175, you must tap the digits on the screen. On K155, use the physical keypad on the device.
   - In the **Contacts** tab, select the required contact.
   - In the **Call History** tab, select the required contact or telephone number.
4. Tap one of the following:
   - : To make an audio call.

- : To make a video call.

After the connection is established, the second call becomes the active call. The first call remains on hold until you toggle between the calls.

Redialing a number

About this task

Use this procedure to redial the last dialed number.

Procedure

1. On the Dial pad screen, tap .

   Avaya Vantage™ displays the last dialed number on the screen.

2. Tap one of the following:

   - : To make an audio call.
   - : To make a video call.

Managing calls

Answering or declining an incoming call

About this task

Use this procedure to answer or decline an incoming call. If you want to ignore or silence the call instead of declining it, see Ignoring a call by enabling Do Not Disturb mode on page 78.

On K155, after answering a call, you can use the and buttons on the device to toggle between your headset or speakerphone.

When you answer an incoming video call using your handset, the call is treated as an audio-only call. You can escalate it to a video call later.

While on an active call, you can still receive and answer a second incoming call. If you use the speakerphone for your active call and you switch to your handset when an incoming call rings, Avaya Vantage™ does not switch the audio path from speakerphone to the handset for your original call. Instead, the incoming call is answered.

While on an active call on Avaya Vantage™ built-in UC experience, if you accept an incoming Avaya Spaces call, the call on Avaya Vantage™ built-in UC experience is put on hold. Inversely,

during an Avaya Spaces call, if you accept a call on Avaya Vantage™ built-in UC experience, the Avaya Spaces call gets disconnected.

- To answer an audio call, do one of the following:
  - Tap on your screen.
  - Lift the handset from the cradle when you use a wired or wireless handset.
- To accept a video call, tap .
- To decline a call, tap .

Related links

Ignoring a call by enabling Do Not Disturb mode on page 78
Avaya Spaces digital calling on page 141

Ignoring a call by enabling Do Not Disturb mode

About this task

When an incoming call arrives while you are busy, to decline it, press or ignore it. Use this procedure to ignore an incoming call by changing your device status to Do Not Disturb (DND) mode. When you do this, the call is silenced.

Procedure

1. When an incoming call arrives, swipe down to open the notifications area and then tap **Do not disturb** ( ).

   When DND is enabled, the device mutes all interruptions except for alarms.
2. **(Optional)** To turn off DND, open the notifications area and tap .

Sending all calls to voice mail

About this task

Use this procedure to route all incoming calls to a predefined number set by your administrator. The number is usually your corporate voice mail number.

Your administrator must configure the Send All Call feature for your extension.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. Under Call Features, enable **Send All Calls**.

Sending all calls to voice mail when your presence status is DND

About this task

You can enable Avaya Vantage™ built-in Unified Communications experience to send all incoming calls to voice mail when your presence status is Do not disturb (DND).

Your administrator must configure the Send All Call feature for your extension.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. Under Presence Settings, enable **Activate Send All Calls When Do not Disturb Is Set**.

Forwarding all calls

About this task

Use this procedure to forward incoming calls to another extension of your choice.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. Under Call Features, enable **Forward Calls**.
5. Enter the extension number to which you want to forward incoming calls.
6. Tap **OK**.

Activating simultaneous ringing for your extension and another number

About this task

Use this procedure to activate simultaneous ringing on your extension and another configured phone number for an incoming call to your extension.

Your administrator must configure the EC500 or twinning feature for your extension. You administrator configures the phone number, usually your cell phone number, that will ring simultaneously with your extension.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.

4. Under Call Features, enable **EC500 Calls**.

Entering digits during a call

About this task

Use this procedure to enter DTMF digits during a call. For example, when you check your voice mail, you are prompted to enter digits.

- On K175, do the following:
  1. While on an active call, tap #.

     The application displays the dial pad.
  2. Enter the required digits.
- On K155, use the physical keypad on the device to enter the required digits.

  The application does not display the entered digits on the screen.

Muting or unmuting a call

About this task

Use this procedure to mute or unmute your microphone during an active call. When you are on mute, the other party cannot hear you.

A muted call gets unmuted automatically when you switch to a different audio device during the call. However, you can perform call operations, such as putting the call on hold or resuming the call, during a muted call without getting unmuted.

- To mute yourself during a call:
  - On K175, tap on the screen.
  - On K155, press the button on the device keypad.
- To unmute yourself:
  - On K175, tap .
  - On K155, press the button on the device again.
- **(Optional)** On a wireless handset, press the **Mute** button to mute or unmute yourself.

  When you mute a call on your wireless handset, the application UI does not indicate that the call is muted.

  If you disconnect the call without unmuting the wireless handset, the handset remains muted.

Placing a call on hold and resuming the call

- To place a call on hold, tap .
- To resume the call, tap .

Toggling between calls

About this task

Use this procedure to toggle between two calls when one call is active and the other call is on hold.

Note:

For multiple line support to work on IP Office, you must enable the Call Waiting On feature for the user account. Otherwise the connection is treated as a single line.

Procedure

1. At the top of the Call screen, tap the label of the held call.

   The application displays the inactive or held call on the Call screen.

2. Tap .

   The inactive call becomes the active call, and the other call is placed on hold.

Transferring a call

About this task

Use this procedure to transfer a call to another number. A direct transfer, as described in this procedure, is a blind or unattended transfer. When you perform a blind transfer, you cannot notify the other party about the transfer and you cannot return to your original call after starting the transfer procedure.

Procedure

1. During an active call, tap .
2. Tap .
3. Do one of the following:
   - Tap **Enter a number** and then enter the phone number.
   - Tap **Choose a Person** and then select the required contact from the Contacts or Call History list.
4. Tap **Transfer**.

Modifying the ring tone

About this task

Use this procedure to change the default ring tone for incoming calls in Avaya Vantage™ UC service. You can select from a list of built-in and administrator-downloaded ring tones.

You can change the ring tone in the telephony application but not on the Avaya Vantage™ device.

Procedure

1. Tap the **Dial pad** tab.

2. Tap **Extension** > **User Settings**.
3. Tap **Audio/Video**.
4. In Ring Preferences, tap **Choose Ringtone**.
5. Select the new ring tone and tap **OK**.

Selecting the audio device

About this task

Use this procedure to select the audio device to be used in a call.

By default, Avaya Vantage™ uses speakers to transmit audio. If you have a headset or handset connected to your device, you can select which audio device to use in a call.

- To select the audio device from the Dial pad or Call screen, tap the arrow ( ) next to the **Speaker** ( ) icon and select from the list of connected audio devices.
- To select the handset as the active audio device during a call, lift the handset from the cradle.

  Avaya Vantage™ automatically transfers audio to the handset.
- To transfer audio from the handset to the device speaker during a call, do the following:

  1. Tap next to the active audio device icon and tap **Speaker**.

     Avaya Vantage™ transfers audio to the speaker.
  2. Place the handset on its cradle.

Working with video functionality

About this task

Use this procedure to start, stop, pause, and resume video during a call. When you pause video, the application stops transmitting your video to the other party, but you can still receive video from the other party, and your audio is still transmitted to the other party.

When you switch to another application while on a video call, your video is stopped. To restart video, switch back to Avaya Vantage™ built-in UC experience.

When the other party makes a video call or adds video to an existing call, Avaya Vantage™ always pauses your outgoing video for privacy reasons. To transmit your video to the other party, you must enable video manually. Similarly, when you escalate an audio call to a video call, you cannot see the other party's video until they enable or unmute it.

- To start or stop video during a call, tap and then tap **Start Video** or **Stop Video**.
- To pause or mute video on K175:

  1. Tap .

     The icon becomes blue.
  2. **(Optional)** To resume the video, tap the icon again.

- To pause or mute video on K155:

  1. Press .

     The blue LED on the button is lit.

  2. **(Optional)** To resume the video, press the button again.

Sending video and presentation to an external monitor during an active call

About this task

You can send video and presentation from your Avaya Vantage™ device during an active call to an external screen through the HDMI connection.

Before you begin

Make sure you are on an active call.

Procedure

1. Connect your Avaya Vantage™ device to an external screen using the Avaya Vantage™ micro HDMI port.
2. On the active Call screen, tap .
3. Do one of the following:
   - Tap **Send video to external monitor**: The external screen displays the video with all call participants.
   - Tap **Send presentation to external monitor**: The external screen displays the presentation, and the Avaya Vantage™ screen displays the video with all call participants.
   - Tap **Send video to external monitor** and **Send presentation to external monitor**: The external screen is split in half. One half of the screen displays the presentation, and the other half displays the video with all call participants.

   To manage the call, use the buttons on the Avaya Vantage™ screen.

Bridged line appearance on Avaya Vantage™

In an Avaya Aura® environment, you can use the Bridged Line Appearance (BLA) call feature on Avaya Vantage™ directly or through the Avaya Connect Expansion Module application. This section describes how to use BLA directly with Avaya Vantage™.

BLA is a unique primary extension number that multiple users can share among themselves. You can make, receive, and join a call on behalf of the owner of the primary extension by using the bridged line appearance.

A typical use case for BLA is a boss and secretary scenario. In this scenario, the primary number belongs to the boss. The administrator configures the call appearances of the primary number on the secretary's extension. When someone calls the boss, either the boss or secretary can answer the call. If the secretary answers the call first, the boss can bridge onto the call. If a call comes to the extension of the secretary, the boss cannot see this call or bridge onto it.

On Avaya Vantage™, you cannot make a call on behalf of the boss using the BLA extension. You must connect an Avaya Connect Expansion Module application with Avaya Vantage™ built-in UC experience to make a call using the BLA extension.

Answering a call on a bridged line

About this task

An incoming call to the bridged line triggers call alerts on both the bridged line owner's extension and the secretary's extension. The call alert indicates which extension the call is intended for.

Procedure

To answer the call, do one of the following:

- Tap .
- Lift the handset.

Joining a call on a bridged line

About this task

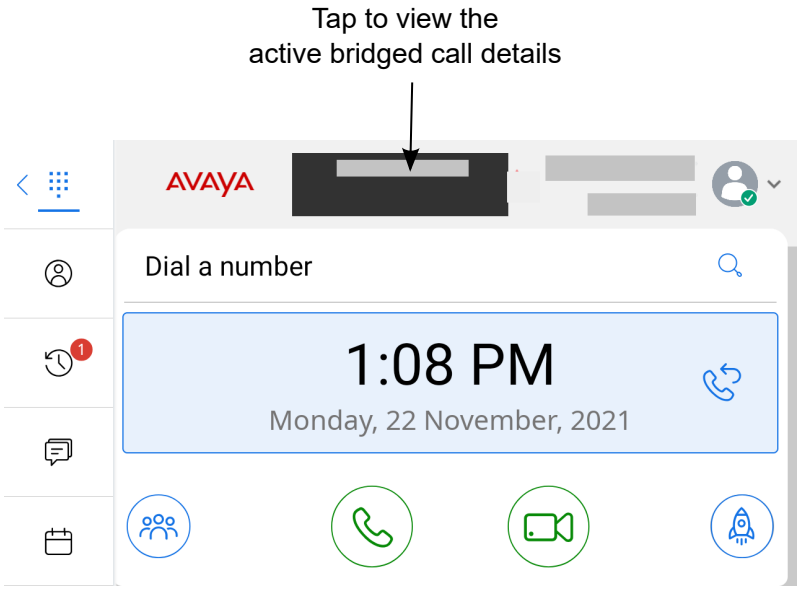
As a boss or secretary, you can join an ongoing call to the bridged line.

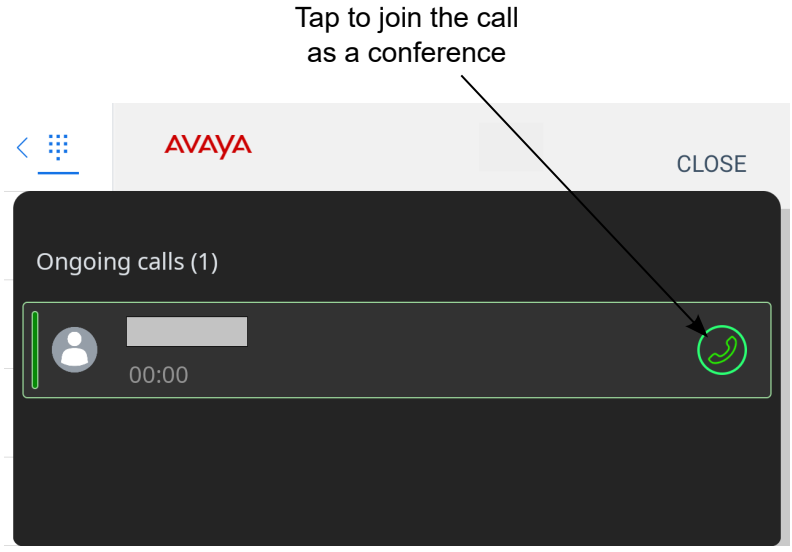
For example, if the secretary makes or receives a call on behalf of the boss, the Avaya Vantage™ built-in UC experience on the boss's device indicates that there is an ongoing call to the bridged line. The boss can then tap on the active bridged call indicator to join the call.

Procedure

1. Tap the **Dial pad** tab.

2. Tap the active bridged call indicator next to your user profile icon, as shown in the following image:





Avaya Vantage™ built-in UC experience bridges you onto the call and converts the call into a conference call.

Listening to voice mail messages

About this task

Use this procedure to access your voice mail messages. If you have unheard voice mail messages, the Message Waiting Indicator light on your device glows.

Before you begin

You must have your voice mail access number.

Procedure

1. On the Dial pad screen, tap .
2. When prompted, enter you voice mail access number and listen to your voice mail messages.

Viewing call history

Procedure

1. Tap the **Call History** tab.
2. Filter the call history using the following options:
   - **All Calls**
   - **Missed Calls**
   - **Outgoing Calls**
   - **Incoming Calls**
3. **(Optional)** To view the call history of the synchronized device, tap , which is at the top-right side of the contacts list.

   Avaya Vantage™ displays the call history of the synchronized mobile device in the **Call History** tab if:
   - Call history sharing is enabled.
   - The paired mobile device is connected with Avaya Vantage™.

Related links

Synchronizing contacts and call history over Bluetooth on page 101

Deleting all call information

Procedure

1. Tap the **Call History** tab.
2. Tap the call history filter drop down list and tap **Delete All History**.

3. In the Delete dialogue box, tap **Delete**.

Ending a call

About this task

Use this procedure to end an active call.

If you receive a call while on another call, you cannot end the first call until you answer or decline the second call.

- Tap on the screen.
- If you are using the speaker phone, tap .
- If you are using a handset, do one of the following:
  - Hang up by placing the handset in its cradle.
  - Tap .

Chapter 8: Working with conference calls

Starting a conference call by adding another user to an active call

About this task

In an Avaya Aura® deployment, your can start a three-way audio or video conference call by adding another user to an active call.

Important:

This procedure does not apply to IP Office or BroadSoft deployments. With IP Office or BroadSoft deployments, you can only merge calls to create a conference call, and video conference is not supported.

Procedure

1. During an active call, tap ⋯.
2. In the Call Features window, tap **Add Someone**.
3. Do one of the following:
   - Tap **Enter a number** and then enter the phone number.
   - Tap **Choose a Person** and then select the required contact from the Contacts or Call History list.
4. Tap **Add Someone**.

   A call is placed to the selected participant. When the participant answers, the conference starts.

Merging calls to create a conference call

About this task

You can merge two ongoing calls to create a three-way conference call.

Note:

You cannot merge a normal voice or video call on Avaya Vantage™ built-in UC experience with an ongoing Avaya Equinox® Conferencing call.

Before you begin

You must have two ongoing calls.

Procedure

1. On the Call screen, tap ●●●.
2. Tap ↑ to merge both calls into a conference call.

Avaya Equinox® Conferencing through the Avaya Vantage™ built-in Unified Communications experience

Through the Avaya Vantage™ built-in UC experience, you can join an Avaya Equinox® Conferencing meeting as an over-the-top (OTT) guest user. When you join an Avaya Equinox® Conferencing meeting, Avaya Vantage™ opens a virtual meeting room, which supports conferencing and collaboration. The meeting room provides the following features:

- Displays the video images of participants.
- Displays a presentation if another participant is sharing their screen.

