Using Avaya Vantage™ and Avaya Vantage™ Basic

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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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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.

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.

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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.

Power over Ethernet (PoE) Statement

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

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 http://support.avaya.com or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 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 Delta Electronics Inc. model:ADP-30HR B , output: 48Vdc, 0.66A.

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Chapter 1: Introduction

Purpose

This document is intended for end users and describes how to use the Avaya Vantage™ Basic application on an Avaya Vantage™ device. This document also describes setup tasks performed by end users.

Separate documentation is available for SDK developer applications. This document does not provide information about SDK applications.

Change history

The following table describes the major changes made in this document:

Issue	Date	Summary of changes
Release 2.0, Issue 1	June 2018	• Added information about the K155 device throughout the document. • Updated Supported features on page 10. • Updated New in this release on page 13. • Added IP Office login information in Logging in to and out of Avaya Vantage on page 15. • Updated the “Navigation” chapter. • Minor rephrasing throughout the document. • Added Editing a contact on page 46. • ~~Added Editing a contact on page 46.~~ • Updated Filtering contacts on page 49.

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Chapter 2: Avaya Vantage™ overview

Avaya Vantage™ is an Android™ device that provides telephony and conferencing functionality. Avaya Vantage™ combines the advantages of a customizable unified communications solution and a fully functional Android device. Use the Avaya Breeze™ Client Software Development Kit (CSDK) and custom applications to integrate communications in business processes on your Avaya Vantage™ device.

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

- Avaya Vantage™ K175: Standard device with an 8-inch screen and an integrated camera for full access to video calls and conferences. You can cover the camera by using a mechanical camera shutter.
- Avaya Vantage™ K165: 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. The device also includes a dial pad and an integrated camera.

Avaya Vantage™ supports the following communication applications:

- Avaya Vantage™ Basic
- Avaya Equinox®
- Avaya Vantage™ Open

This document is focused on Avaya Vantage™ Basic usage. For more information about using other applications, see the following documents:

- For more information about using Avaya Equinox® clients, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows*.

  Some features and services are not supported when an Avaya Equinox® client is deployed on Avaya Vantage™. These feature discrepancies are described in the Avaya Equinox® clients documentation.
- For more information about using Avaya Vantage™ Open, see *Using Avaya Vantage™ Open*.

Note:

- IP Office Release 11.0 only supports Avaya Vantage™ Basic. IP Office Release 11.0 does not support other clients, such as Avaya Equinox®, on Avaya Vantage™.

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- In Release 2.0, the Avaya Vantage™ K155 device only supports Avaya Vantage™ Basic. It does not support Avaya Equinox® or Avaya Vantage™ Open.

Supported features

Avaya Vantage™ Basic feature	Supported with Avaya Aura®	Supported with IP Office
Make and receive audio calls	Yes	Yes
Caller ID and call information	Yes	Yes
Multiple line support	Yes	Yes[1]
Feature Access Codes (FACs)[2]	Yes	Yes
Mute calls	Yes	Yes
Hold calls	Yes	Yes
Transfer calls	Yes	Yes
Forward calls	Yes, through FACs	Yes, through FACs or short codes
Toggle calls	Yes	Yes
Conferencing	Yes	Yes
Missed calls indication	Yes	Yes
Do Not Disturb mode	No	No
Message Waiting Indication (MWI)	Yes	Yes
Video calls	Yes	Yes
Emergency calls	Yes	Yes[3]
Off Hook dialing	Yes	Yes
Call logs	Yes	Yes[4]
Avaya Aura® Device Services contact services	Yes	No
PPM contacts	Yes	No
Local contacts, including Google™ and Microsoft Exchange contacts	Yes	Yes

Table continues…

1 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.
2 Avaya Vantage™ Basic does not have any UI representation for the FAC status. For example, if EC500 is enabled in the Avaya Aura® environment, then the UI of Avaya Vantage™ Basic does not indicate that EC500 is enabled.
3 In the IP Office environment, you can make an emergency call only when you are logged in to Avaya Vantage™. You cannot make an emergency call from the Login screen. You can make an emergency call from the Lock screen if the Lock mode is enabled and an administrator has configured emergency numbers in the `46xxspecial.txt` file.
4 Call logs in IP Office are local to the device.

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Avaya Vantage™ Basic feature	Supported with Avaya Aura®	Supported with IP Office
Favorites	Yes	Yes Only local contacts can be added to the Favorites list
Presence	No	No
Instant Messaging	No	No

Important:

IP Office Release 11.0 only supports Avaya Vantage™ Basic. Other applications, such as Avaya Equinox® on Avaya Vantage™, are not supported.

Wireless handset features

A wired or wireless handset can optionally be used with Avaya Vantage™. The following section describes the 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 was out of range, the connection is reestablished automatically when the handset is back in range. When the handset is not in range for more than 22 minutes, it turns off to prevent battery discharge. If the handset was turned off, the connection is reestablished automatically when the handset 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 the 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. When the handset is not in range or Avaya Vantage™ is turned off for approximately 22 minutes, the handset is turned off automatically to save battery. To turn on the handset again, press the **Power** button for approximately 2 seconds. The handset is not turned on automatically even if it is returned to the cradle.

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 will notify you with warning tones. When you hear the warning tones, return the handset to its cradle to charge the battery.

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

- Overcharging.
- Over-discharging.
- Charging if the ambient temperature is higher than 40 °C (102 °F).

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
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.	Wireless handset is turned off after 22 minutes.
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

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Third party applications

You can install third party applications on Google Play™. The system administrator determines the list of applications that you are allowed to install.

New in this release

Avaya Vantage™ Release 2.0 introduces the K155 device. This device includes a 5-inch screen and a key pad. Currently, only Avaya Vantage™ Basic is supported on the K155 device.

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Chapter 3: Getting started with Avaya Vantage™

This chapter describes general startup tasks, such as logging in or out, locking your Avaya Vantage™ device, and enabling the Avaya Smart Lock feature. To enable the Avaya Smart Lock feature, you must first log in to your device manually.

Installing applications

About this task

You can install applications from Google Play.

Note:

- You can use this procedure to install Avaya Vantage™ Basic, Avaya Equinox®, or Avaya Vantage™ Open if these applications were not pre-installed by your administrator.
- Your installation policy might prevent you from installing certain applications.

Before you begin

- Ensure that you have a Google account to access Google Play.
- Work with your administrator to obtain permission to install applications on your Avaya Vantage™ device.

Procedure

1. On your device open Google Play.
2. In the **Search** bar, enter the appropriate search term and then tap .

   For example, to find Avaya Vantage™ Basic, enter `Avaya Vantage Basic`.
3. From the displayed search results, open the application page.
4. Install the application.
5. **(Optional)** If you want to set the installed telephony application as your primary telephony application, contact your administrator.

   Some Avaya applications, such as Avaya Vantage™ Basic or Avaya Equinox®, require additional setup performed by your administrator. Contact your administrator to see if the installed application requires additional setup.

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Logging in to and out of Avaya Vantage™

About this task

Use this procedure to log in to the Avaya Vantage™ device manually. You can log in to the device by using either SIP or Avaya Aura® Device Services credentials.

After the first login, you can activate the Avaya Smart Lock feature. The Avaya Vantage™ device then automatically logs you in when you are within the range of the device while carrying a trusted device.

Note:

This procedure is only applicable to Avaya Vantage™ Basic and Avaya Equinox®, but not to other telephony applications, such as Avaya Vantage™ Open.

Procedure

- To log in, do the following:
  1. In **Username**, enter your SIP or Avaya Aura® Device Services user name.

     In an IP Office environment, you must enter your SIP extension number.
  2. In **Password**, enter your user password.
  3. Tap **Login**.

     If you are using Avaya Aura® Device Services credentials, you might also need to enter your SIP credentials.
  4. **(Optional)** At the first login, accept the software license agreement.

  Avaya Vantage™ displays the Home screen or the main screen of the active telephony application depending on the settings configured by your system administrator.
- To log out, do one of the following:
  - Swipe down to open the notification area, and tap **Logout** ( ).
  - On the Home screen, tap **Logout** ( ).
  - In **Settings** > **System**, tap **Logout**.

Related links

Enabling Avaya Smart Lock on page 17

Locking and unlocking Avaya Vantage™

About this task

Use this procedure to lock and unlock 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.

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You can activate the Screen Lock feature so that the device is locked automatically after a period of inactivity. With IP Office deployments, this feature is disabled by default.

You can also activate the Avaya Smart Lock feature. The Avaya Vantage™ device then automatically unlocks when you are within the range of the device while carrying a trusted Bluetooth device. When the trusted device goes out of range, the Avaya Vantage™ device is locked automatically.

Note:

This procedure is only applicable to Avaya Vantage™ Basic and Avaya Equinox®, but not for other telephony applications, such as Avaya Vantage™ Open.

Procedure

- To lock the device, do one of the following:
  - Swipe down to open the notification area, and tap **Lock** ( ).
  - On the Home screen, tap **Lock** ( ).
- To unlock the device, do the following:
  1. On the locked screen, swipe up to open the login prompt.
  2. In the **Enter Password** field, enter your SIP or Avaya Aura® Device Services password.
     - If login is performed using SIP credentials, enter the SIP password.
     - If login is performed using Avaya Aura® Device Services credentials, enter the Avaya Aura® Device Services password.
  3. Tap .

  When the device is unlocked successfully, Avaya Vantage™ displays the Home screen or the main screen of the active telephony application depending on the settings configured by your system administrator.

Related links

Enabling Avaya Smart Lock on page 17

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.

You can have your phone stay unlocked whenever it is connected to a trusted device.

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Bluetooth device as the trusted device

You can choose any Bluetooth device, such as Bluetooth headsets, watches, or Bluetooth-enabled Android smart phones, 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.

Note that only one device can be set as the trusted device.

Bluetooth connectivity 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.

Enabling Avaya Smart Lock

About this task

Use this procedure to enable the Avaya Smart Lock feature. You can set your Avaya Vantage™ device to automatically unlock in certain circumstances, so you do not need to manually unlock the device with your PIN or password.

Before you begin

- On the Avaya Vantage™ device, turn on Bluetooth.
- Pair a Bluetooth device to use as your trusted device.

Procedure

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

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

   By default, Google Smart Lock is enabled on Avaya Vantage™. Since you can enable only one trust agent at a time, Google Smart Lock is disabled automatically when you enable Avaya Smart Lock.

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

4. Tap **Security** > **Avaya Smart Lock**.

   Avaya Smart Lock or **Google Smart Lock** are available only when the Screen lock feature is enabled.

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5. Enter the password that you use to log in and unlock Avaya Vantage™.
6. In the **Avaya Smart Lock** menu, 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 the range, the Avaya Vantage™ device unlocks, and if required, logs you in automatically. When the trusted device goes out of range, the Avaya Vantage™ device is locked and you are automatically logged out of the device.

     After a logout, another user can log in to the device. When a new user logs in, all previous user data is wiped.
7. Tap **Trust Device**.
8. On the list of paired and connected devices, tap the device that you want to select as the trusted device.

   On the Lock screen, you see the **Lock** ( ) icon with a pulsing circle at the bottom. The icon indicates that the device is unlocked. When the trusted device is within range, the device remains unlocked until you manually lock it.

To access the device Home screen from the Lock screen, do the following:

9. Swipe up the icon.

   You see the icon only when Smart Lock is set up and the trusted device is within range.

Removing or changing the trusted device

Procedure

1. Open the **Settings** menu.
2. Tap **Security** > **Avaya Smart Lock**.
3. Enter the password that you use to log in and unlock Avaya Vantage™.
4. Tap **Trust Device**.
5. On 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**.

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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. The device displays the Lock screen with the **Lock** ( ) icon.

Procedure

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

The device stays locked until you manually unlock it with your account password.

Connecting a wireless handset

About this task

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

You need administrative privilege to remove the pairing with the wireless handset.

Before you begin

- 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 10 seconds to enter the pairing mode.

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To indicate that the handset is in the pairing mode, the handset LED starts flashing.

2. On the Home screen, tap **Applications**.
3. Tap **Settings**.
4. Tap **Bluetooth**.
5. Turn Bluetooth on.
6. In the list of available devices, tap the entry that matches the ID on the handset label.

   When pairing is successful, Avaya Vantage™ displays the wireless handset in the list of paired devices as connected.

Result

You can now 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™. When you turn on the handset the next time, you do not need to repeat the pairing procedure.

Turning the wireless handset on and off

About this task

Your system administrator might connect an optional wireless handset to your Avaya Vantage™. To use the handset, you must turn it on.

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When the handset is turned on, the handset LED flashes every 5 seconds. When the handset is not being used on a call and is not in its cradle, it automatically turns off in 60 seconds.