  Note:

  The meeting room on the Avaya Vantage™ built-in UC experience does not display shared whiteboards.
- Displays the active speaker.
- Displays the number of participants in the meeting.
- Enables you to browse through the list of participants.

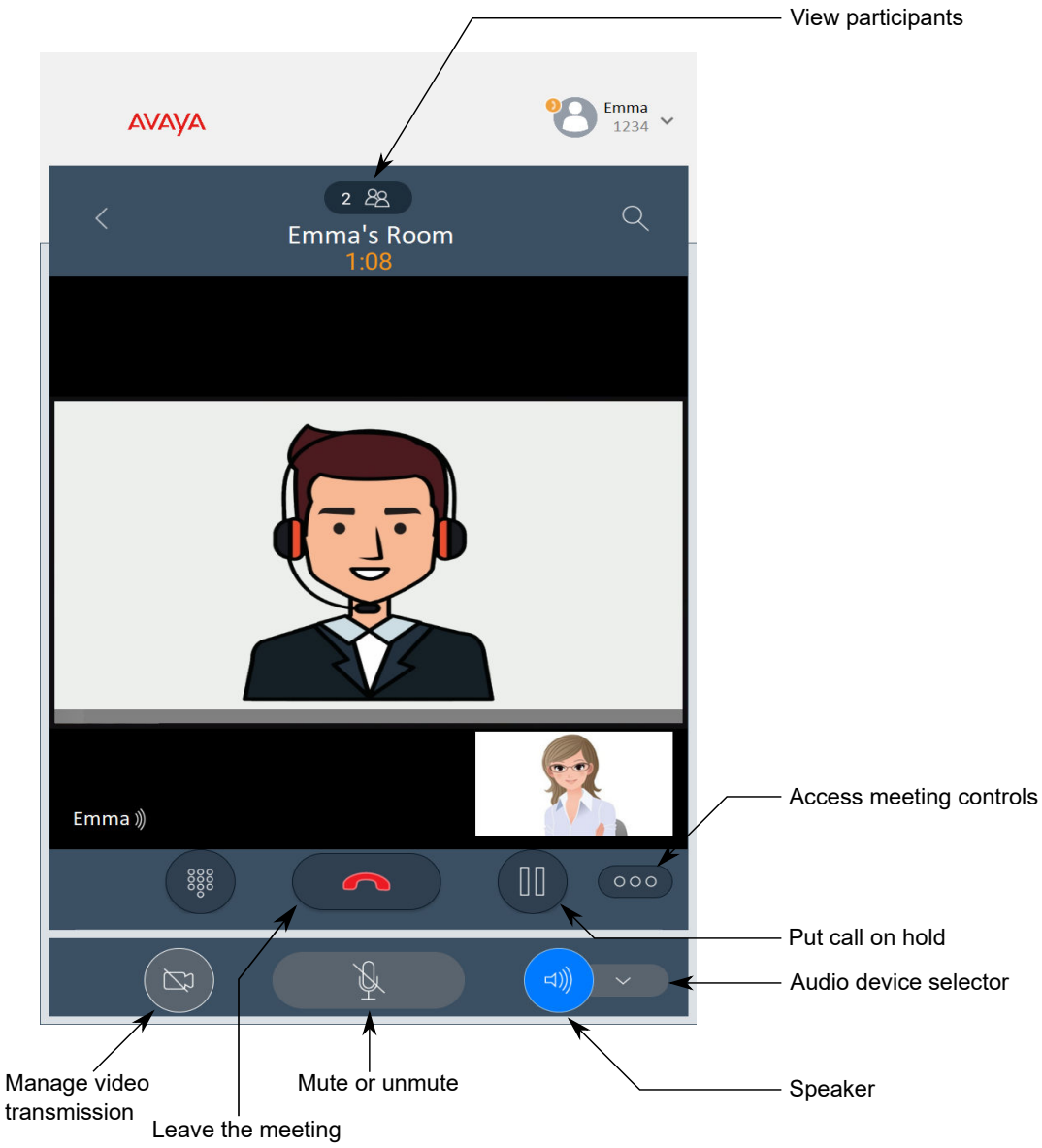
You can perform the following call control functions on the conference call:

- Mute and unmute your voice.
- Block and unblock your video.
- Place the call on hold.
- Select a different audio device.
- Make a new call.
- Send video and presentation to an external screen.

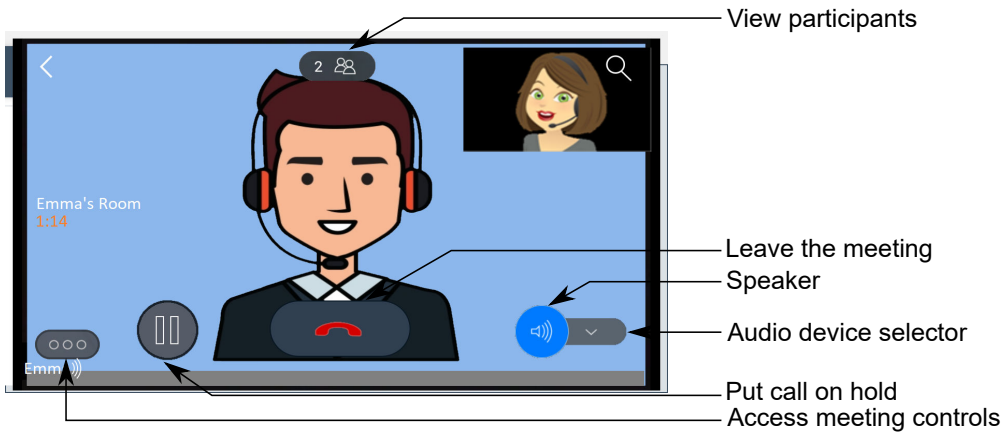
Screen sharing functionality is not available to you. You cannot share your screen and present on Avaya Vantage™.

The following sections show the Avaya Equinox® Conferencing meeting screen of the Avaya Vantage™ built-in UC experience.

K175 device


View participants
AVAYA
Emma
1234
2
Emma's Room
1:08
Emma
Access meeting controls
Put call on hold
Audio device selector
Speaker
Manage video transmission
Leave the meeting
Mute or unmute

K155 device



Related links

Sending video and presentation to an external monitor during an active call on page 83

Joining an Avaya Equinox® Conferencing meeting

About this task

In the Avaya Vantage™ built-in UC experience, you can use an Avaya Equinox® Conferencing or Avaya Equinox® Meetings Online meeting URL to join the meeting.

Before you begin

Ensure that you have:

- The URL of the meeting.
- The meeting ID.

Procedure

1. On the Dial pad screen, tap .
2. On the Join Meeting screen, enter the following information:
   a. **Your Name**: You display name that will be visible to other participants in the meeting.
   b. **Meeting Address**: The conference address URL.

      You can provide the full URL of the meeting with the tenant ID or a short URL without a tenant ID. You can use one of the following URL formats:

      - Without tenant ID: `https://<FQDN>[:port]/portal/`

        Example: https://meetings.avaya.com/portal/
      - With meeting ID: `https://<FQDN>[:port]/portal/tenants/<tenant ID>/?ID=<meeting ID>`

        Example: https://meetings.avaya.com/portal/tenants/1023/?ID=90313012345678
      - Without meeting ID: `https://<FQDN>[:port]/portal/tenants/<tenant ID>/`

Example: https://meetings.avaya.com/portal/tenants/1023/

c. **Meeting ID**: The meeting ID of the virtual meeting room.

If the conference URL contains the meeting ID, this field is automatically populated. Otherwise, you must enter the ID manually.

3. Tap **Join**.

Avaya Vantage™ opens the virtual meeting room.

Viewing participants in a meeting

Procedure

1. In the virtual meeting room, tap .

The Participants window displays the list of participants.

2. **(Optional)** To close the Participants window and go back to the meeting room, tap **HIDE**.

Calendar meeting notification alert

If you log in to your Microsoft Exchange Calendar in Avaya Vantage™ built-in UC experience, you get a notification alert 1 minute before a calendar meeting is scheduled to start. You can tap the notification alert to see the meeting details and to quickly join the meeting.

Related links

Logging in to the Calendar service on page 58
Joining Avaya Spaces meetings from Avaya Vantage built-in UC experience on page 136

Joining a meeting from the Calendar screen

About this task

You can tap to join a meeting in your calendar using the Avaya Vantage™ built-in UC experience. The conference meeting details must have at least a dial-in phone number or a conference URL complete with the meeting ID.

Procedure

1. Tap the **Calendar** tab.
2. Next to the meeting you want to join, tap or .

If you have disabled the option to join a meeting with video, you see the icon next to a meeting instead of the icon.

Modifying audio and video preferences for meetings

About this task

You can modify whether you want to join a meeting as a video or audio call. By default, video call is enabled. Based on the setting you choose, Avaya Vantage™ Calendar screen displays the or icon next to meetings with conference details.

Additionally, you can set whether to keep your microphone and camera enable while joining a meeting.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Audio/Video**.
4. To join a meeting as a video call, enable **Join meeting with video**.
5. To mute your microphone when you join a meeting, enable **Mute my Microphone when Joining Meeting**.
6. To block your camera when you join a meeting, enable **Block my Camera when Joining Meeting**.

Chapter 9: Contact management operations

Contact types in the Avaya Vantage™ built-in Unified Communications experience

Through the Contacts tab in the Avaya Vantage™ built-in Unified Communications (UC) experience, you can access the following contacts:

- Enterprise contacts stored on various servers as configured by an administrator. Depending on the communication system used, the enterprise contacts are made available as follows:
  - In an Avaya Aura® environment, PPM or Avaya Aura® Device Services contacts.
  - In an IP Office environment, centralized IP Office directory contacts.
  - In a BroadSoft Open SIP environment, BroadSoft directory contacts. To access these contacts, an administrator must enable the BroadSoft directory feature.
- Local contacts that are saved on the device or the default contact account defined on the Android system. If no default account is configured, the contacts are saved on the device.

  Note:

  You can view and modify the default contact account from the Android Contacts area by tapping ≡ and then **Settings** > **Default account for new contacts**.

  Avaya Vantage™ deletes local contact data when another user logs in to the device. To store local contact data, you must enable data backup and provide a backup account in **Settings** > **System** > **Backup**.

In Avaya Vantage™, you can save a contact as a local contact on the device or a personal contact in the enterprise, IP Office, or BroadSoft personal directory. You can also modify or delete personal contacts added to the enterprise, IP Office, or BroadSoft personal directory. Any modification to personal contacts is synchronized automatically between Avaya Vantage™ and the directory server.

You cannot modify or delete enterprise system directory contacts. However, you can save a system contact as a personal contact.

When contact pictures are enabled in Avaya Aura® Device Services, the picture is displayed on the contacts list in Avaya Vantage™.

Access to contacts in different environments

The following table summarizes contact management on Avaya Vantage™ when interoperating with different communication systems:

Avaya Aura® contacts (PPM or Avaya Aura® Device Services)	IP Office directory contacts	BroadSoft directory contacts
Accessible through contact search in the built-in UC experience: Yes You can add, edit, and delete personal enterprise contacts.	Accessible through contact search in the built-in UC experience: Yes You can add, edit, and delete contacts in the personal directory.	Accessible through contact search in the built-in UC experience: Yes You can add, edit, and delete contacts in the personal directory.
Accessible from the standard Android Contacts area: No	Accessible from the standard Android Contacts area: No	Accessible from the standard Android Contacts area: No

Adding a contact

About this task

Use this procedure to add new contacts to the Avaya Vantage™. You can save a new contact as a local contact on the device or a personal contact in the enterprise personal directory.

In the Avaya Aura® environment, the contact is saved as a personal contact on PPM or Avaya Aura® Device Services. In the IP Office environment, a personal contact is saved in the IP Office personal directory. In the BroadSoft communication environment, the personal contact is saved in the BroadSoft personal directory.

Important:

Avaya Vantage™ deletes device contacts when another user logs in to the device. To store device contacts data, enable local data backup and provide a backup account in **Settings** > **System** > **Backup**.

Procedure

1. Tap the **Contacts** tab.
2. Tap +.
3. Choose one of the following:
   - **Local Contact**: To store the contact locally on the device.
   - **Enterprise Contact**: To add the contact to the Avaya Aura® enterprise or Broadsoft personal directory.
   - **Personal Contact**: To add the contact to the IP Office personal directory.

Either the **Enterprise Contact** or **Personal Contact** option is available depending on the environment in which the device is installed.

4. In the **First Name** and **Last Name** fields, enter the name of the new contact.

   On the K155 device, use the on-screen keyboard to enter letters and other special characters. To enter numerals, you can use either the on-screen keyboard or the integrated keypad on K155.

5. Do the following to add the phone number of the contact:

   a. Tap **Add phone number**.

   b. In the drop-down list, select the appropriate phone category.

   c. In the **Phone** field, enter the phone number.

   You must provide at least one phone number for each contact.

6. **(Optional)** Repeat Step 5 to add more phone numbers for the contact.

7. **(Optional)** Add other information about the contact, such as the job title, company name, and address.

   Note:

   When you add a local contact to the standard Contacts area of the device, prefixes, such as 'Mr.' and 'Ms.' are not displayed in the Avaya Vantage™ built-in Unified Communications experience.

8. Tap **Done**.

   The application displays the new contacts and their details in the Contacts list.

Editing a contact

About this task

Use this procedure to edit the details of a contact.

You can modify local contacts and personal contacts added to the enterprise, IP Office, or BroadSoft personal directory. Any modification to personal contacts is synchronized automatically between the Avaya Vantage™ built-in UC experience and the personal directory server.

Procedure

1. Tap the **Contacts** tab.
2. In the contacts list, tap the contact that you want to edit.
3. On the Contact Details page, tap **Edit**.
4. Tap the field that you want to edit.
5. Use the on-screen keyboard to modify the information.

6. Tap **Done**.

Deleting a contact

About this task

Use this procedure to delete a contact from the contacts list.

You can delete local contacts and personal contacts added to the Avaya Aura® enterprise, IP Office, or BroadSoft personal directory.

Procedure

1. Tap the **Contacts** tab.
2. In the contacts list, tap the contact that you want to delete.
3. On the Contact Details page, tap **Remove contact**.
4. Tap **Delete** to confirm the action.

Searching for a contact

About this task

Use this procedure to search for a contact.

When contact pictures are enabled in Avaya Aura® Device Services, the picture is displayed on the contacts list in the Avaya Vantage™ built-in UC experience.

In the IP Office environment, IP Office system contacts are only visible through a search.

Procedure

1. Tap the **Contacts** tab.
2. Tap the icon.
3. In the **Search** field, start typing the name of the contact that you want to look for.

   The application displays all relevant contacts.

IP Office contact search options

In the IP Office environment, the Avaya Vantage™ built-in UC experience and the standard Contacts area ( ) on the Avaya Vantage™ device support a centralized IP Office directory contact search, which includes the following:

- IP Office system contacts and hunt group contacts across a small community network
- External contacts in the LDAP, system, and HTTP directories configured on IP Office

BroadSoft contact search options

In the BroadSoft environment, the Avaya Vantage™ built-in UC experience and the standard Android Contacts area available on Avaya Vantage™ support search functionality for contacts in the following BroadSoft directories:

- Enterprise
- Group
- Group Common
- Enterprise Common
- Personal

The Enterprise, Group, Group Common, and Enterprise Common directories are system directories. When telephony users perform a contact search, the device look for contacts in these directories. You can add, delete, or edit contacts in the personal directory.

Filtering contacts

Procedure

1. Tap the **Contacts** tab.
2. Filter the contacts using the following options:
   - **All Contacts**: To view the local and enterprise contacts.
   - **Enterprise Contacts**: To view Avaya Aura® enterprise contacts.
   - **Personal Contacts**: To view IP Office personal contacts.
   - **Local Contacts**: To view the contacts stored in the local storage, such as Google or Exchange contacts.
   - **Favorites**: To view the contacts on your Favorites list.
3. To view the contacts of the synchronized device, tap , which is at the top-right side of the contacts list.

   Avaya Vantage™ displays the contacts of the synchronized device under All Contacts and Local Contacts if:

   - Contact sharing is enabled.
   - The paired device is connected with Avaya Vantage™.

Related links

Synchronizing contacts and call history over Bluetooth on page 101

Saving a system contact as a personal contact

About this task

Use this procedure to find a system contact and save the contact to your enterprise, IP Office, or BroadSoft personal directory as a personal contact.