Procedure

To turn the wireless handset on or off, press the **Power** button for approximately 3 seconds.

- When the handset turns on, the handset LED flashes 4 times.
- When the handset turns off, the handset LED flashes 3 times.

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Chapter 4: Navigation

Physical device layout

You can choose from the following Avaya Vantage™ device variants:

- Avaya Vantage™ K175: Standard device with an 8-inch screen and an integrated camera for full access to video calls and conferences. You can cover the camera by using a mechanical camera shutter.
- Avaya Vantage™ K165: 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. The device also includes a dial pad and an integrated camera.

Layout of Avaya Vantage™ K165 and K175

The standard Avaya Vantage™ device resembles a tablet in the portrait orientation. The only difference in the layout of the Avaya Vantage™ K165 and K175 variants is that K175 comes with an integrated camera and a mechanical camera shutter.

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Layout of Avaya Vantage™ K155

Dial pad and functional keys

The Avaya Vantage™ K155 device includes a physical dial pad and functional keys.

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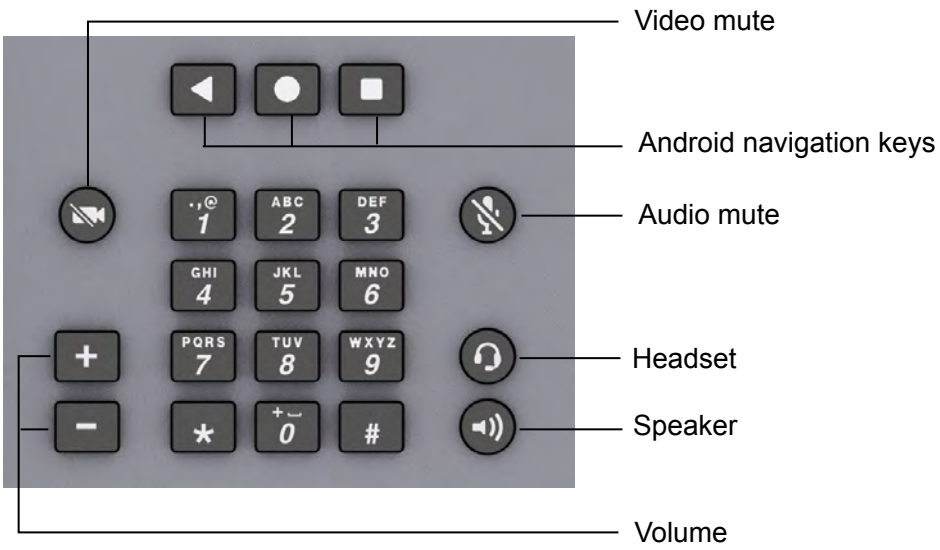
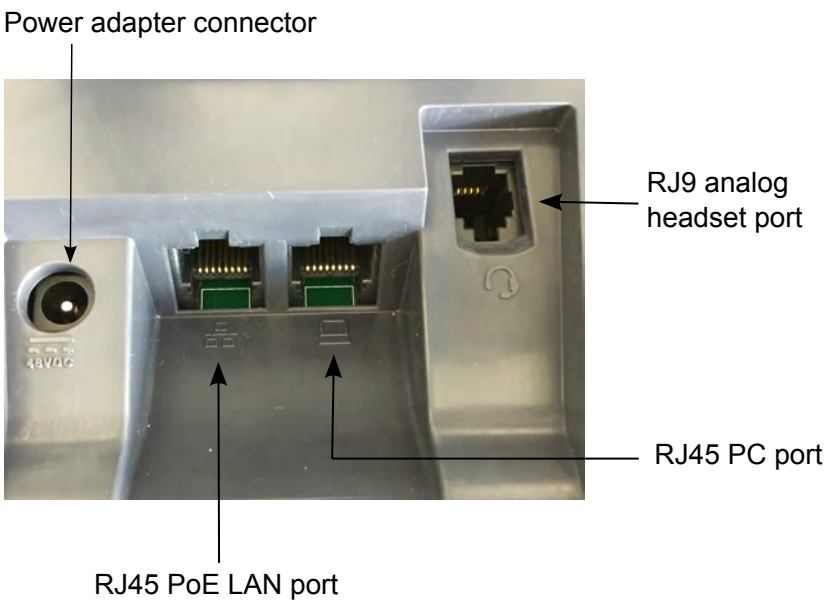


Connectors and controls

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

Rear panel

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



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Note:

Avaya Vantage™ K165 and K175 devices from Release 1.0 only have a single Ethernet port. Devices with hardware version 5 and later support dual Ethernet ports.

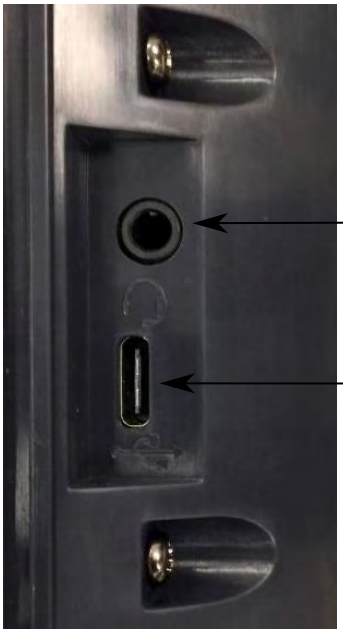
The K155 device has dual Ethernet ports.

K155 devices have an additional wireless module slot at the top-right side of the rear panel. The wireless module provides Wi-Fi and Bluetooth connectivity.

Slot for wireless module

Right side panel

On Avaya Vantage™ K165 and K175, the right side panel contains a 3.5 mm audio jack socket and a USB Type-C port.



3.5 mm stereo headset jack with microphone support

USB Type-C port

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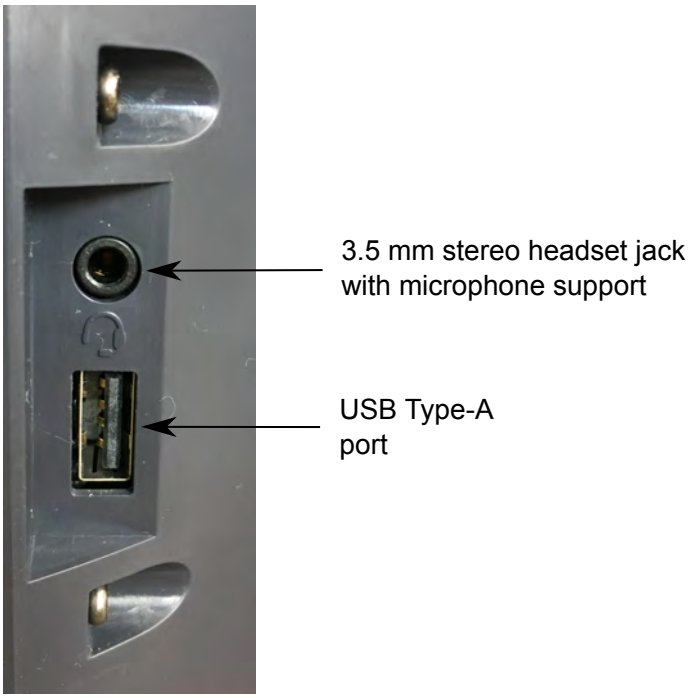
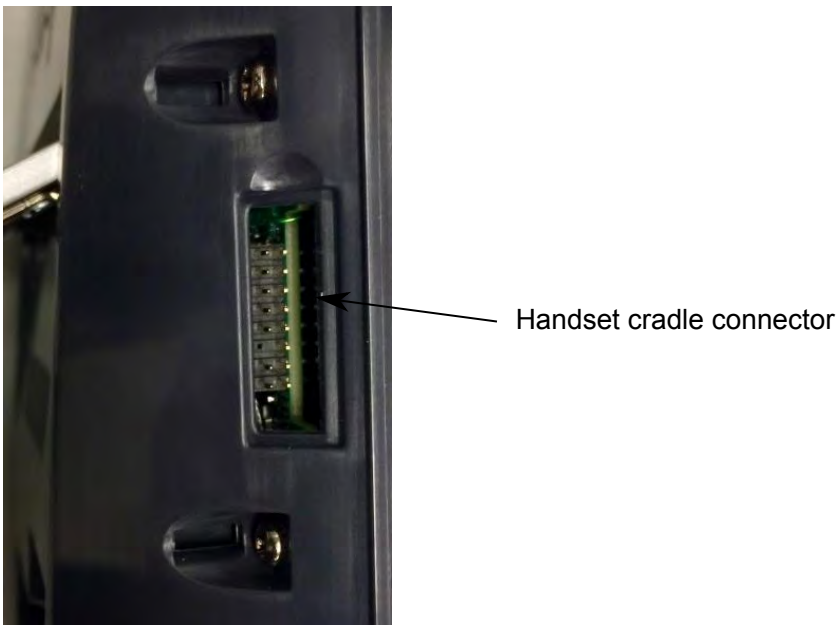
On Avaya Vantage™ K155, the right side panel contains a 3.5 mm audio jack socket and a USB Type-A port.



Left side panel

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



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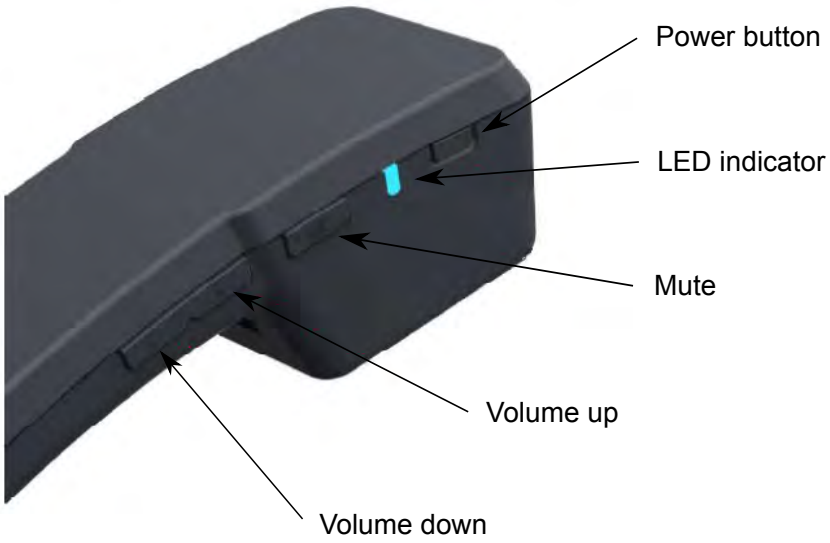
Wireless handset layout



Avaya Vantage Basic screen navigation

Dial pad screen

The following sections show the Avaya Vantage™ Basic Dial pad screen.