IP Office system contacts are only visible through a search.

Procedure

1. In the **Search** field, start typing the name of the system contact.
2. Select the contact from the list that is displayed.
3. Click **Create contact**.

   Avaya Vantage™ automatically populates the contact with the name and phone number of the system contact.
4. Click **Done** to save the contact to the personal directory.

Setting a contact as a favorite

About this task

You can add the following types of contacts to your Favorites list:

- Local contacts that you save on the device
- Personal contacts that you save on the enterprise personal directory

The device saves your Favorites list locally and does not back it up to or retrieve it from the directory server.

Procedure

1. Tap the **Contacts** tab.
2. Tap the appropriate contact.
3. In Contact Details, tap ☆ adjacent to the contact's name.

Setting contact display options

About this task

Use this procedure to modify how contact names are displayed in the Contacts list. Contacts can be displayed with the first name first or with the last name first.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. In Display preferences, tap **Name display preferences** and then select one of the following options:
   - **First Name First**: To display the contact names with the first name first followed by the last name.
   - **Last Name First**: To display the contact names with the last name first followed by the first name.
5. Tap **Name sort preferences** and then select one of the following options:
   - **First Name First**: To sort the contact list based on the first name.
   - **Last Name First**: To sort the contact list based on the last name.

Setting a default contact creation option

About this task

Use this procedure if you want to set a default save option for new contacts. You can save contacts as local device contacts or as personal enterprise contacts.

When creating a new contact, you can modify this setting.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. In Contact preferences, tap **Create a new contact as** and then select one of the following options:
   - **Local Contact**: To create a contact as a local device contact.
   - **Enterprise Contact**: To create a contact as a personal contact in the enterprise directory.

Synchronizing contacts and call history over Bluetooth

About this task

Use this procedure to synchronize your mobile phone's contacts and call history with the Avaya Vantage™ device over Bluetooth. After the synchronization, you can access the paired phone's contacts and call history on your Avaya Vantage™ device when the devices are connected.

Contacts from all accounts on your mobile phone, including Google and Facebook, are shared with the Avaya Vantage™ device, but only so long as the devices remain connected. If Bluetooth connectivity is lost, the shared phone contacts and call history data is automatically deleted from the Avaya Vantage™ device.

Note:

Any third-party application that is capable of displaying call logs from the default telephony application can display the call history for the synchronized mobile device. After the Bluetooth connection is disconnected, if an application is caching the call history and not clearing the cache, the call history from the synchronized device is retained.

Procedure

To pair a mobile phone with the Avaya Vantage™ device, do the following:

1. On the mobile phone and the Avaya Vantage™ device, turn on Bluetooth.
2. On the Avaya Vantage™ device, tap **Settings** > **Connected devices**.
3. Tap **Pair new device**.
4. In Available devices, tap the name of the mobile phone.
5. On the screens of both devices, do the following:
   a. Verify the displayed passcode.
   b. Select the option to allow the paired device to access the contacts and call history.
   c. Tap **Pair**.

To synchronize and share contacts and call history from the paired phone, do the following:

6. On the Avaya Vantage™ device, tap **Settings** > **Connected devices** > **Connection preferences** > **Bluetooth**.
7. In Bluetooth Contact & Call History Sharing, enable the following:
   - **Contact Sharing**
   - **Call History Sharing**

   The synchronized contacts become available through the following:
   - The Contacts tab in the Avaya Vantage™ built-in UC experience.
   - The standard Contacts application on the Avaya Vantage™ device.

Chapter 10: Presence on Avaya Vantage™ built-in UC experience

Presence Services is an application that indicates your availability or presence through the presence states. Presence Services supports the presence information gathered from different sources and aggregates this information for each user. Presence Services then makes this status information, such as Available, Busy or Offline, available to Avaya Vantage™ built-in UC experience users.

For example, in the IP Office environment, Presence Services supports application and telephony presence information gathered from IP Office and aggregates this information for each user.

Note:

Avaya Vantage™ supports Presence Services in the Avaya Aura® and IP Office environments. Avaya Vantage™ does not support Presence Services in the Open SIP environment.

On Avaya Vantage™ built-in UC experience, you can:

- Change your presence status.
- Change your custom presence status message.

Changing your presence status manually

About this task

By default, your presence status is automatically set based on your activity on Avaya Vantage™ built-in UC experience. For example, when you are on a call, other users see your status as On-Call. If your device is idle for a specific duration, your status changes to Away. You can modify the idle time, after which your status changes to Away automatically.

If you want, you can change your presence status in Avaya Vantage™ built-in UC experience manually.

Procedure

1. In the Avaya Vantage™ built-in UC experience, tap your profile icon.
2. Select one of the following presence status to indicate your availability:
   - **Automatic**: Your presence status is updated automatically based on your telephony activity on the built-in UC experience. This option is available only in the Avaya Aura® environment.

- **Available**: Indicates that you are online for other users to call you.
- **Busy**: Indicates that you are busy and might not be able to answer a call.
- **Away**: Indicates that you have signed in, but you are inactive or away from your device for a specific period.
- **Do not disturb**: Indicates that you do not want to be disturbed.
- **Out of Office**: Indicates that you are unavailable at work. This option is available only in the Avaya Aura® environment.
- **Offline**: Indicates that you have signed out.

Changing your presence status message

About this task

You can manually change your presence status message on Avaya Vantage™ built-in UC experience.

Procedure

1. On the Avaya Vantage™ built-in UC experience, tap your profile icon with the presence status indicator.
2. In the text field, enter a personal note as your status message.

Setting the idle time after which your presence status changes to Away automatically

About this task

You can set your presence status to automatically change to Away after a specific time interval of the Avaya Vantage™ built-in UC experience being idle.

Avaya Vantage™ supports the automatic changing of the presence status to Away only in an Avaya Aura® environment.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings**.
3. Tap **Application**.
4. Under Presence Settings, tap **Auto Set to Away**.
5. In the Auto Set to Away screen, tap the idle time duration you want to set.

Chapter 11: Instant messaging operations

You can send and receive text-based instant messages with Avaya Vantage™ built-in UC experience. Instant messaging is only available when your administrator enables the feature on Avaya Vantage™.

Avaya Vantage™ built-in UC experience supports instant messaging in the Avaya Aura® environment. The upcoming IP Office Release 11.1.2 will support instant messaging with Avaya Vantage™ built-in UC experience.

Avaya Vantage™ built-in UC experience supports the following instant messaging features:

- Start an instant messaging conversation with a contact from your contact list, call history, or messages list.

  You can send instant messages to a contact added as your enterprise or local contact.
- Receive group messages and participate in multiparty conversations.

  However, you *cannot* start a multiparty instant messaging conversation through Avaya Vantage™ built-in UC experience.
- Insert a static emoji supported by the native keyboard into a text message.
- Add a subject to an instant messaging conversation and edit the subject.
- View new message alerts in the notification area and open the conversation from the notification area to read. From the notification area, you can also mark a new message as read.
- Escalate a point-to-point instant messaging conversation to an audio or video call.

  You cannot escalate a multiparty conversation to an audio or video call.

Through Avaya Vantage™ built-in UC experience, you currently cannot:

- Start a multiparty instant messaging conversation.
- Send and receive attachments in an instant messaging conversation.
- Send and receive animated emojis.

Starting an instant messaging conversation with a contact

About this task

Use this procedure to start an instant messaging conversation with a contact in your contacts list on Avaya Vantage™ built-in UC experience. You can also find the contact from your call or conversation history.

You can only send instant messages to a contact that is added as your enterprise or local contact.

On Avaya Vantage™ built-in UC experience, you cannot start an instant messaging conversation with multiple contacts. However, you can receive a multiparty message sent through other Avaya communication application, such as Avaya Workplace Client.

Procedure

1. On the Avaya Vantage™ built-in UC experience navigation bar, tap **Messages**.
2. Tap +.
3. In the contacts list, next to the contact with whom you want to start a conversation, tap .

   Avaya Vantage™ built-in UC experience opens the point-to-point conversation window.
4. **(Optional)** To search for a contact that is not added to your contacts list, do the following:

   Tap the icon, and start typing the contact name.

   a. Tap the contact with whom you want to start a conversation.

   b. On the Contact Details screen, scroll down to the Send a message section.

      This section is only visible for a contact with a valid messaging address.

   c. Next to the messaging address, tap the icon.

      Avaya Vantage™ built-in UC experience opens the point-to-point conversation window.
5. In the **Enter message** field, type your message.
6. **(Optional)** Add a static emoji anywhere in the text using the native keyboard.
7. Tap .

   Avaya Vantage™ built-in UC experience sends the message to the participant and displays the sent message on the conversation screen.

Related links

Leaving an instant messaging conversation on page 108
Editing the subject of an instant messaging conversation on page 106

Editing the subject of an instant messaging conversation

About this task

By default, a new conversation displays the other participant's name as the conversation title. When you add a subject to the conversation, the conversation screen displays the entered subject as the conversation title in place of the participant name. The **Messages** tab also displays the entered subject as the conversation title instead of the participant name. The conversation participant sees the new subject at their end.

Use this procedure to add a subject or edit the existing subject of an instant messaging conversation.

Before you begin

Open the conversation.

Procedure

1. On the conversation screen, to open the **More** menu, tap next to the participant name.
2. Tap **Edit Subject**.
3. Type a new subject, and tap **Done**.

   The conversation screen displays the new subject as the conversation title in place of the participant name or the previous subject.

Marking all instant messages as read

About this task

Use this procedure to mark all messages as read in a conversation, including the unread messages.

Before you begin

Open the conversation.

Procedure

1. On the conversation screen, to open the **More** menu, tap next to the participant name.
2. Tap **Mark all as read**.

   The application marks all unread messages as read.

Responding to an incoming instant message notification

About this task

When someone starts a new instant messaging conversation with you, the notification area of Avaya Vantage™ displays a new message notification. You also receive new message notifications for an existing conversation if the conversation screen is closed.

For a new message alert to show up on your Avaya Vantage™ built-in UC experience screen, you can configure the notification behavior. For the notification area to display new message alerts, you must ensure that notifications for instant messages are enabled. By default, all notifications are enabled for Avaya Vantage™ built-in UC experience.

Procedure

Do one of the following for a new message alert:

- To mark the new and unread messages in the conversation as read, tap **MARK AS READ**.

  Avaya Vantage™ removes the notification from the notification area. You can read the messages in the conversation later from your conversation history.

- To view the message immediately, tap **REPLY**.

  Avaya Vantage™ built-in UC experience displays the conversation screen with the new messages.

Related links

Configuring notification preferences on page 108

Escalating an instant messaging conversation to a call

About this task

When in a point-to-point instant messaging conversation, you can escalate the conversation to an audio or video call.

Note:

If you are in a multiparty instant messaging conversation, you cannot escalate the conversation to an ad hoc conference call.

Procedure

On the conversation screen, select one of the following:

- : To make an audio call.
- : To make a video call.

If the participant has more than one number, choose a number.

Avaya Vantage™ built-in UC experience initiates a call to the participant.

Leaving an instant messaging conversation

About this task

When you navigate away from a conversation screen to some other screen on Avaya Vantage™ built-in UC experience, the conversation remains in your conversation history. From the **Messages** tab, you can open a conversation and resume it.

You can also leave a conversation. When you leave a conversation, the built-in UC experience removes all messages in the conversation from your conversation history.

Before you begin

Open the conversation.

Procedure

1. On the conversation screen, to open the **More** menu, tap next to the participant name.
2. Tap **Leave Conversation**.
3. In the Leave Conversation dialog box, tap **OK**.

   The application removes the conversation from your conversation history.

Configuring notification preferences

About this task

Use this procedure to configure notifications of services, including calendar events and instant messages, on Avaya Vantage™ built-in UC experience.

By default, all notifications are enabled for Avaya Vantage™ built-in UC experience. You can disable all notifications of Avaya Vantage™ built-in UC experience to appear on the notification area of the device. You can enable or disable a specific type of notification, such as instant messages. You can also modify the notification sound and visual alert behavior.

Procedure

1. On Avaya Vantage™ built-in UC experience, tap **Extension** > **User Settings**.
2. Tap **Notification Settings**.
3. **(Optional)** To disable all notifications of the built-in UC experience, disable **Show notifications**.
4. To configure preferences for a specific type of notification, enable **Show notifications** and tap the notification type from the list.

   For example, to configure the notifications of instant messages, tap **Vantage Connect Messages**.
5. To enable or disable the selected notification type, use the **Show notifications** toggle switch.

6. To set whether you want sound, visual, or both alerts for notifications, tap **Behavior**, and choose one of the following:
   - **Make sound and pop on screen**
   - **Make sound**
   - **Show silently**
   - **Show silently and minimize**
7. Tap **Sound** and select a tone that you want the device to play for notifications.
8. To receive the selected type of notifications when Do Not Disturb is turned on, enable **Override Do Not Disturb**.

Chapter 12: Avaya Connect Expansion Module usage

In an Avaya Aura® or IP Office environment, you can use the Avaya Connect Expansion Module application to extend the number of call feature buttons for the Avaya Vantage™ built-in Unified Communications experience. Your administrator can enable the Expansion Module application on your primary Avaya Vantage™ device that you are using for UC telephony features or on another Avaya Vantage™ device.

When paired and connected to the Avaya Vantage™ built-in UC experience, Expansion Module can display multiple pages, with the following number of feature buttons on each page:

- On K175: 24
- On K155: 8

Your administrator configures which feature buttons are going to be available on the Expansion Module application when you pair and connect it with the Avaya Vantage™ built-in UC experience. You can customize the layout of the Expansion Module application, and change button labels and positions.

Feature buttons supported by Avaya Connect Expansion Module

The Avaya Connect Expansion Module application works in an Avaya Aura® or IP Office environment. The following table lists the feature buttons that are supported in each environment. Your administrator configures the feature buttons that are available for you through the Expansion Module application.

Feature buttons supported in an Avaya Aura® environment	Feature buttons supported in an IP Office environment
• Priority call	• Priority call
• Send all calls – to voice mail	• Make call
• Forward all calls	• Dial paging
• Forward busy, no answer calls	• Dial Direct
• Enhanced call forwarding	• Forward unconditional

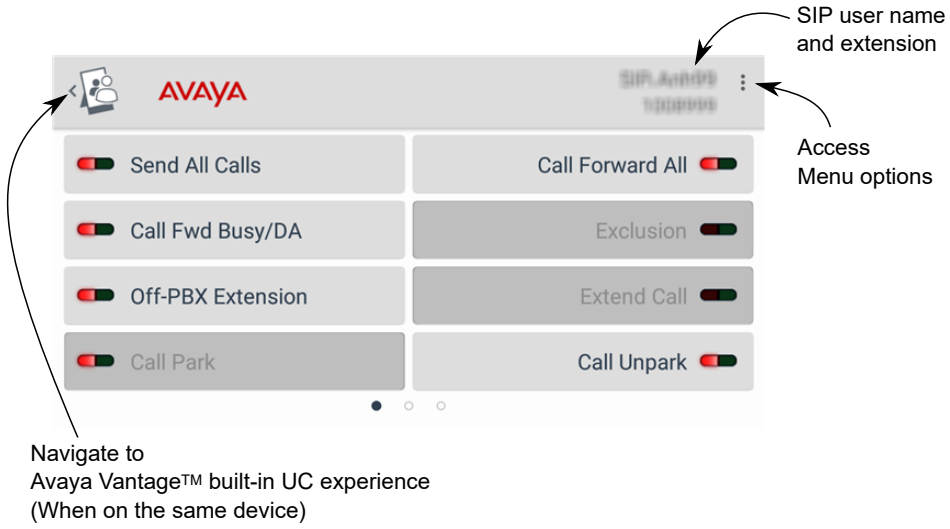
Feature buttons supported in an Avaya Aura® environment	Feature buttons supported in an IP Office environment
• Exclusion • Extension to Cellular (EC500) • Extend call • Call park • Call unpark • Automatic callback • Autodial • Whisper page • Group call pickup • Extended call pickup • Directed call pickup • Busy indicator • Hunt group busy position • Team Button • Bridged Line Appearance (BLA) • CPN block and unblock	• Forward on busy • Forward on no answer • Forward number • Forward busy number • Cancel all forwarding • Hunt group enable • Twinning (EC500) • Voicemail enable • Ringback when free • Logout • Conference – Add someone • Call record • Do Not Disturb

The Autodial and Busy indicator feature buttons in an Avaya Aura® environment display the contact's presence status.