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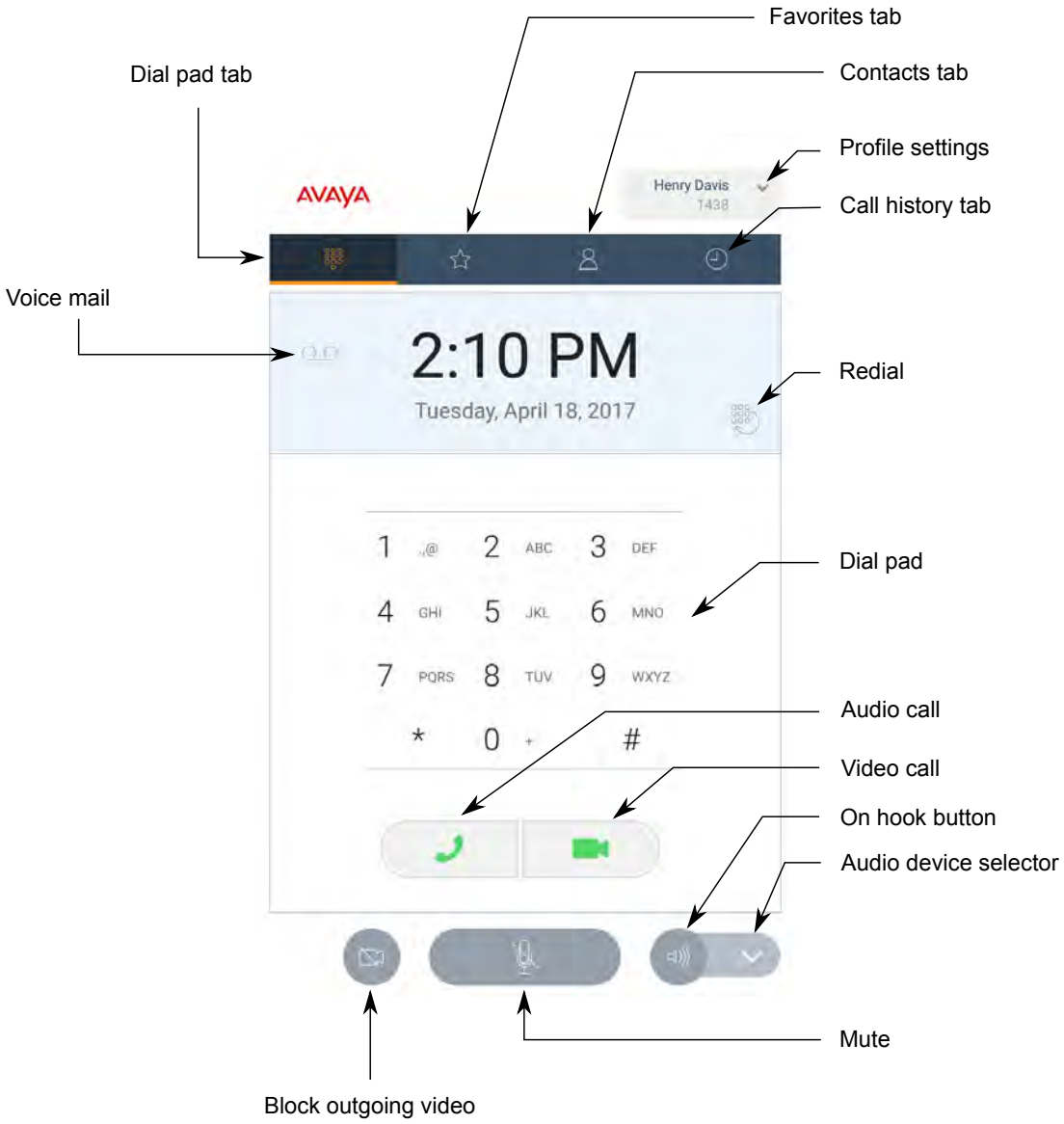
K165 or K175 device



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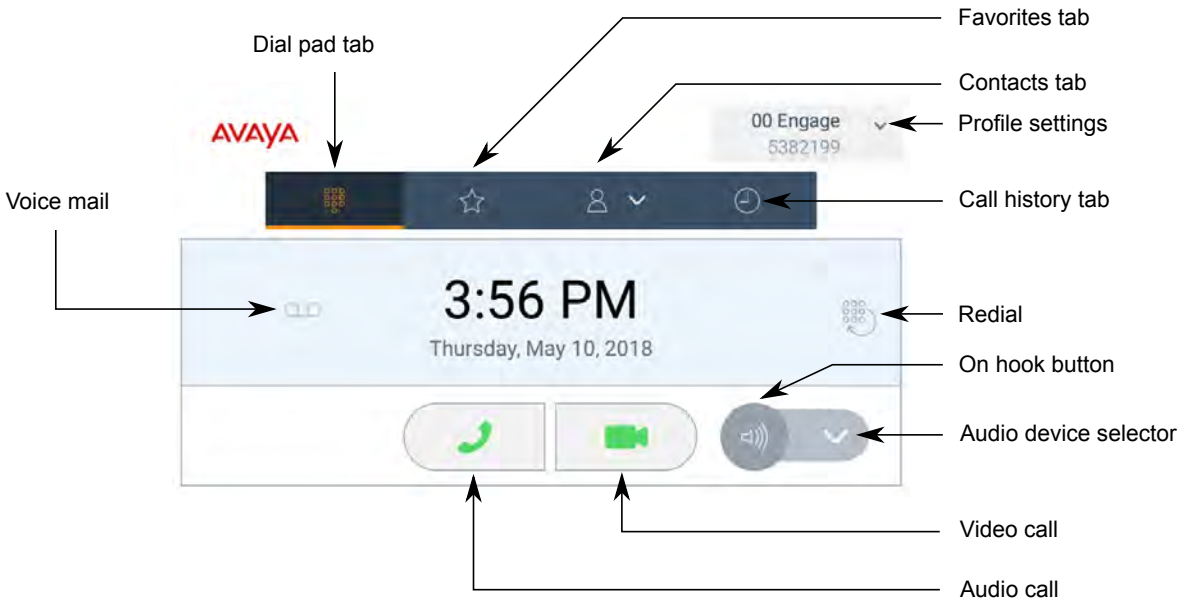
K155 device



Contacts screen

The following sections show the Avaya Vantage™ Basic Contacts screen.

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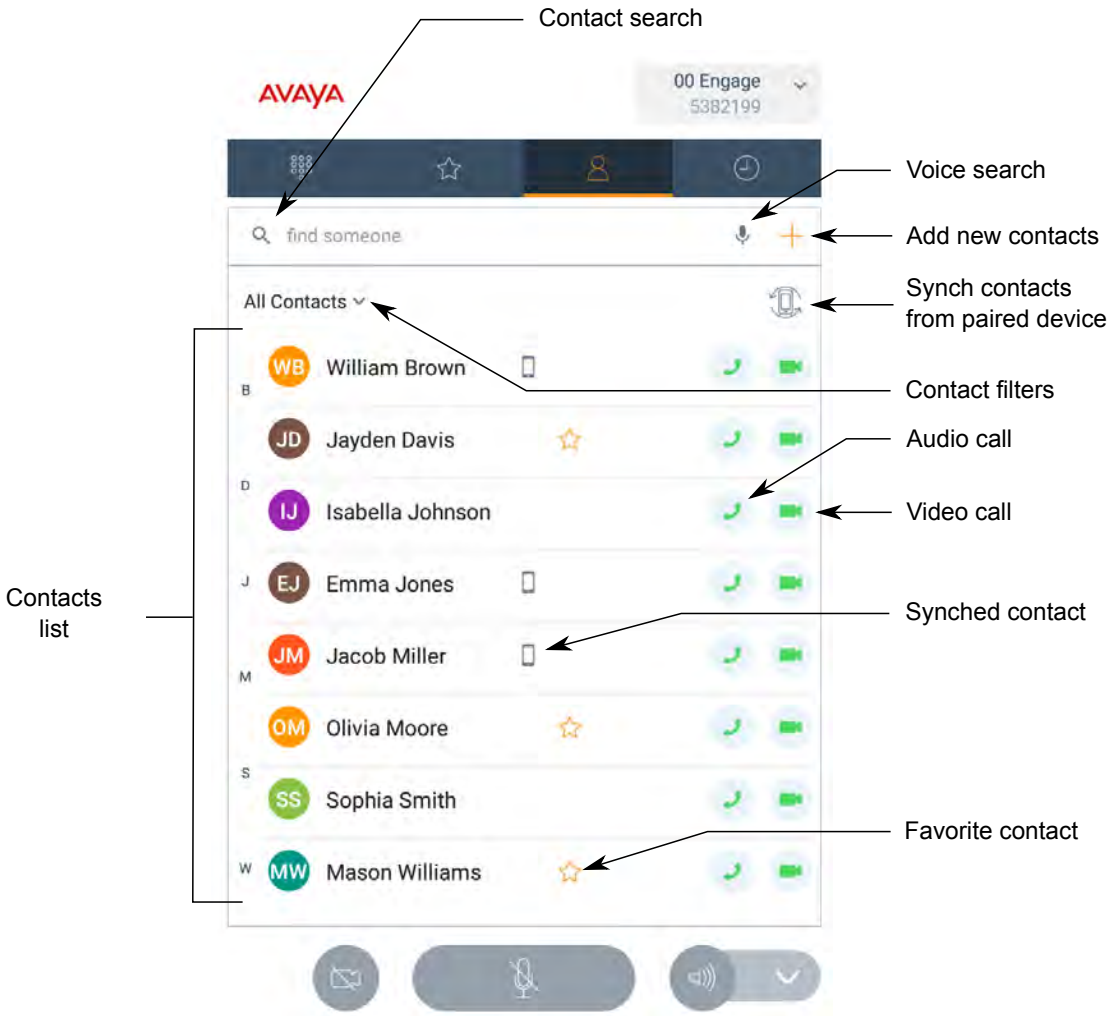
K165 or K175 device



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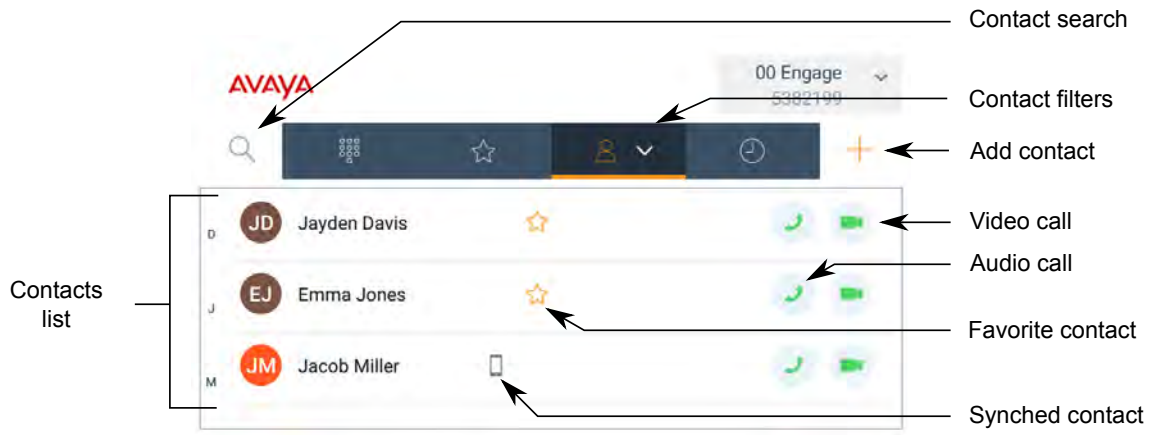
K155 device



Call screen

The following sections show the Avaya Vantage™ Basic Call screen.

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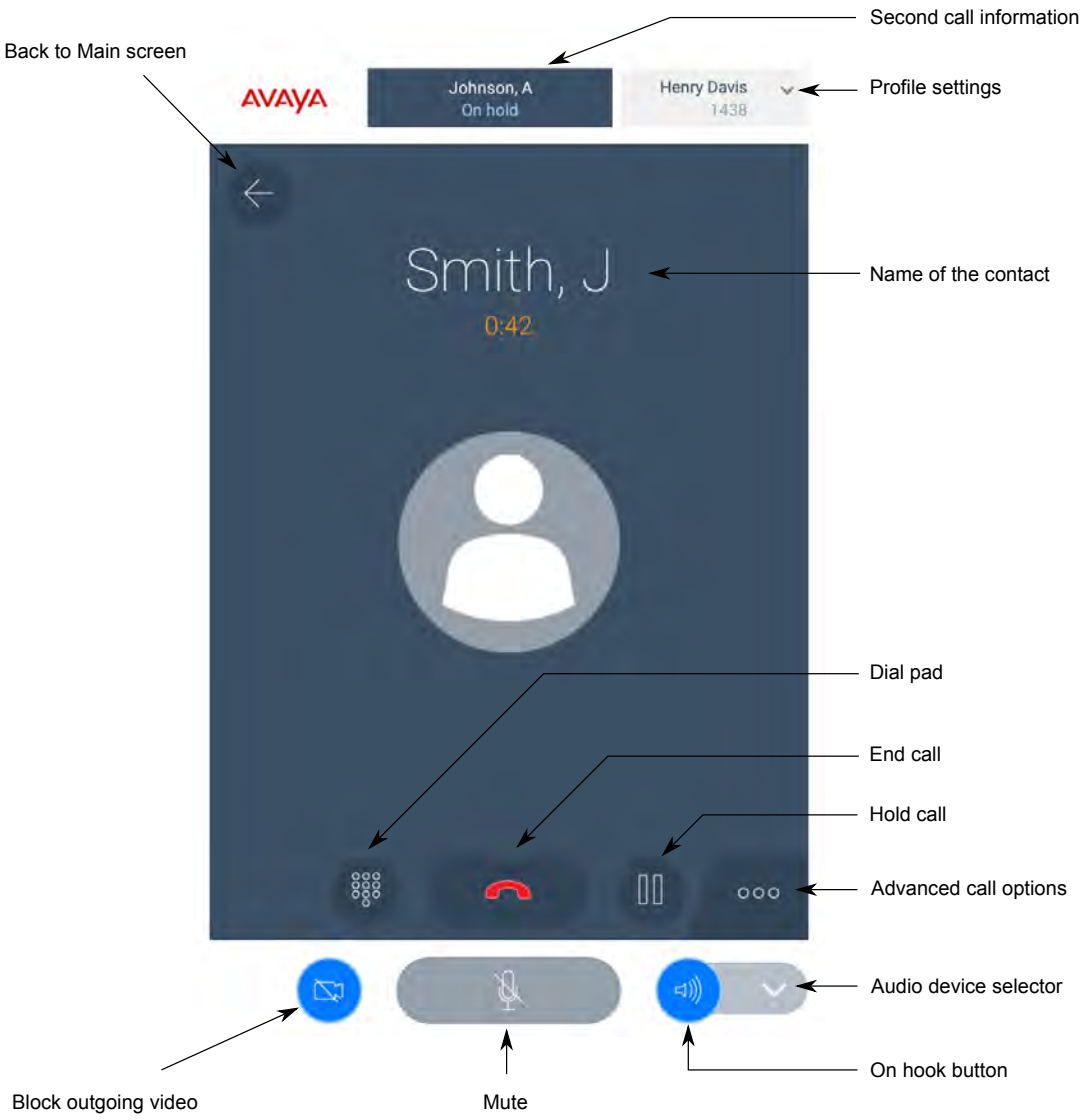
K165 or K175 device