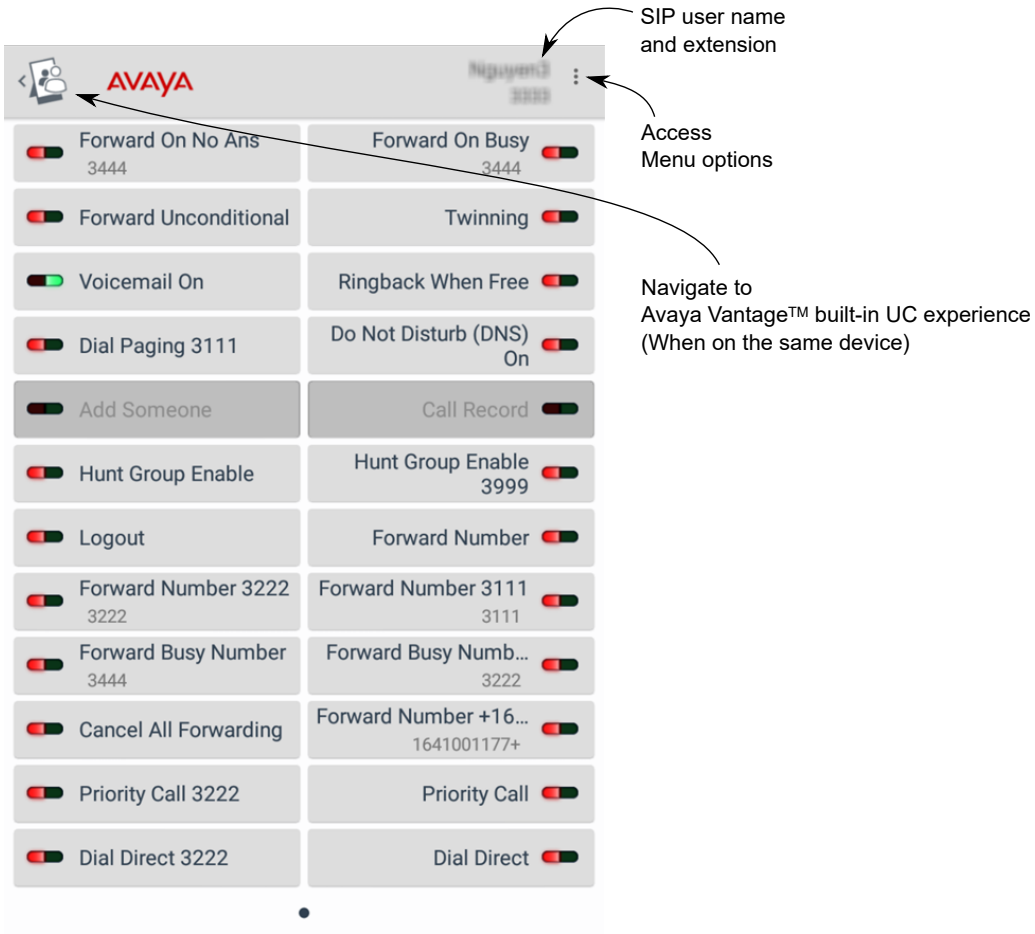
Expansion Module navigation screens

The following images show the Expansion Module application after a connection is established between the Avaya Vantage™ built-in UC experience and Expansion Module.

K155 device



K175 device



Connectivity between Expansion Module and Avaya Vantage™ built-in UC experience

You can connect an Avaya Connect Expansion Module application with the Avaya Vantage™ built-in UC experience running on the same or a different device.

Connectivity when Expansion Module and Avaya Vantage™ built-in UC experience are on the same device

When Expansion Module and Avaya Vantage™ built-in UC experience are available on the same device, depending on the device configuration by your administrator, one of the following can happen:

- Expansion Module automatically pairs with the local Avaya Vantage™ built-in UC experience. They connect automatically when you open either applications. You do not need to perform any additional action to establish the connection.
- No automatic pairing with the local Avaya Vantage™ built-in UC experience. You must enable the Expansion Module service on the built-in UC experience. Then from the Expansion Module application, you can establish a connection to the local built-in UC experience.

When connected with the local Expansion Module, Avaya Vantage™ built-in UC experience displays the navigation shortcut icon to the local Expansion Module. Expansion Module displays your configured feature buttons and a navigation shortcut icon to the built-in UC experience.

When paired automatically, Expansion Module does not provide you options to disconnect and remove the pairing. You cannot connect this Expansion Module to another Avaya Vantage™ built-in UC experience running on a different device. The connected Avaya Vantage™ built-in UC experience can still accept two more connection requests from other Expansion Module applications running on different devices.

If you do not log in to Avaya Vantage™ built-in UC experience, Expansion Module displays a `No data available` message.

Connectivity when Expansion Module and Avaya Vantage™ built-in UC experience are on two different devices

You can connect Expansion Module to Avaya Vantage™ built-in UC experience when both are running on different devices. To pair and establish a connection, you can search for nearby devices using the Network Discovery service or use the device IP address.

To connect the Expansion Module application to another device, you must disconnect it from the local Avaya Vantage™ built-in UC experience running on the same device if connected earlier. The ability to disconnect Expansion Module from the local built-in UC experience depends on the device configuration by your administrator. If Expansion Module pairs automatically with the local built-in UC experience, you cannot disconnect it.

For more information about the connection options, see Connection methods on page 114.

Connectivity with multiple Expansion Module applications

You can connect up to three Expansion Module applications to one Avaya Vantage™ built-in UC experience. Connect each Expansion Module one by one.

If Avaya Vantage™ is already connected with three Expansion Module applications, Avaya Vantage™ does not accept any additional connection requests.

When Avaya Vantage™ establishes connections with multiple Expansion Module applications:

- Feature button indicators on all connected applications display the same status for a feature.
- Customized layout and button labels are local to each device where Expansion Module is installed.
- When you navigate through the pages on one Expansion Module application, your other Expansion Module applications do not reflect this activity.

If your feature buttons exceed the number of buttons per page on Expansion Module, you can connect to multiple applications to have different page views on each one. Each page can have the following number of feature buttons:

- On K175: 24
- On K155: 8

Connection methods

When Expansion Module and Avaya Vantage™ built-in UC experience are on different devices, you can use one of the connection options Expansion Module provides.

Important:

You must enable the Expansion Module service on the remote built-in UC experience to which you want to connect, as described in Enabling the Expansion Module service on Avaya Vantage on page 115.

To connect the Expansion Module application to another device, you must disconnect it from the local Avaya Vantage™ built-in UC experience running on the same device if connected earlier. The ability to disconnect Expansion Module from the local built-in UC experience depends on the device configuration by your administrator. If Expansion Module pairs automatically with the local built-in UC experience, you cannot disconnect it.

The following table summarizes the available connection options:

Connection option	Description	Reference
Connect to a nearby device.	Use this option when the Expansion Module application is on a different device on the same subnet. From the Expansion Module application, you can search for nearby Avaya Vantage™ devices that have the Network Discovery service enabled. You can then send a connection request to one of the available devices.	On Avaya Connect Expansion Module, use the **Connect to a nearby device** option. See Connecting with Expansion Module on a nearby device on page 117.

Table continues…

Connection option	Description	Reference
Connect to a device using its IP address.	When the Expansion Module application is on a different device, you can send a connection request to another Avaya Vantage™ device using the device IP address. This option is useful when you want to connect to a device on a different subnet.	On Avaya Connect Expansion Module, use the **Connect using IP address** option. See Connecting with Expansion Module using an IP address on page 118. For information about finding a device IP address, see Checking the IP address of the Avaya Vantage device on page 119.
Connect to a device that is already paired with your device.	Use this option when you want to select from a list of already paired devices to establish a quick connection. After you establish a connection between the Expansion Module application and the Avaya Vantage™ built-in UC experience for the first time, they are paired automatically. The applications remain paired until you remove the pairing.	On Avaya Connect Expansion Module, use the **Connect to a paired device** option. See Connecting Expansion Module with a paired device on page 119.

If the Avaya Vantage™ built-in UC experience is already connected with three Expansion Module applications, it does not accept connection requests from other Expansion Module applications.

Enabling the Expansion Module service on Avaya Vantage™

About this task

To connect an Avaya Connect Expansion Module application with Avaya Vantage™ built-in UC experience, you must enable the Expansion Module service on the Avaya Vantage™ built-in UC experience.

You do not need to enable this service if Expansion Module automatically pairs and connects with the Avaya Vantage™ built-in UC experience running on the same device. The service remains enabled. You cannot disable the service through the **User Settings** menu on the built-in UC experience.

If the Expansion Module application and Avaya Vantage™ built-in UC experience are running on different Avaya Vantage™ devices in the same subnet, you can enable Network Discovery on the built-in UC experience. Expansion Module applications installed on other Avaya Vantage™ can then find and send the connection request to the Avaya Vantage™ device with Avaya Vantage™ built-in UC experience.

Before you begin

Ensure that your administrator enables the use of the Expansion Module service with Avaya Vantage™ built-in UC experience.

Procedure

1. Tap the **Dial pad** tab.

2. Tap **Extension** > **User Settings** > **Expansion Module**.
3. Tap the **Expansion Module** toggle switch to enable the Expansion Module service.
4. To allow discovery of your device by Expansion Module applications installed on other devices on the network, enable **Network Discovery**.

   Your device remains visible to other devices with Expansion Module applications for approximately one minute. After which, the Network Discovery service is disabled automatically and your device is no longer visible to other devices.
5. **(Optional)** To customize the device name that is visible to other devices, tap **Network Discovery Name**, modify the device name, and tap **OK**.

Next steps

Connect Expansion Module with Avaya Vantage™ built-in UC experience. The connection process varies depending on whether both applications are installed on the same Avaya Vantage™ device or on different devices.

Connecting with Expansion Module when both applications are on the same device

About this task

Depending on the device configuration by your administrator, the Expansion Module application can automatically pair and connect with the Avaya Vantage™ built-in UC experience running on the same device. You do not need to perform any additional action.

If not automatically connected, use this procedure to connect Expansion Module with the local built-in UC experience.

Before you begin

Log in to Avaya Vantage™ built-in UC experience.

Procedure

1. Enable the Expansion Module service on Avaya Vantage™ built-in UC experience.
2. Open the Avaya Connect Expansion Module application.
3. **(Optional)** If you are opening the Expansion Module application for the first time, accept the EULA to proceed.
4. Tap **Connect to this device**.
5. For future connectivity between the two applications, tap one of the following options:
   - **Always use this device**
   - **One time use**

   The Expansion Module application refreshes and loads the feature buttons based on the buttons assigned for your extension.

Related links

Enabling the Expansion Module service on Avaya Vantage on page 115

Switching between Expansion Module and Avaya Vantage built-in UC experience on the same device on page 119

Connecting with Expansion Module on a nearby device

About this task

Use this procedure when Expansion Module and Avaya Vantage™ built-in UC experience are on different devices on the same subnet. If you know the IP address of the device with Avaya Vantage™ built-in UC experience, you can use that to connect as described in Connecting with Expansion Module using an IP address on page 118.

Before you begin

On the device to which you want to connect Expansion Module, do the following:

- Log in to Avaya Vantage™ built-in UC experience.
- Enable the Expansion Module service on Avaya Vantage™ built-in UC experience.
- Enable the Network Discovery service on Avaya Vantage™ built-in UC experience.

Procedure

1. Open the Avaya Connect Expansion Module application.
2. Tap **Connect to a nearby device**.

   The Expansion Module application displays the Available Devices screen with the list of nearby devices that have the Network Discovery service enabled. By default, the list displays identification information such as device model and IP address for each device. If you customize the Network Discovery Name for a device on Avaya Vantage™ built-in UC experience, the list displays that name instead of the default information.
3. Tap the device to which you want to connect the Avaya Connect Expansion Module application.
4. For future connectivity between the two applications, tap one of the following options:

   - **Always use this device**
   - **One time use**

   If you connect to the selected device for the first time or remove the existing pairing between the applications, the Expansion Module application displays a verification code with a timeout progress bar. The code remains valid for 15 seconds.
5. On the device to which you sent the connection request, open the Avaya Vantage™ built-in UC experience.

   Avaya Vantage™ displays the connection request from the Expansion Module application.
6. **(Optional)** Ensure that the code displayed in the request matches the code on the Expansion Module application.
7. Tap **Yes** to accept the connection request.

   The Expansion Module application refreshes and loads the feature buttons based on the buttons assigned for your extension.

Related links

Enabling the Expansion Module service on Avaya Vantage on page 115

Connecting with Expansion Module using an IP address

About this task

Use this procedure when Expansion Module and Avaya Vantage™ built-in UC experience are on different devices. If you know the IP address of the device with Avaya Vantage™ built-in UC experience, you can send a connection request from Expansion Module directly to the specific device. Using the IP address of the device, you can connect the applications when the devices are on two different subnets.

Before you begin

On the device to which you want to connect Expansion Module, do the following:

- Log in to Avaya Vantage™ built-in UC experience.
- Enable the Expansion Module service on Avaya Vantage™ built-in UC experience.
- Ensure that you have the IP address of the device to which you want to connect.

Procedure

1. Open the Avaya Connect Expansion Module application.
2. In the **Enter IP Address** field, type the IP address of the device that has Avaya Vantage™ built-in UC experience as the active telephony application.
3. Tap **Connect using IP address**.
4. For future connectivity between the two applications, tap one of the following options:
   - **Always use this device**
   - **One time use**

   If you connect to the selected device for the first time or remove the existing pairing between the applications, the Expansion Module application displays a verification code with a timeout progress bar. The code remains valid for 15 seconds.
5. On the device to which you sent the connection request, open the Avaya Vantage™ built-in UC experience.

   Avaya Vantage™ displays the connection request from the Expansion Module application.
6. **(Optional)** Ensure that the code displayed in the request matches the code on the Expansion Module application.
7. Tap **Yes** to accept the connection request.

   The Expansion Module application refreshes and loads the feature buttons based on the buttons assigned for your extension.

Related links

Enabling the Expansion Module service on Avaya Vantage on page 115
Checking the IP address of the Avaya Vantage device on page 119
Checking the IP address of the Avaya Vantage device on page 119

Checking the IP address of the Avaya Vantage™ device

About this task

Use this procedure if you need to find the IP address of your Avaya Vantage™ device.

Procedure

1. From the **Settings** menu on the device, navigate to **System** > **About Avaya Vantage**.
2. Under the Network Information section, check for the device IP address.

Connecting Expansion Module with a paired device

About this task

On the Expansion Module application, you can select from the already paired devices to establish a quick connection with Avaya Vantage™ built-in UC experience. You do not need to confirm a verification code to establish a connection with a paired device.

Before you begin

Ensure that the Expansion Module service is enabled on Avaya Vantage™.

Procedure

1. Open the Avaya Connect Expansion Module application.
2. Tap **Connect to a paired device**.
3. On the Paired devices screen, tap the device to which you want to connect the application.

   The Expansion Module application refreshes and loads the feature buttons based on the buttons assigned for your extension.

Switching between Expansion Module and Avaya Vantage™ built-in UC experience on the same device

About this task

When both the Expansion Module application and Avaya Vantage™ built-in UC experience are installed on the same device, after the connection is established, you can easily navigate from one application to the other.

- To navigate to the Expansion Module application from Avaya Vantage™ built-in UC experience, tap .
- To navigate to Avaya Vantage™ built-in UC experience from the Expansion Module application, tap .

Enabling video calls through Expansion Module

About this task

When you initiate a call through a feature button, such as **Autodial** or **Priority Call**, on the Expansion Module application, the application makes an audio call by default. Use this procedure if you want the application to make video calls instead of audio calls.

If you do not enable video calls, you can escalate an audio call to a video call after the call is established.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings** > **Expansion Module**.
3. Tap the **Use video for new calls** switch to enable video calls through Expansion Module.

   Expansion Module initiates all outgoing calls as video calls.

Using call features on Expansion Module

About this task

If your system administrator has activated features, such as priority calling, call forwarding, call pickup, and auto callback, for your extension, you can access them using feature buttons on the Avaya Connect Expansion Module application. The system administrator might preset some feature labels. You can customize the button labels.

The procedures under this section provides more information about using key features on Expansion Module.

Before you begin

Connect the Expansion Module application to your Avaya Vantage™ built-in UC experience.

Procedure

On the Avaya Connect Expansion Module application, tap the feature button you want to access, enable, or disable.

You might need to perform additional steps to enable certain features. For example, to enable call forwarding, you must enter the extension to which you want incoming calls forwarded.

Result

The color indicator for the feature button turns:

- Green ( ) to indicate that the feature is enabled.
- Red ( ) to indicate that the feature is disabled.

Making a priority call

About this task

You can make a priority call from your Avaya Vantage™ built-in UC experience using the feature button on the connected Expansion Module application. You can only make a priority call to an internal extension.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Priority call** button.
3. Enter the extension you want to call and tap **Enter**.

Parking a call

About this task

Use this procedure to park an active call on your device using the feature button on the connected Avaya Connect Expansion Module application. You can pick up a parked call from another device within your communication network. For example, you can answer a call on your Avaya Vantage™ device, park the call, and then retrieve the call from another extension in a conference room.

The call park feature is only available in an Avaya Aura® environment.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Call park** button.

   The feature button indicator turns green to indicate that the call is parked.

Retrieving a parked call

About this task

Use this procedure to pick up a parked call using the feature button on the connected Avaya Connect Expansion Module application.

The call unpark feature is only available in an Avaya Aura® environment.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Call unpark** button and enter the extension number that is holding the parked call.

   The call resumes on Avaya Vantage™ as an active call.

Forwarding all calls

About this task

Use this procedure if you want all calls to be forwarded to another extension of your choice.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Forward all calls** button.
3. Enter the extension number to which you want to forward incoming calls.
4. Tap **Enter**.

   The feature button indicator turns green to indicate that call forwarding is enabled.

Forwarding calls when you are busy or do not answer

About this task

You can choose to forward incoming calls to another extension when:

- Your line is busy
- You are not available to answer the call

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Forward busy no answer calls** button.
3. Enter the extension number to which you want to forward calls.
4. Tap **Enter**.

   The feature button indicator turns green to indicate that call forwarding is enabled for calls when your line is busy or you do not answer the call.

Setting up advanced call forwarding options for internal and external calls

About this task

You can choose to forward internal and external calls to different numbers. You can also set different conditions for forwarding internal and external calls. For example, you can choose to forward internal calls to another number only when your line is busy and forward all external calls.

The enhanced call forwarding feature is only available in an Avaya Aura® environment.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Enhanced call forwarding** button to enable or disable enhanced call forwarding.
3. Long press the **Enhanced call forwarding** button to set the enhanced call forwarding options.

4. Enable the following call forwarding options and enter the corresponding phone number to which you want to forward calls:
   - **Unconditional Internal Calls to**: To forward all internal calls to another number at all times.
   - **Unconditional External Calls to**: To forward all external calls to another number at all times.
   - **Busy Internal Calls to**: To only forward internal calls to another number when your line is busy.
   - **Busy External Calls to**: To only forward external calls to another number when your line is busy.
   - **No Answer Internal Calls to**: To forward internal calls to another number when you are not available to answer the call.
   - **No Answer External Calls to**: To forward external calls to another number when you are not available to answer the call.
5. Enter the extension number to which you want to forward calls.
6. Tap **Enter**.

   The feature button indicator turns green to indicate that advanced call forwarding is enabled.

Sending all calls to voice mail

About this task

You can choose to route all incoming calls directly to your corporate voice mail number.

Your administrator must configure the voice mail number with your extension.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the **Send all calls** button.

   The feature button indicator turns green to indicate that all incoming calls are routed to voice mail.

Activating an automatic callback request

About this task

When you call an internal extension and the other party does not answer or their phone line is busy, you can activate an automatic callback request.

When the extension you called becomes available, the call server automatically initiates a call to your extension. When you answer the call, the other extension receives a call from your extension.

Procedure

1. Before ending the unanswered call, from the Avaya Connect Expansion Module, tap the **Auto callback** button.

   The feature button indicator turns green to indicate that automatic callback is enabled for the call.

2. To cancel an automatic callback request, tap **Auto callback** again.

Bridged Line Appearance

In an Avaya Aura® environment, you can use the Bridged Line Appearance (BLA) feature on the Avaya Connect Expansion Module application.

BLA is a unique primary extension number that multiple users can share among themselves. You can make, receive, and join a call on behalf of the owner of the primary extension by using the bridged line appearance.

A typical use case for BLA is a boss and secretary scenario. In this scenario, the primary number belongs to the boss. The administrator configures the call appearances of the primary number on the secretary's extension. When someone calls the boss, either the boss or secretary can answer the call. If the secretary answers the call first, the boss can bridge onto the call. If a call comes to the extension of the secretary, the boss cannot see this call or bridge onto it.

The secretary can also make a call on behalf of the boss using the BLA extension. After the other party answers the call, the boss can see the active call and bridge onto it.

Making a call on a bridged line using Expansion Module

About this task

Use this procedure to make a call on behalf of another user by selecting the user's bridged line on Expansion Module. For example, as a secretary, you can make a call on behalf of your boss.

The virtual keyboard on Expansion Module supports special characters. Therefore, you can enter a phone number in the E.164 format that is prefixed with the plus sign (+).

Your administrator must configure the bridged appearance of the other extension onto your extension.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. Tap the button for the bridged line number that you want to use to make the call.
3. Enter the number you want to call, and then tap **Enter** to start the call.

Answering a call on a bridged line

About this task

An incoming call to the bridged line triggers call alerts on both the bridged line owner's extension and the secretary's extension. When an incoming call arrives, the bridged line indicator on Expansion Module blinks with green and red lights. You also receive an incoming call alert on Avaya Vantage™ built-in UC experience.

Procedure

To answer the call, do one of the following:

- Tap .
- Lift the handset.

Joining a call on a bridged line

About this task

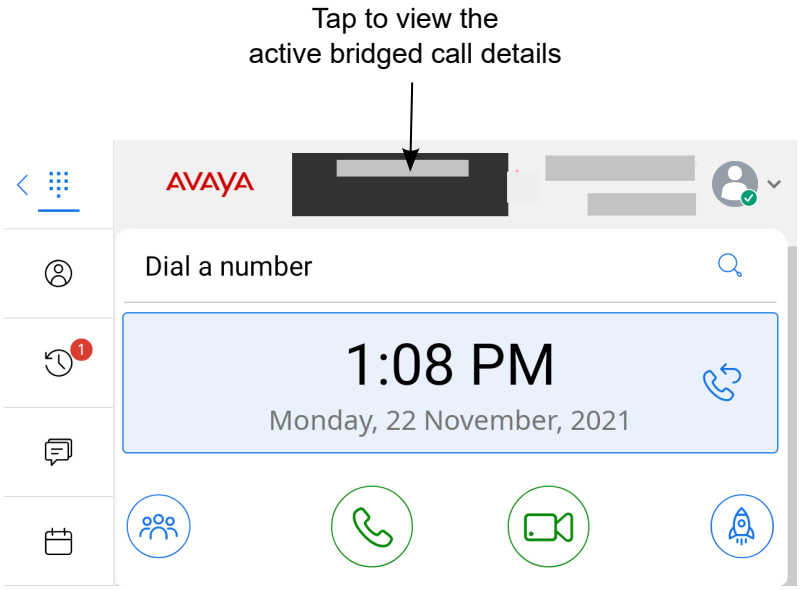
As a boss or secretary, you can join an ongoing call to the bridged line.

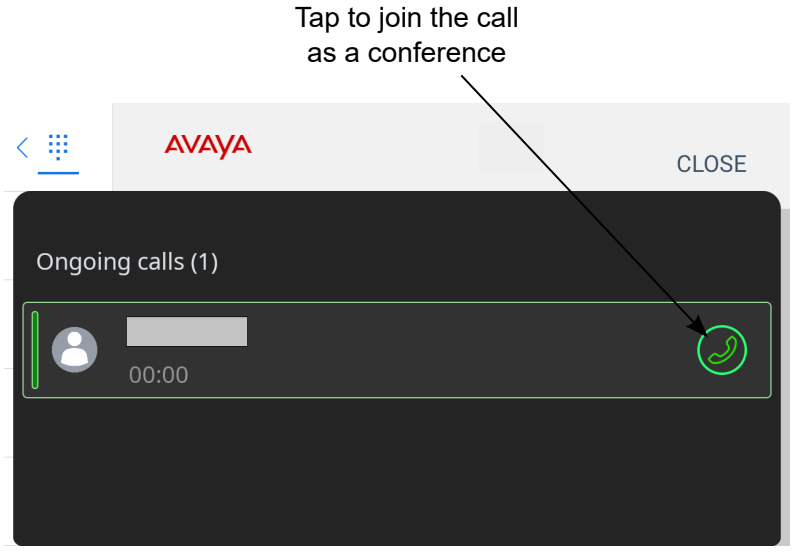
For example, if the secretary makes or receives a call on behalf of the boss, the Avaya Vantage™ built-in UC experience on the boss's device indicates that there is an ongoing call to the bridged line. The boss can then tap on the active bridged call indicator to join the call.

Procedure

1. Tap the **Dial pad** tab.

2. Tap the active bridged call indicator next to your user profile icon, as shown in the following image:





Avaya Vantage™ built-in UC experience bridges you onto the call and converts the call into a conference call.

Call pickup

In an Avaya Aura® environment, your administrator can create a call pickup group by connecting multiple telephone extensions. For example, a pickup group might contain the extensions of everyone in the payroll department. That way, if someone calls a payroll extension, anyone in the department can answer the call.

Your administrator must add you to a pickup group before you can answer an incoming call to a group member from your extension.

Avaya Vantage™ supports the following call pickup options through the Expansion Module application:

- Group Call Pickup: You can answer a call on behalf of a member of the same pickup group.
- Extended Call Pickup: As a member of a pickup group, you can answer a call to another pickup group by dialing the number of the pickup group in the extended pickup group.
- Directed Call Pickup: You can answer a call to another person directly by specifying the extension number of the ringing phone.

When call pickup is active on your extension, you receive alerts for incoming calls to another group member. The following are the types of alerts you might receive:

- Both indicator lights for the **Call Pickup** button on Expansion Module blink.
- Your extension rings.
- The MWI LED on the device blinks.
- Avaya Vantage™ displays an incoming call pickup alert window, which is similar to the incoming call alert for a direct call to your extension. The alert displays the name and phone number of the person for whom the call is intended and the name, if available in the enterprise directory, and phone number of the caller.

Answering a call to your pickup group member

About this task

When your extension is part of a call pickup group, you can answer an incoming call to a group member from your extension.

Procedure

To answer the call, do one of the following:

- On Expansion Module, tap the blinking **Call Pickup** button.
- On the Incoming pickup call window, tap .
- Lift the handset from the cradle when you are using a wired or wireless handset.

After a successful connection, Avaya Vantage™ displays the active call screen.

Answering a call to another pickup group

About this task

When extended call pickup is enabled for your extension, you can answer a call to another pickup group by dialing the number of the pickup group in the extended pickup group.

Before you begin

Ensure that you have the extension number of the pickup group.

Procedure

1. On Expansion Module, tap **Call Pickup Extended**.
2. Type the pickup group number that is receiving the call.
3. Tap **OK**.

   After a successful connection, Avaya Vantage™ displays the active call screen.

Picking up a call to another extension number

About this task

When directed call pickup is enabled for your extension, you can answer a call to another extension by specifying the phone number or extension number.

Procedure

1. On Expansion Module, tap **Call Pickup Directed**.
2. Type the extension number for the device that is receiving the call.
3. Tap **OK**.

   After a successful connection, Avaya Vantage™ displays the active call screen.

Team Button

You can use the Team Button feature on Avaya Connect Expansion Module to monitor extensions within a team. Using the Team Button feature, you can make a call to the monitored extension or answer an incoming call to the extension.

Before you can use this feature, your administrator must configure the monitored extension number and ring behavior in Avaya Aura® System Manager. The ring behavior determines whether the extension rings when an incoming call arrives.

The indicator lights on Avaya Connect Expansion Module indicate the status of the monitored extension as follows:

- When the monitored extension is idle, the green light is on and steady.
- When the monitored extension is off-hook or in an active call, the red light is on and steady.
- When the monitored extension has an incoming call, both lights blink. The extension also rings if your administrator has configured ringing.

Making a call to a monitored extension

Procedure

On Avaya Connect Expansion Module, tap the button for the monitored extension.

When the feature is activated, Avaya Vantage™ calls the monitored extension.

Answering an incoming call to the monitored extension

About this task

When the monitored extension receives an incoming call, both Team Button indicator lights on Avaya Connect Expansion Module blink.

Procedure

To answer the incoming call, tap the button for the monitored extension on Avaya Connect Expansion Module.

Customizing Avaya Connect Expansion Module

Modifying the button labels

About this task

Your system administrator presets the labels of the feature buttons available on the connected Avaya Connect Expansion Module application. You can change these labels as required.

Customized button labels are only stored locally on the device where the Expansion Module application is installed. The customized button labels are not synced with other Expansion Module applications that you connected to Avaya Vantage™ built-in UC experience.

Procedure

1. Navigate to the page on the Avaya Connect Expansion Module application where the button you want to relabel is available.
2. In the upper-right corner of the screen, tap **Menu** > **Edit Layout and Labels**.
3. Next to the button label you want to modify, tap .
4. Modify the label text and then tap ✓ next to the label.
5. **(Optional)** If required, repeat Step 3 to Step 4 for other labels on the page.
6. Tap **Save**.

Moving a button to a different location

About this task

You can change the location of the buttons on the Avaya Connect Expansion Module application. You can move the button to an empty place on the page or swap places with another button.

Procedure

1. Navigate to the page on the Avaya Connect Expansion Module application where the button you want to move is available.
2. In the upper-right corner of the screen, tap **Menu** > **Edit Layout and Labels**.

3. Long press the button you want to move.
4. Drag the button and drop it in the target location.

   If the target location is occupied, the buttons swap positions automatically.
5. Tap **Save**.

Enabling the dark theme for improved visibility

About this task

You can enable a dark theme on Avaya Connect Expansion Module to improve visibility at nighttime or in a low-light environment.

Procedure

1. In the upper-right corner of the Avaya Connect Expansion Module screen, tap **Menu** > **Settings**.
2. Move the **Enable dark theme** slider to the right.

Disconnecting and removing pairings

Disconnecting Expansion Module from Avaya Vantage™ built-in UC experience

About this task

When you terminate an existing connection between Expansion Module and Avaya Vantage™ built-in UC experience, the Expansion Module application becomes available to be used with other devices.

Disconnecting Expansion Module from Avaya Vantage™ built-in UC experience does not remove the pairing between Expansion Module and the device with Avaya Vantage™ built-in UC experience.

Procedure

1. Navigate to the Expansion Module application.
2. In the upper-right corner of the screen, tap **Menu** > **Disconnect**.

Removing paired Avaya Connect Expansion Module applications from Avaya Vantage™ built-in UC experience

About this task

If you want to reallocate or move a device, you might want to remove the information about paired Avaya Connect Expansion Module applications from Avaya Vantage™ built-in UC experience on the device. After you remove a pairing, a new connection request from the Avaya Connect

Expansion Module application requires you to confirm a verification code when both applications are on different devices.

Procedure

1. Tap the **Dial pad** tab.
2. Tap **Extension** > **User Settings** > **Expansion Module**.
3. Tap **Paired Expansion Modules**.
4. Tap **Forget all expansion modules** or tap the specific application you want to remove.

   Avaya Vantage™ removes the pairing information and closes any active connections with the Avaya Connect Expansion Module application.

Removing all paired devices from Avaya Connect Expansion Module

About this task

If you want to reallocate or move a device, you might want to remove information about all paired devices from an Avaya Connect Expansion Module application. After you remove all pairing, a connection request from the Expansion Module application requires you to confirm a verification code when both applications are on different devices.

Procedure

1. Navigate to the Avaya Connect Expansion Module application.
2. In the upper-right corner of the screen, tap **Menu** > **Forget**.

Chapter 13: Avaya Spaces on Avaya Vantage™

Avaya Spaces is a cloud-based team collaboration and meeting application. It seamlessly integrates voice, video, tasks, sharing, and more into your browser or the Spaces application.

Avaya Vantage™ comes with the Avaya Spaces application installed on it except for regions, such as Russia, which require media encryption to be disabled.