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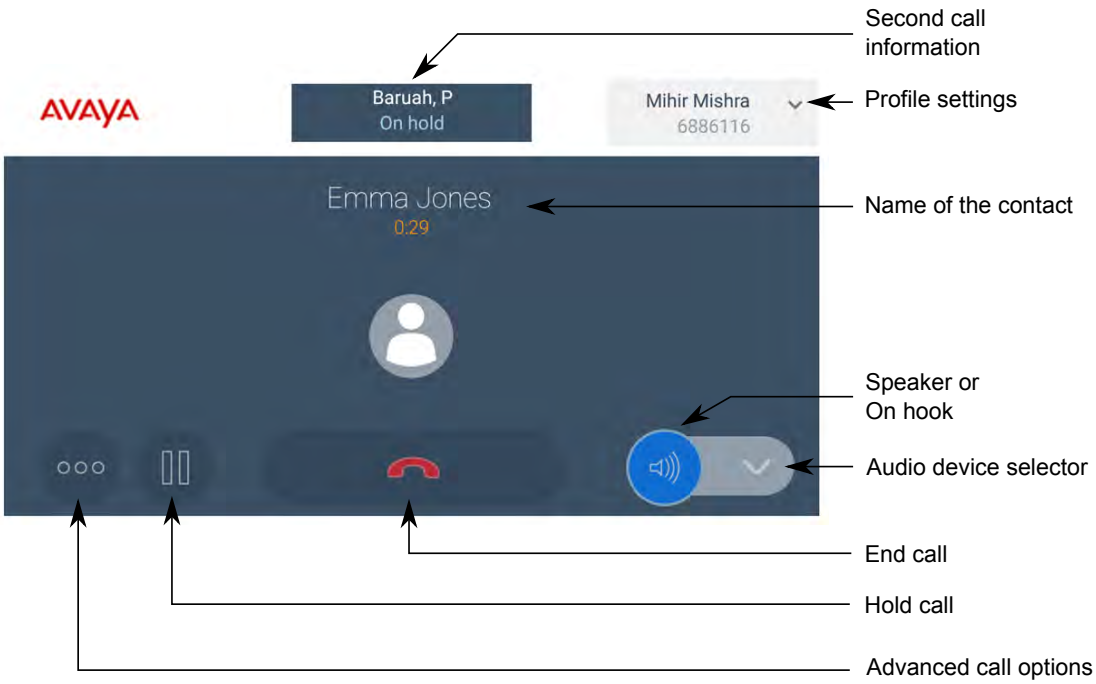
K155 device



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Chapter 5: Call management operations

You can perform the following key call management tasks:

- Making audio or video calls
- Answering audio or video calls
- Performing call control operations
- Viewing your call history and missed calls
- Working with conferences

Making audio or video calls

Making an emergency call

About this task

Use this procedure to make a call to a preconfigured emergency services number. Your system administrator can configure the emergency services numbers.

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

In the IP Office environment, you can make an emergency call only when you are logged in to Avaya Vantage™. You cannot make an emergency call from the Login screen. You can make an emergency call from the Lock screen if the Lock mode is enabled and an administrator has configured emergency numbers in the `46xxspecial.txt` file.

Procedure

- To make an emergency call from the Login 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 .

    With K165 and K175, you must tap the digits on the screen. With K155, use the physical keypad on the device to dial the number.

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- To make an emergency call from Avaya Vantage™ Basic, on the Dial pad screen, enter the emergency number and then tap .

  With K165 and K175, you must tap the digits on the screen. With K155, use the physical keypad on the device to dial the number.

Making an audio or video call using the dial pad

Before you begin

If you are using a handset, lift the handset from the cradle.

Procedure

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

   With K165 and K175, you must tap the digits on the screen. With K155, use the physical keypad on the device to dial the number.
3. Tap one of the following:
   - : To make an audio call.
   - : To make a video call.

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.

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Procedure

1. Tap the **Favorites** 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 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 second call

About this task

Use this procedure to make a second call while you are already on a call. You can have up to two 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™ Basic 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.

     With K165 and K175, you must tap the digits on the screen. With K155, use the physical keypad on the device to dial the number.
   - In the **Contacts** tab, select the required contact.

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- In the **Favorites** 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 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.

   You can also redial by double tapping or .

Managing calls

Answering or declining an incoming call

Procedure

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

  With K155, after answering the call, you can also use the and buttons on the device to toggle between your headset or speaker phone.
- To accept a video call, tap .

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- To decline a call, tap .

Entering digits during a call

About this task

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

Procedure

- With K165 and K175, do the following:
  1. While on an active call, tap .

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

  On K155, 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.

Procedure

- To mute yourself during a call:
  - With K165 or K175, tap on the screen.
  - With K155, press the button on the device keypad.
- To unmute yourself:
  - With K165 or K175, tap .
  - With 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.

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Placing a call on hold and resuming the call

Procedure

- 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, Call History, or Favorites list.

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4. Tap **Transfer**.

Working with video functionality

About this task

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

Note:

- If you switch to another application while on a video call, video will be stopped. To start video again, switch back to Avaya Vantage™ Basic.
- For privacy reasons, Avaya Vantage™ Basic always pauses outgoing video when the other party makes a video call or adds video to an existing call. To transmit your video to the other party, you must enable video manually.

Procedure

- To start or stop video, tap and then tap **Start Video** or **Stop Video**.
- To pause or mute video:
  - With K165 or K175, tap .