In the Spaces tab of the menu bar, you can create your own spaces. You can invite participants to your space by entering their email addresses. You can set different permissions for each participant based on the type of actions to take within your space. If you have many spaces, you can categorize the frequently used as favorites.

You can privately share documents and even escalate your chat with audio or video. The Posts area includes all the documents and files that you or your teammates shared. You can click on any of the posts to make comments, download the file, or attach more items, perhaps a revised version if you are editing a document.

You can assign tasks to other members of your space. Tasks are simply things that need to get done. You can also set due dates and post additional comments.

In the People tab of the menu bar, you can start private conversations with other users. In private chats, you can share documents and escalate your chat with audio or video.

This chapter describes the Avaya Spaces integration with Avaya Vantage™ built-in Unified Communications experience and other advanced features that Avaya Spaces supports on Avaya Vantage™. For information about managing and using Spaces meeting rooms, see *Avaya Spaces User Manual*.

Integration with Avaya Vantage™ built-in UC experience

Avaya Spaces integrates with the Avaya Vantage™ built-in UC experience. You can use the Avaya Vantage™ built-in UC experience:

- To open the Avaya Spaces application
- To join a Spaces meeting from the **Calendar** tab of the built-in UC experience.

Interaction with Avaya Vantage™ built-in UC experience

- An active call on Avaya Vantage™ built-in UC experience is put on hold if you make a call on Avaya Spaces.
- When you make or answer a call on Avaya Vantage™ built-in UC experience, an active call on the Avaya Spaces application ends.
- The last used transducer is synchronized automatically between Avaya Vantage™ built-in UC experience and the Avaya Spaces application.

- The **Calendar** option on Avaya Spaces takes you to the **Calendar** tab of Avaya Vantage™ built-in UC experience to display your upcoming meetings.

  If your Avaya Vantage™ device is enrolled as an Avaya Spaces only device, the **Calendar** option does not display your calendar events.

Related links

[Avaya Vantage as an Avaya Spaces only device](#) on page 16
Accessing Avaya Spaces on your Avaya Vantage device (video)
Managing your space from your Avaya Vantage device (video)

Avaya Spaces calls and meetings

On Avaya Vantage™, you can use Avaya Spaces to:

- Start a meeting.
- Join a meeting.
- Make a digital call to a Spaces contact.
- Make a call to a Spaces contact's phone number using Avaya Vantage™ built-in UC experience.
- Mark spaces and contacts as favorites.

On Avaya Vantage™, the Avaya Spaces application supports the following call and meeting features:

- Meeting controls, such as mute or unmute audio, block or unblock video, select your audio device, share screen, record a meeting, and end a call.
- Indication of the live speaker in the presentation view during a Spaces call or meeting.
- Tab view to manage tasks, view the participants and chat with them.
- Advanced option to send a video or presentation to an external screen using the Avaya Vantage™ HDMI port during a Spaces call or meeting.
- Advanced option to send a presentation to your personal computer (PC) and share content from your computer screen during a Spaces call or meeting. For this, log in to Avaya Spaces and your computer using the same enterprise account.
- If Avaya Alexa is available on your device, you can join a Spaces meeting using Avaya Alexa.

Additionally, you can use:

- Avaya Vantage™ wired or wireless handset for Spaces calls or meetings.

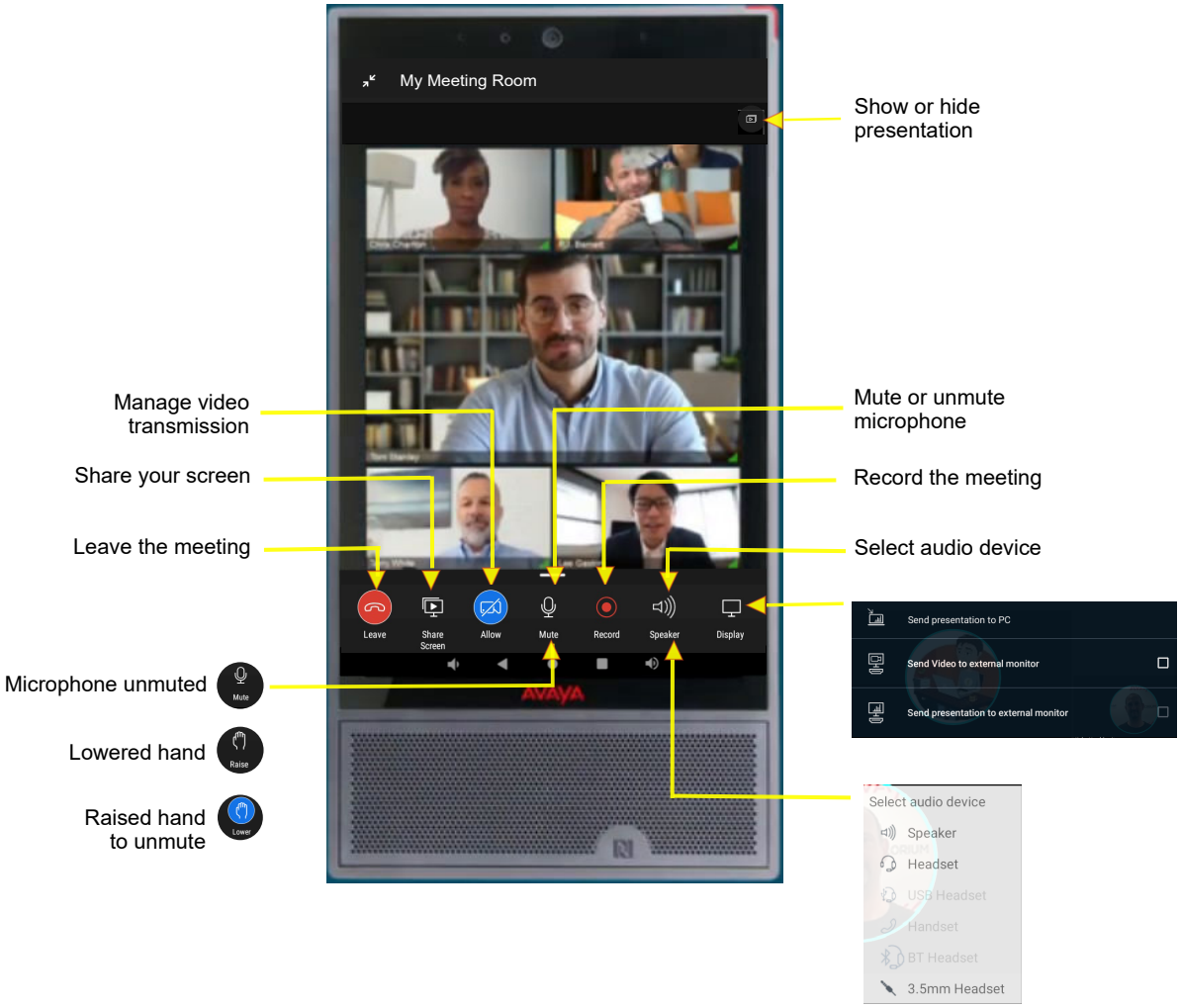
  Note that when you press the **Mute** button on your wireless handset, the Avaya Vantage™ UI does not indicate that your audio is muted.

- USB or Bluetooth keyboard and mouse with Avaya Vantage™ for providing the input on Avaya Spaces. On K155, you can use the integrated keypad for the input.

- On K155, Avaya Spaces supports the **Speaker** and **Headset** hard keys. You can use these hard keys to:
  - Answer a Spaces digital call.

    However, you cannot answer a Spaces call using the **Speaker** or **Headset** hard key if a call is already active on Avaya Vantage™ built-in UC experience or Avaya Spaces. You must answer the incoming call using the application UI.
  - End a Spaces call or meeting when audio is routed through speakers or a headset.
  - Route the audio during a Spaces call or meeting to speakers or a headset.

Spaces meeting room



Opening Avaya Spaces from Avaya Vantage™ built-in UC experience

About this task

Use this procedure to open the Avaya Spaces application from Avaya Vantage™ built-in UC experience.

Procedure

1. Tap the **Dial pad** tab.
2. At the lower-right corner, tap to open Avaya Spaces.

Result

Avaya Vantage™ opens the Avaya Spaces application on your device.

Opening Avaya Spaces from the Avaya Vantage™ device

About this task

You can access the Avaya Spaces application from the Home screen on your Avaya Vantage™ device.

Procedure

On the Home screen, tap the Avaya Spaces icon ( ).

Signing up for Avaya Spaces

About this task

Use this procedure to sign up for Avaya Spaces.

Procedure

1. Open Avaya Spaces.
2. Tap **Sign In or Create Account**.

   You are redirected to the Avaya Spaces webpage.
3. Enter your work email address.

   Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can tap the corresponding icon to log in to Avaya Spaces with your account credentials.
4. Tap **Yes, Sign me Up!**.

You receive an email to confirm your email address.

5. Follow the steps in the email to complete your account setup.

Logging in to Avaya Spaces

About this task

Use this procedure to log in to Avaya Spaces.

Before you begin

Ensure that you have an account on Spaces.

Procedure

1. Open Avaya Spaces.
2. Tap **Sign In or Create Account**.

   You are redirected to the Avaya Spaces webpage.
3. Enter your email address.

   Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can tap the corresponding icon to log in to Avaya Spaces with your account credentials.
4. In the Password field, enter your password.
5. **(Optional)** To enable the application or browser to store your account credentials, select the **Keep me Signed in** check box.
6. Tap **Sign in**.

Joining Avaya Spaces meetings from Avaya Vantage™ built-in UC experience

About this task

Use this procedure to join Avaya Spaces meetings from your calendar in the Avaya Vantage™ built-in UC experience. You can join meetings on Avaya Spaces if the meeting invitation includes a link to the Avaya Spaces meeting room.

Before you begin

You must log in to Avaya Spaces.

Procedure

1. On Avaya Vantage™ built-in UC experience, tap the **Calendar** tab.

You can also access the calendar from the Avaya Spaces application by tapping the **Calendar** icon on top.

2. Tap next to a meeting to join it.

   Avaya Vantage™ also displays a pop-up reminder when a scheduled meeting is about to start. Tap on the reminder to join the meeting.

Result

Avaya Vantage™ opens the Avaya Spaces application. The screen displays the message: `Starting video call.`

Related links

Joining an Avaya Spaces meeting on your Avaya Vantage device (video)

Using Spaces in-meeting controls

About this task

At the start or during a Spaces meeting or call, use the in-meeting controls to manage the call. If you are an administrator of a meeting room, you can mute all participants and prevent a participant from unmuting audio at the start or during a meeting. An administrator must use the desktop or web version of Spaces to configure the settings for a meeting.

Note:

Some advanced controls, such as sending your video or presentation to an external display and sending your presentation to a personal computer (PC) are only available with Avaya Spaces on Avaya Vantage™.

Before you begin

You must be in an active Spaces meeting on Avaya Vantage™.

- To mute or unmute your audio, on the active Spaces meeting screen, tap or .
- To notify the administrator to unmute you, on the active Spaces meeting screen, tap .

  Alternatively, tap next to your name and select **Raise hand**.

  If the administrator permits you to unmute, tap to unmute your audio.
- To stop notifying the administrator to unmute you, on the active Spaces meeting screen, tap . Alternatively, tap next to your name and select **Lower hand**.
- To block or unblock your video, on the active Spaces meeting screen, tap or .
- To view the tabs of the Space and access the chat window or view participants, do the following:

  1. On the active Spaces meeting screen, tap the converging arrows icon ().

By default, Avaya Spaces displays the team or personal space view at the Chat tab. The meeting continues in the background.

2. To send a message to all participants, tap the **Chat** tab.
3. To view participants, tap the **People** tab.
4. To return to the live meeting screen, tap the thumbnail screen of the active meeting or the frame icon ( ) at the top right corner.

- To share your Avaya Vantage™ screen, tap .
- To access advanced display controls, such as sending a presentation to a PC or an external monitor, on the active Spaces meeting screen, tap .

  For more information about using the advanced display controls, see the respective topics in the related links.

Changing the audio device during a call

About this task

By default, Avaya Vantage™ uses speakers to transmit audio. If you have a headset or handset connected to your device, you can select which audio device to use in a call.

Use this procedure to select a different audio device during your call.

Procedure

1. On the active call screen, tap .
2. From the list of connected audio devices, tap the one you want to use.

Sending video and presentation to an external monitor during a Spaces meeting

About this task

During a Spaces call or meeting on Avaya Vantage™, you can send the video and presentation to an external screen using the Avaya Vantage™ HDMI port.

Before you begin

You must be in an active Spaces meeting on Avaya Vantage™.

Procedure

1. Connect your Avaya Vantage™ device to an external screen using the Avaya Vantage™ micro HDMI port.

2. On the active Spaces meeting screen on Avaya Vantage™, tap .
3. Do one of the following:
   - Tap **Send video to external monitor**: The external screen displays the video with all call participants.
   - Tap **Send presentation to external monitor**: The external screen displays the presentation, and the Avaya Vantage™ screen displays the video with all call participants.
   - Tap **Send video to external monitor** and **Send presentation to external monitor**: The external screen is split in half. One half of the screen displays the presentation, and the other half displays the video with all call participants.

   To manage the call, use the buttons on the Avaya Vantage™ screen.

Related links

Sending Avaya Vantage videos and presentations to an external monitor (video)

Sending presentation to your personal computer during a Spaces meeting

About this task

During a Spaces meeting on Avaya Vantage™, you can extend the ongoing presentation to your personal computer (PC) to watch it on a larger screen. Additionally, you can also start sharing from your PC using the same procedure.

Avaya Vantage™ supports the offloading of communications from your PC to Avaya Vantage™. Therefore, when you extend a Spaces meeting to your PC in the presentation-only mode, you can easily start sharing content from your computer screen. This simple and intuitive feature to send the presentation to or share from your PC enables you to join even those meetings from Avaya Vantage™ where you need to present.

Before you begin

Ensure the following:

- Log in to your PC with the same enterprise account that you use to log in to Avaya Spaces on Avaya Vantage™.
- You are in an active Spaces meeting on Avaya Vantage™, and the meeting has an ongoing presentation.
- You are a registered member of the Spaces meeting room. You cannot send the presentation to your PC if you join the meeting as a guest.

Procedure

1. On the active Spaces meeting screen on Avaya Vantage™, tap .
2. Tap **Send presentation to PC**.

Avaya Spaces on Avaya Vantage™ displays the `Notify PC client` message.

Your PC displays a notification on the status bar. The notification shows the meeting room name and the message:

`Click to start presentation only session`

3. Click the notification on your PC.

   The Spaces meeting room opens in the default web browser on your computer in the presentation-only mode. If the meeting has an ongoing presentation, Avaya Spaces starts displaying the presentation on your PC screen. Avaya Vantage™ automatically changes the meeting view to display video.

4. **(Optional)** On the Avaya Vantage™ screen, tap or at the top right corner of the meeting room to toggle between presentation and video views.
5. To present content from your computer screen, on your PC, click **Share**.

Related links

Sending presentations from your Avaya Vantage device to your PC (video)

Recording a Spaces meeting

About this task

You can record a Spaces live meeting if you are a member or administrator of the meeting room. If you join the meeting as a guest, you cannot record the meeting.

The meeting recordings become available on the Chat tab of the Space for you to play and download.

Procedure

1. On the active Spaces meeting screen on Avaya Vantage™, tap .

   Avaya Spaces starts recording the meeting and displays a recording symbol at the top right corner of the screen.

2. To stop recording during the meeting, tap again.

   During a meeting, you can stop and restart the recording at any time.

   The recordings become available on the Chat tab of the Space. If you stop and restart recording during a meeting, Avaya Spaces saves two disjoint recordings for the meeting.

Leaving a Spaces meeting

Procedure

1. On the active call screen, tap .
2. Tap **OK**.

   Spaces disconnects you from the call.

Setting a Spaces contact as a favorite

About this task

When you mark a Spaces contact as a favorite, Avaya Spaces displays the favorite contacts at the top of the recent contacts in the Direct Messages tab. You can make a call to a favorite contact directly without opening the contact's direct space.

Procedure

1. On Avaya Spaces, tap **Direct Messages**.
2. **(Optional)** Tap to search for a Spaces contact in the list of your recent contacts.
3. To search for a Spaces contact who is not on the list of your recent contacts, do the following:
   a. On the **Direct Messages** tab, tap .
   b. In the dialog box, type the name of the contact.