    The icon becomes blue. You can tap this icon again to resume video.
  - With K155, press the .

    Press this button again to resume video.

Selecting an active audio device

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.

Procedure

- From the Dial pad or Call screen, tap **Audio device selector** and select the required device from the list.
- To select your wireless handset as an active audio device when on a call, lift the handset from the cradle.

  Avaya Vantage™ automatically transfers audio to the wireless handset.
- To select the device speaker when using a wireless handset, do the following:
  1. Select the device speaker from **Audio device selector**.

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2. Place the handset in its cradle.

Ending a call

About this task

Use this procedure to end a call.

Note:

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

Procedure

- To end an active call, tap on the screen.
- If you are using a handset, hang up by placing the handset in its cradle.

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:
   - With K165 or K175, tap , which is at the top-right side of the contacts list.
   - With K155, in the filter options drop-down ( ), tap **Bluetooth Sync**.

   Avaya Vantage™ Basic 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 48

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Deleting all call information

Procedure

1. Tap the **Call history** tab.
2. Filter the call history and select **Clear All Calls**.
3. Tap **Delete** in the Confirmation dialog box.

Working with conference calls

Starting a conference call

About this task

Use this procedure to start an audio or video conference call.

Important:

This procedure does not apply to IP Office deployments. With IP Office, you can only merge calls to create a conference call. Video conference is also not supported with IP Office.

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, Call History, or Favorites 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

Use this procedure to merge two calls to create a conference call.

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Before you begin

You must have two ongoing calls.

Procedure

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

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Chapter 6: Contact management operations

Adding a contact

About this task

Use this procedure to add new contacts in Avaya Vantage™ Basic. You can save a personal contact in the local storage or to the enterprise directory. In the IP Office environment, you can add a personal contact to the IP Office personal directory.

In Avaya Vantage™ Basic, you can modify and delete personal contacts added to the enterprise or IP Office personal directory. Any modification to such contacts is synchronized automatically between Avaya Vantage™ Basic and the enterprise or IP Office personal directory.

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

Procedure

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

   Either the **Enterprise Contact** or the **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.
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.

Use the on-screen keyboard to enter contact details. Do not use the physical keypad on the K155 device.

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6. **(Optional)** Repeat the previous step 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.
8. Tap **Done**.

   The contacts and their details are displayed in your 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 or IP Office personal directory. Any modification to personal contacts is synchronized automatically between Avaya Vantage™ Basic and the enterprise or IP Office personal directory.

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 or IP Office 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 **Delete**.
4. Tap **Yes** to confirm the action.

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Searching for a contact

About this task

Use this procedure to search for a contact.

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

Procedure

1. Tap the **Contacts** tab.
2. On K155, 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, Avaya Vantage™ Basic and the standard Contacts application ( ) available on the Avaya Vantage™ device support centralized IP Office directory contact search, which includes the following:

- IP Office system contacts across a small community network (SCN).
- IP Office hunt group contacts across a small community network (SCN).
- IP Office external contacts in the LDAP, system, and HTTP directories configured in IP Office.

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. In Avaya Vantage™ Basic, tap **Extension** > **User Settings**.
2. Tap **Application**.
3. 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.

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4. 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 contact as a favorite

About this task

Use this procedure to add a contact to your Favorites list.

Note:

In the IP Office environment, you cannot add IP Office personal contacts to you Favorites list.

Procedure

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

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 all contacts and call history of the paired phone 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.

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** > **Bluetooth**.
3. In Available devices, tap the name of the mobile phone.
4. 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.

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c. Tap **Pair**.

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

5. On the Avaya Vantage™ device, tap **Settings** > **Bluetooth**.
6. 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™ Basic or Avaya Equinox® application.
   - The standard Contacts application on the Avaya Vantage™ device.

   The synchronized call history is available on the Call History tab of the Avaya Vantage™ Basic application.

Note:

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

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.
3. **(Optional)** To view the contacts of the synchronized device:
   - With K165 or K175, tap , which is at the top-right side of the contacts list.
   - With K155, in the contacts filter drop-down ( ), tap **Bluetooth Sync**.

   Avaya Vantage™ Basic displays the contacts of the synchronized device under All Contacts and Local Contacts if:
   - Contact sharing is enabled.

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- The paired device is connected with Avaya Vantage™.

Related links

Synchronizing contacts and call history over Bluetooth on page 48

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Chapter 7: Customization

Modifying the ring tone

About this task

Use this procedure to change the default ring tone for incoming calls in Avaya Vantage™ Basic. 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. In Avaya Vantage™ Basic, tap **Extension** > **User Settings**.
2. Tap **Audio/Video**.
3. In Ring Preferences, tap **Choose Ringtone**.
4. Select the new ring tone and tap **OK**.

Disabling video using the privacy shutter

About this task

On the K175 device, you can physically prevent the camera from capturing video using a privacy shutter. When you close the shutter, the camera is still on, but it only transmits a black background. The camera LED is also on, indicating that the camera is working.

Note:

The K155 device does not include a physical shutter. You can use the video mute button ( ) to disable video.

Procedure

- To disable video capturing, shift the lever located above the camera to the leftmost position so that the camera is entirely covered with the shutter.

  If the shutter does not cover the entire camera, the camera might be able to capture partial video.

- To enable video capturing, shift the lever to the rightmost position so that the shutter does not cover the camera.

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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. Tap **Settings** > **Display**.
2. Tap **Wallpaper**.
3. Tap one of the following options available on the device:
   - **Live wallpapers**
   - **Photos**
   - **Wallpapers**
4. Select the new wallpaper and tap **Set wallpaper**.

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Chapter 8: Resources

Documentation

See the following related documents at http://support.avaya.com.

Title	Use this document to:	Audience
Deploying		
Installing and Administering Avaya Vantage™	Install, configure, and maintain Avaya Vantage™.	Implementation personnel
Using		
Using Avaya Equinox® for Android, iOS, Mac, and Windows	Set up and use Avaya Equinox® clients.	• End users • Support personnel
Using Avaya Vantage™ Open	Use Avaya Vantage™	• End users • Support personnel

Finding documents on the Avaya Support website

Procedure

1. Navigate to http://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 an appropriate release number.
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 displays the documents only from the selected category.
7. Click **Enter**.

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Viewing Avaya Mentor videos

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

About this task

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

Procedure

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

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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

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- 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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