      Avaya Spaces displays a list of matching names.
4. From the contacts list, long press the contact you want to add to favorites.
5. Tap the **Favorite** toggle switch to add the contact to favorites.

Related links

Making a call to a Spaces contact from favorites on page 143

Avaya Spaces digital calling

Avaya Vantage™ supports digital calling capability on Avaya Spaces as a part of its cloud solution, complementing its built-in UC experience. Avaya Spaces digital calling provides you an enhanced call experience that includes audio device selection and integration with Avaya Vantage™ built-in UC experience.

The digital calling feature in Avaya Spaces works as an over-the-top, point-to-point communication between two Spaces contacts, independent of the built-in UC experience. You can make a video

call to a Spaces contact. Additionally, if you have a phone number associated with a contact on the Avaya Spaces account, you can call the contact's line number, leveraging the built-in UC experience from Spaces.

You can tap to select your preferred audio device at the start or during a Spaces call. By default, the audio device you last use for a call on Avaya Spaces or Avaya Vantage™ built-in UC experience is used as the active audio device for subsequent calls on Avaya Spaces or Avaya Vantage™ built-in UC experience.

While on an active call on Avaya Vantage™ built-in UC experience, if you accept an incoming Avaya Spaces call, the call on Avaya Vantage™ built-in UC experience is put on hold. Conversely, if you accept a call on Avaya Vantage™ built-in UC experience during an Avaya Spaces call, the Avaya Spaces call gets disconnected.

Making a call to a Spaces contact

About this task

Use this procedure to do one of the following:

- Make a digital call to a Spaces contact.
- Make a call to a Spaces contact's line number using Avaya Vantage™ built-in UC experience.

Before you begin

Ensure that you log in to Avaya Spaces and Avaya Vantage™ built-in UC experience.

Procedure

1. On Avaya Spaces, tap **Direct Messages**.

   Avaya Spaces displays a list of contacts with whom you communicated recently.

2. **(Optional)** Tap to search for a Spaces contact in the list of your recent contacts.
3. To call a Spaces contact who is not on the list of your recent contacts, do the following:
   a. On the **Direct Messages** tab, tap .
   b. In the dialog box, type the name of the contact.

      Avaya Spaces displays a list of matching names.
4. From the contacts list, select the person to call.

   Avaya Spaces displays the direct space of the selected person.
5. Tap one of the following:
   - : To make a Spaces digital video call to the selected person.

     The call recipient gets a Spaces call alert on the devices where they are logged in to Avaya Spaces.
   - : To call the selected person's line number using Avaya Vantage™ built-in UC experience.

The option is only available if the contact has a phone number associated with their Avaya Spaces account.

When you select the phone number, the built-in UC experience initiates the call.

You can make a call to a favorite contact directly from the **Direct Messages** tab without the need to open the contact's direct space.

Making a call to a Spaces contact from favorites

About this task

You can make a call to a favorite contact directly without opening the contact's direct space.

Procedure

1. On Avaya Spaces, tap **Direct Messages**.
2. In the favorite contacts list, tap one of the following besides the contact to call:
   - : To make a Spaces digital video call to the selected person.

     The call recipient gets a Spaces call alert on the devices where they are logged in to Avaya Spaces.
   - : To call the selected person's line number using Avaya Vantage™ built-in UC experience.

     The option is only available if the contact has a phone number associated with their Avaya Spaces account.

     When you select the phone number, the built-in UC experience initiates the call.

Accepting or declining a Spaces digital call

Before you begin

Ensure that you log in to Avaya Spaces.

Procedure

Select one of the following when you receive a Spaces digital call alert:

- **Accept**: To answer the call.
- **Decline**: To reject the call.

If you are on an active call on Avaya Vantage™ built-in UC experience and accept a Spaces call, the call on Avaya Vantage™ built-in UC experience is put on hold. You can tap on the Call screen to resume the call on Avaya Vantage™ built-in UC experience.

Chapter 14: Additional device settings and customization options

This chapter describes key customization options that are available on the device, including:

- Updating audio settings
- Setting camera options
- Setting media output preference
- Setting Do Not Disturb mode
- Modifying the wallpaper and screen saver on the device

This chapter only describes device settings that end users can modify.

For detailed information about working with general Android settings, see https://support.google.com/android/topic/7313248?hl=en&ref_topic=7313240.

Updating audio settings

About this task

This section describes the device audio settings that you can update. You can set the ring tone from the **User Settings** menu of the built-in UC experience.

Set the following audio options from **Settings** > **Sound & Audio**:

- Use the slider to increase or decrease the media, alarm, and ring volume.
- Do the following to modify the sound or tone for notifications and alarms:
  1. Tap **Default notification sound** or **Default alarm sound**.
  2. Select the sound or tone to be played for notifications and alarms.

     The sound you select is played if alarms and other notifications are not muted or silenced.
  3. Tap **OK**.
- Use the toggle switch to enable or disable the following other sounds:
  - **Dial pad tones**

- **Screen locking sounds**
- **Touch sounds**

- From the Advanced area, tap **Audio settings**, and do the following:
  1. If you need to configure bidirectional signaling on the headset port for a wireless headset, tap **Headset signaling** and choose one of the following:
     - **Switchhook & Alerting**: For off hook events and incoming call alerts from the device to be sent as DTMF messages to the connected headset.
     - **Switchhook only**: For only off hook events to be sent to the connected headset.
     - **None**: For a wired headset.
  2. Tap **Auto gain control (AGC)** to optimize the audio output level for your handset, headset, or speaker.
  3. Tap **Headset profile** to change the audio profile of the wired headset.

Quiet Space for noise reduction

You can use the Quiet Space feature to reduce unwanted background noise that the microphone picks up during a call. Quiet Space uses the handsfree microphone to monitor the ambient noise level in the environment and performs a noise gating function to suppress the background noise. Avaya Vantage™ supports the Quiet Space feature on RJ9 and 3.5mm wired headsets, and the wired handset.

By default, the Quiet Space feature is disabled on Avaya Vantage™. You can enable the feature from the **Settings** menu. Your administrator can configure the Quiet Space feature and set the attenuation of the background noise. By default, the attenuation level is set to the lowest. To change the attenuation level of the background noise, contact your administrator. When the feature is enabled, based on the attenuation level configured, the TX audio quality improves.

Avaya Vantage™ also supports the changing of the Quiet Space configurations and attenuation level during an ongoing call. These changes take effect instantly.

Note:

Avaya Vantage™ does not apply the Quiet Space feature when headset bi-directional signaling is enabled for RJ9 headsets.

Enabling Quiet Space

Procedure

1. Go to **Settings** > **Sound & Audio**.
2. Tap **Advanced** > **Audio settings**.
3. Tap the **Quiet Space** toggle switch to enable or disable Quiet Space.

Video transmission options

The following sections describe options for enabling and disabling the camera on your Avaya Vantage™ device. If your device has an integrated camera, the green LED indicator on the device indicates that the camera is on and operating.

For information about camera specifications, see Camera specifications on page 29.

Turning the camera on or off

About this task

Avaya Vantage™ has an administrator-controlled camera setting that enables or disables the integrated digital camera on your device or an external USB camera connected to your device. Your administrator controls the setting but can also enable you to turn the camera on or off. When enabled, you can use this digital shutter to prevent the device camera from transmitting videos or images globally in all camera-enabled applications. For calls and meetings, you can turn the camera on or off at the start or during an active call or meeting.

Note:

Your administrator must configure the CAMERASTAT parameter in the settings file to enable you to turn the camera on or off.

Before you begin

Ensure that your administrator enables you to turn the camera on or off.

Procedure

1. Swipe down from the top bar to view the quick settings options.
2. **(Optional)** If you do not see the **Camera On** ( ) or **Camera Off** ( ) option, do the following to add it to the quick settings options:
   a. Swipe down again from the quick settings bar.
   b. Tap to enter the edit mode.

      The Edit window displays the currently visible quick settings tiles in the upper panel and the hidden quick settings tiles in the lower shaded panel.
   c. To add a tile to the quick settings menu, drag the tile from the lower panel to the upper panel. To hide a tile from the quick settings menu, drag the tile from the upper panel to the lower panel.

      For example, to make the or icon available in the quick settings options, drag the **Digital Shutter** option to the upper panel.
3. To turn on the camera, tap .
4. To turn off the camera, tap .

When you turn off the camera, you cannot transmit video through the camera for Android applications, but you can see video from other users. You also cannot take photos or video clips.

Note:

Turning the camera on or off affects the integrated camera on the device and an external USB camera connected to the device.

Camera on and off states

The following table captures the on and off states of the camera when your administrator enables you to control the camera settings of the device:

UI elements and controls	Camera on state	Camera off state
Camera-enabled applications	• The camera is turned on globally for all camera-enabled applications. • The applications run with video transmitted through the camera. • You can turn off the camera from the quick settings options.	• The camera is turned off globally for all camera-enabled applications. • The applications run without video transmitted through the camera. • Applications display an icon indicating that the camera is off at your end. • You can turn on the camera from the quick settings options.
Icons	The quick settings options display the **Camera On** icon .	• The quick settings options display the **Camera Off** icon . • The device displays a **Camera Off** icon at the upper-left corner of the screen.
Notification area	No notifications display in the notification area.	The device displays an ongoing, non-removable notification, `The` Avaya Vantage™ `camera is currently off.`
Camera activity LED indicator	The camera activity LED indicator glows in green.	The camera activity LED indicator does not glow.

The following table captures the on and off states of the camera when your administrator controls the camera settings of the device:

UI elements and controls	Camera on state	Camera off state
Camera-enabled applications	• The camera is turned on globally for all camera-enabled applications. • The applications run with video transmitted through the camera. • You *cannot* turn off the camera from the quick settings options.	• The camera is turned off globally for all camera-enabled applications. • The applications run without video transmitted through the camera. • Applications display an icon indicating that the camera is off at your end. • You *cannot* turn on the camera from the quick settings options.
Icons	The **Camera On** icon is not available in the quick settings options.	• The **Camera Off** icon is not available in the quick settings options. • The device displays a **Camera Off** icon at the upper-right corner of the screen.
Notification area	No notifications display in the notification area.	The device displays a removable notification, `The camera is off per Administrator choice.`
Camera activity LED indicator	The camera activity LED indicator glows in green.	The camera activity LED indicator does not glow.

Disabling video using the keypad on a K155 device

About this task

On the K155 device, you can use the keypad to mute or disable the video.

Procedure

On the keypad, press the **Video mute** ( ) button to disable the video.

Use the same button to re-enable the video.

Media output preferences

Avaya Vantage™, as a default, uses the Android preference rules (based on the Android transducer selection algorithm) to route the audio and media to the active transducer connected to your device. You can configure your Avaya Vantage™ device settings to route the media output from Avaya Alexa and other media applications, such as YouTube, to the hands-free speaker. If

you select the hands-free speaker for media output, you can connect a 3.5 mm headset for audio calls and play media related applications through the hands-free speaker.

When you configure the media output to the hands-free speaker, the following occurs:

- The media output from all media-related applications is sent to the hands-free speaker. This is irrespective of whether there are other connected devices, such as a 3.5 mm headset, Bluetooth headset, USB headset, or HDMI.
- The active transducer microphone and output is used for the audio.
- The call audio remains unchanged.
- The call audio is routed according to the Android preference rules irrespective of the media output settings.

Note:

The active media output setting is stored persistently across power-ups and reboots.

Configuring media output preference

About this task

Configure media output settings to send media output from Avaya Alexa and other media applications to the hands-free speaker or the Android-preferred transducer.

Procedure

1. Navigate to **Settings** > **Sound & Audio** > **Media output**.
2. On the **Choose media output** dialog box, select one of the following media output options:
   - **Android Media Output**: To automatically route the media output to a transducer based on the Android preference rules for transducer selection. This is the default setting.
   - **Speaker**: To send the media output to the hands-free speaker.

Avaya Vantage™ HDMI support

The Avaya Vantage™ device has a micro-HDMI 2.0 port on its right. Using this HDMI port, you can connect your device to an external HDMI monitor through an HDMI cable. Once connected, the external monitor replicates the display on your Avaya Vantage™ screen.

Avaya Vantage™ supports the following functionalities when connected with an external HDMI screen:

- During an active Avaya Vantage™ built-in UC experience or Avaya Spaces call, send video and presentation from your Avaya Vantage™ device to the external screen.
- Run two different applications in parallel on the Avaya Vantage™ and the external screen. Avaya Vantage™ provides the Avaya External Display Control application to select and run an application on the external screen.

- Run the WebView screen such as Chrome on the external screen using the Ext Browser application.
- Turn the external screen connected to the Avaya Vantage™ device on or off from the quick settings.
- Route the audio of media applications, such as YouTube, from Avaya Vantage™ to the connected external monitor. Avaya Vantage™ does not route call audio to the external monitor.
- Control the mouse display between the Avaya Vantage™ and the external monitor.

Note:

If you are not able to display the Avaya Vantage™ screen on an external monitor, contact your administrator.

Connecting Avaya Vantage™ device to an external monitor

About this task

You can connect your Avaya Vantage™ device to an external monitor using an HDMI cable.

Do not connect an external monitor to the device using HDMI during an active call.

Before you begin

Ensure that:

- You have a micro HDMI to HDMI cable. Avaya Vantage™ has a micro HDMI port.
- The correct HDMI port is selected on your external monitor. Some monitors support more than one HDMI connection.

Procedure

Connect your Avaya Vantage™ device to an external device using the micro HDMI port.

The external monitor displays your Avaya Vantage™ device screen.

If you observe any issues after you connect the device to an external monitor, restart the device.

Turning the external screen on or off

About this task

You can enable or disable the display on the external HDMI screen from the quick settings of Avaya Vantage™. When the display to the external screen is enabled, you can view the Avaya Vantage™ screen on the connected HDMI monitor. When disabled, the connected HDMI monitor stops displaying the Avaya Vantage™ screen.

Note:

Contact your administrator if you do not see the external screen on or off option in the quick settings.

Procedure

1. Swipe down from the top bar to view the quick settings options.

2. **(Optional)** If you do not see the **External Screen On** ( ) or **External Screen Off** ( ) option, do the following to add it to the quick settings options:
   a. Swipe down again from the quick settings bar.
   b. Tap to enter the edit mode.

      The Edit window displays the currently visible quick settings tiles in the upper panel and the hidden quick settings tiles in the lower shaded panel.
   c. To add a tile to the quick settings menu, drag the tile from the lower panel to the upper panel. To hide a tile from the quick settings menu, drag the tile from the upper panel to the lower panel.

      For example, to make the or icon available in the quick settings options, drag the **External Screen** option to the top panel.
3. To turn on the display on the external screen, tap .
4. To turn off the display on the external screen, tap .

Routing audio to an external monitor through HDMI connection

About this task

You can route audio from your Avaya Vantage™ device to an external display device through the HDMI connection. Audio routing through HDMI is available only for media, alarms, and notifications sounds. Avaya Vantage™ does not route call audio to the external monitor through the HDMI port.

By default, audio routing to the HDMI port is disabled.

Procedure

1. Connect your Avaya Vantage™ device to an external monitor using the Avaya Vantage™ HDMI port.
2. On the Home screen, tap **Applications**.
3. Tap **Settings** > **Display** > **Advanced** > **HDMI**.
4. Tap the **Allow audio routing to HDMI port** toggle switch to enable audio routing to the external monitor.

   The audio is transferred to the external monitor.

Updating display settings for the external HDMI screen

About this task

Use this procedure to update the display settings of an external screen connected to Avaya Vantage™ using the HDMI port.

Procedure

1. Navigate to **Settings** > **Display** > **Advanced** > **HDMI**.
2. Do the following to modify the display settings:
   a. Tap **Resolution** to select the required resolution size for the external screen. By default, the **Resolution** for the external screen is set to **Auto**.
   b. Tap **Screen zoom** to move the external screen to a particular position. Navigation arrows appear to move the external screen in the required direction.

Controlling the mouse display

About this task

Use this procedure to control the mouse display between the Avaya Vantage™ screen and the external HDMI monitor connected to it.

Before you begin

Ensure that administrator has provided you with control of the mouse display support. If you are unable to control the mouse display, contact your administrator.

Procedure

1. Go to **Settings** > **System** > **Languages & inputs** > **Advanced**.
2. Tap **Mouse display**.
3. Choose one of the following:
   - **All screens**: To use the mouse control on the Avaya Vantage™ and external screen.
   - **External HDMI screen only**: To use the mouse on the external screen connected to the Avaya Vantage™ device.
   - **Avaya Vantage Screen**: To use the mouse on the Avaya Vantage™ screen.

   By default, the mouse display is set to **All screens**.

Displaying a specific application on an external screen

About this task

Avaya Vantage™ provides the Avaya External Display Control application to select and run an application on the external screen. You can present a specific application on the external screen and run another application parallelly on the Avaya Vantage™ screen.

Before you begin

Ensure that the HDMI cable successfully connects the Avaya Vantage™ device to the external monitor.

Procedure

1. On the Home screen, tap **Applications**.
2. Open the **Avaya External Display Control** ( ) application.

The application displays a predefined list of applications that you can present on the external screen.

3. Tap beside the application to present or run on the external screen.

   The icon color changes to red, indicating that the application is running on the external screen.

Displaying a web screen on an external monitor

About this task

Avaya Vantage™ has an Ext Browser application to display a WebView screen on the external monitor. By default, only one WebView screen is presented on the external screen. When you select the Ext Browser application on your Avaya Vantage™ device, the default web page http://www.avaya.com appears on the external screen. You can update the URL on the external screen.

The Ext Browser preserves the last web screen presented on the connected HDMI monitor until you restart the Avaya Vantage™ device. When you close the Ext Browser application, you see the Avaya Vantage™ screen on the external screen.

Procedure

1. On the Home screen, tap **Applications**.
2. Open the **Ext Browser** ( ) application to enable the display of a web screen on the connected HDMI screen.

Do Not Disturb mode

Enabling or disabling DND mode from the notifications area

About this task

Use this procedure to enable or disable the Do Not Disturb (DND) mode on the Avaya Vantage™ device. You can use DND to limit sounds from the device when required. When DND is turned on, you can still make or receive calls. The device displays the visual call or other alerts.

Procedure

1. To turn on the DND mode, swipe down to open the notification area, and tap **Do not disturb** ( ).
2. To turn off the DND mode, in the notification area, tap .

Modifying DND preferences from the Settings menu

About this task

Use this procedure to set DND preferences from the **Settings** menu on the device. You can pick what to block and what to allow when DND is on.

Procedure

1. Navigate to **Settings** > **Sound & Audio** > **Do Not Disturb**.
2. Under Behavior, choose which of the following sound and notifications to block or allow:
   - **Sound & vibration**: Block or allow alarms, media, and touch sounds.
   - **Notifications**: Block only sound or both sound and visuals from notifications.

   Note:

   With any settings, the device displays critical notifications for system activity and status.
3. Under Exceptions, choose which of the following notifications to receive when DND is turned on:
   - **Reminders** and **Events**.
   - **Messages** and **Calls**: You can choose to get notifications for calls or messages from anyone, contacts only, favorite contacts only, or none.
   - **Allow repeat callers**: You can choose to let your device ring if the same person calls twice in 15 minutes.
4. To set the DND mode duration on, tap **Duration**, and choose one of the following:
   - **Until you turn off**.
   - A certain time, such as **For 1 hour** or **For 30 minutes**.
   - **Ask every time**.
5. To automatically mute your device during certain times, tap **Turn on automatically**, and do one of the following:
   - Turn on an available rule.

     For example, turn on **Sleeping** to mute the device at night.
   - Make your own rule. Tap **Add rule**, and then tap **Time** or **Event** to create the rule. Edit the rule according to your requirement.

Changing the wallpaper

About this task

Use this procedure to change the default wallpaper on the Avaya Vantage™ device. You can select an administrator-downloaded wallpaper or any other image file available on the device.

Procedure

1. Do one of the following:
   - Tap **Settings** > **Display** > **Wallpaper**.
   - Long press on the Home screen and then tap **Wallpapers**.
2. Tap one of the following options:
   - **Live wallpapers**
   - **Gallery**
   - **Wallpapers**
3. Select a new wallpaper image and then tap **Set wallpaper**.

Setting up a screen saver

About this task

Your administrator can set a custom screen saver for your device. If your administrator enabled the **Screen saver** option, you can use this procedure to select a screen saver of your choice. The screen saver can display photos, colorful backgrounds, a clock, and more when your device is locked or in Sleep mode.

Before you begin

Ensure that:

- You can change the screen saver settings. Your administrator determines whether you have this capability.
- The device sleep time is *not* set to **Never**.

Procedure

1. Tap **Settings** > **Display** > **Advanced** > **Screen saver**.
2. Tap **Current screen saver**.
3. Select one of the following options:
   - **Clock**: To display a digital or analog clock as the screen saver.
   - **Avaya Screen Saver**: To display the custom picture set by your administrator as the screen saver. If your administrator did not set a screen saver, you see a black screen as the screen saver when you select this option.

- **Colors**: To display changing colors as the screen saver.
- **Photo Table**: To display a collage of different pictures from specific albums, such as Download and Camera, on the device as the screen saver.
- **Photo Frame**: To display one picture at a time from specific albums on the device as the screen saver.

4. **(Optional)** If you selected **Clock**, next to **Current screen saver**, tap to choose your clock type or make the clock screen less bright.
5. **(Optional)** If you selected **Photo Table** or **Photo Frame**, next to **Current screen saver**, tap to choose the picture sources.
6. To activate the screen saver, tap **When to start** > **Always**.

   Your device displays the selected screen saver when it is locked or in Sleep mode.
7. To test your screen saver, tap **START NOW**.

Turning off the screen saver

Procedure

1. Tap **Settings** > **Display** > **Advanced** > **Screen saver**.
2. Tap **When to start** > **Never**.

Changing date, time, and time zone settings

About this task

Use this procedure to manage time settings on Avaya Vantage™. By default, Avaya Vantage™ automatically sets the date and time. You can choose to set the date and time manually, but these manual changes only remain in effect until you restart your device. The next time you turn on your device, the automatic network-provided date and time are restored.

You can also set your time zone and your preferred time format. Time zone and time format settings remain in effect even after a device restart.

Procedure

1. Go to the **Settings** menu.
2. Tap **System** > **Date & time**.
3. To set your time zone, tap **Select time zone** and tap the appropriate time zone.
4. To set the time display format, tap **Time format** and select one of the following:
   - **12-hour**
   - **24-hour**

5. **(Optional)** To set the date and time manually, do the following:
   a. Disable **Automatic date & time**.
   b. Tap **Set date** and change the date.
   c. Tap **Set time** and change the time.

   These manual date and time changes only remain in effect until you restart your device.

Changing the system language

About this task

You can change the default system language of Avaya Vantage™ to a language of your choice.

Avaya Vantage™ and the built-in UC experience support the following languages: English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Spanish, Simplified Chinese, Traditional Chinese, and Arabic.

Procedure

1. Go to the **Settings** menu of the device.
2. Tap **System** > **Languages & inputs**.
3. Tap **Languages**.

   The Language preferences screen displays the current system language.
4. Tap **Add a language** and select your preferred language from the available languages.
5. Return to the Language preferences screen.

   The screen displays the current system language and the newly selected language.
6. At the upper-right corner of the screen, tap **Menu** > **Remove**.
7. Select all other languages in the list except your preferred language, and tap 🗑.
8. Click **OK** to confirm.

   The device refreshes to display text in the selected system language.

   To ensure proper display of text in your preferred language, keep one language in the Language preferences list.
9. Restart the device to ensure that applications on the device apply the language change.

Customizing the quick settings menu

About this task

You can use the quick settings menu on Avaya Vantage™ to access quick options to enable or disable features or application settings. You can choose which options are visible and reposition the option tiles in the menu.

Procedure

1. Swipe down from the top bar to view the quick settings options.
2. Swipe down again from the quick settings bar.
3. Tap to enter the edit mode.

   The Edit window displays the currently visible quick settings tiles in the upper panel and the hidden quick settings tiles in the lower shaded panel.
4. To add a tile to the quick settings menu, drag the tile from the lower panel to the upper panel. To hide a tile from the quick settings menu, drag the tile from the upper panel to the lower panel.
5. To change the position of a tile in the upper or lower panel, drag the tile to the new position.

Rebooting the device

About this task

Your Avaya Vantage™ device might require a manual reboot to apply new updates and configurations. You might also receive notifications to reboot your device to apply administrative changes. For example, you will receive a notification to reboot your device when your administrator enables or disables FIPS advanced security mode.

Procedure

1. Go to the **Settings** menu.
2. Tap **System** > **Reset options**.
3. Tap **Reboot** and then tap **Yes** to confirm.

Chapter 15: Troubleshooting

This chapter describes about how to verify device configuration and generate debug reports to share with your administrator and Avaya support personnel for troubleshooting. Support personnel can use debug reports to diagnose audio and video issues on the device. This chapter also describes any known issues and workarounds related to Avaya Vantage™ and Avaya Vantage™ built-in UC experience.

Verifying device configuration

About this task

Use this procedure to verify that the Avaya Vantage™ device is properly configured and ready to use.

Procedure

1. Tap **Settings** > **Debugging options** > **Configuration verifier**.
2. On the Configuration verifier screen, tap the following configuration items to see the validation details and ensure that the status of the validations are PASS:
   - **Network Status**: Validates whether the IP address is defined and the device is connected to the network.

     You can tap **Refresh Network Status** to refresh the network status information.
   - **DNS Status**: Validates whether a DNS server is configured and reachable.
   - **Date & Time Status**: Validates whether an SNTP server is configured and reachable to synchronize the device clock.
   - **File Server Status**: Validates whether the file server address is received from a configuration source and the file server is reachable.
   - **File Downloads Status**: Validates whether the device downloads the Avaya Vantage™ software and configuration files from the file server successfully. The detailed information contains the download status of various configuration files, including the upgrade file, software image file, settings file, trusted certificates, PKCS12 file, third-party application control file, SSH Login Banner, wallpapers, screen saver files, and ring tones.
   - **AADS Status**: Validates whether Avaya Aura® Device Services is configured and reachable.

The Configuration verifier screen only displays this status if Avaya Aura® Device Services is configured for your setup. This field is applicable only to the Avaya Aura® environment.

- **SIP Settings Status**: Validates whether the SIP domain and SIP controllers are configured.
- **Identity certificate Status**: Validates whether an identity certificate is configured.
- **Phone Application Status**: Validates whether the Avaya Vantage™ built-in unified communication experience is configured and installed successfully.
- **Administrator Password Status**: Validates whether the administrator password is configured correctly. You can use the administrator password to access administrator options in the **Settings** menu on Avaya Vantage™.
- **FIPS Mode Status**: Indicates whether the device has passed the FIPS self test for Avaya cryptography library when FIPS mode is enabled. If the device currently supports FIPS, the detailed status displays whether any non-compliant services are running on the device. The detailed status also indicates if any identity certificate was installed on the device before FIPS mode is enabled.

  The Configuration verifier screen only displays this status if FIPS mode is enabled for your setup.
- **Camera Status**: Validates whether the camera for the device is enabled.

3. To see the details for one of the configuration items, tap the appropriate item.

   The configuration verifier displays the configuration details and status. If the status is NOTICE or FAIL, the verifier displays the possible reasons for the configuration failure. Sometimes the configuration might be correct, but verification might fail because of network connectivity issues.

Sharing device configuration information

About this task

Use this procedure to share screen captures of the Configuration verifier screen with your administrator. This is useful if configuration information is missing. You can share the main screen or you can tap an item on the list and share a detailed screen capture. For example, you might need to share the details of an item with the “FAIL” status.

Procedure

1. Tap **Settings** > **Debugging options** > **Configuration verifier**.
2. From the menu in the upper-right corner of the screen, tap **Share** to capture and share the Configuration verifier screen.
3. Select one of the following options:
   - **Send via Bluetooth**: To send the screen capture to another device using a Bluetooth file transfer.
   - **Save to external USB storage device**: To save the screen capture to a USB device. You can then send it to your administrator.

Generating a debug report

About this task

You can generate a debug report that captures detailed event and audio logs on an Avaya Vantage device. You can share these reports with support personnel to use for diagnosing and troubleshooting issues on the device.

Avaya Vantage™ saves the report in the internal flash memory of the device. You can also save a copy on a USB mass storage device or an HTTP or HTTPS server.

When you generate a debug report, Avaya Vantage™ overwrites any existing report, if applicable. The report remains available in the internal flash memory for up to 14 days.

Avaya Vantage™ encrypts the debug reports using a user-provided or administrator-configured password. The encryption password must be alphanumeric and a minimum of 1 character and a maximum of 20 characters. Remember the password you use when generating the debug report. You need to share this encryption password with support personnel for decrypting the report.

Before you begin

To save the report on a USB mass storage device, connect it to the generic USB Type-C port on the right of the Avaya Vantage™ device. You need a USB Type-C to Type-A adapter if your USB mass storage device is Type-A.

Procedure

1. Navigate to **Settings** > **Debugging options**.
2. Tap one of the following:
   - **Generate debug report**: For a debug report containing detailed event and audio logs.
   - **Generate media report**: For a debug report containing audio and video logs.
3. **(Optional)** On the Debug report or Media report page, complete the following information as required:
   - **Select date that the problem was observed**
   - **Select time that the problem was observed**
   - **Select Problem**
   - **Problem Description**
4. Enter the password for encrypting and decrypting the report.

   The encryption password must be an alphanumeric password of a minimum of 1 character and a maximum of 20 characters.

   If your administrator pre-configures the password, it is populated automatically and masked in the field. You cannot change the pre-configured password.
5. In the **Avaya support number** field, enter the Avaya Support ticket number if you open a service request related to the problem.

   This field is available depending on the settings done by your administrator.

6. Select one of the following destinations to store the report:
   - **Internal flash memory**
   - **HTTP/S file server**
   - **USB flash drive**

     The **USB flash drive** option is available only when a USB mass storage device is already connected to Avaya Vantage™.

   On K155, scroll down to view and select an option.

   Tip:

   To copy and share a report easily, Avaya recommends that you choose the **HTTP/S file server** or **USB flash drive** option to store the report.

7. **(Optional)** If you select the **HTTP/S file server** option, enter the HTTP or HTTPS server address, and if server authentication is required, the user name and password.

   If your administrator pre-configures an HTTP or HTTPS server, the server details are populated automatically in the respective fields. You can change these values in Admin mode.

   The HTTP or HTTPS server details that you enter manually are saved for the next debug or audio reports. You can modify these details.

8. Tap **Generate**.

   Avaya Vantage™ generates a report and stores it in the internal flash memory at `/mnt/sdcard/AvayaVantageLogs` in the following file format:

   - Debug report: `debugreport-<device serial number and timestamp>.tar.gz.enc`
   - Audio report: `media_report-<device serial number and timestamp>.tar.gz.enc`

   If you select the USB flash drive or HTTP/S option, a copy of the report is saved in the selected destination.

9. **(Optional)** To share the report using Android Share, click next to **Generate debug report** or **Generate media report**, and select one of the available options:
   - **Android Beam**: Share the file with a mobile phone using NFC.
   - **Nearby Share**: Share the file with a nearby Android device. On both devices, you must sign in using a Google account.
   - Email client: If an email client, such as Gmail, is installed on your device, share the file using the email client.

     Note that email clients have file size limitations for attachments. For example, Gmail has a file size limitation of 25 MB.

Chapter 16: Resources

Documentation

See the following related documents at https://support.avaya.com and https://documentation.avaya.com.

Title	Use this document to:	Audience
Using		
Using Third-Party Applications on Avaya Vantage™	Learn about third-party communication applications supported on Avaya Vantage™.	End users
Installing and administering		
Installing and Administering Avaya Vantage™ in an Avaya Aura® or IP Office Environment	Install, configure, and maintain Avaya Vantage™ in an Avaya Aura® or IP Office environment.	Implementation personnel and administrators
Installing and Administering Avaya Vantage™ in an Open SIP Environment	Install, configure, and maintain Avaya Vantage™ in an Open SIP environment.	Implementation personnel and administrators

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product** > **Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

Important:

For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for keywords.

  To filter by product, click **Filters** and select a product.

- Search for documents.

  From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** ( ) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** ( ).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.
  - Add topics from various documents to a collection.
  - Save a PDF of the selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive collection that others have shared with you.

- Add yourself as a watcher using the **Watch** icon ( ).

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable **Include in email notification** to receive email alerts.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the website. The available functionality depends on your role.

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.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

  Note:

  Videos are not available for all products.

Support

Go to the Avaya Support website at https://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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product-specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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