AVAYA

Using the Avaya Vantage™ Device

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.

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取扱説明書に従って正しい取り扱いをして下さい。　　VCCI－B

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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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 Delta Electronics Inc. Model: ADP-30HR B, output: 48Vdc, 0.66A.

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Device Usage Consent

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

Contents

Chapter 1: Introduction

Purpose

This document describes how to use the Avaya Vantage™ device and includes information about the K155, K165, and K175 device variants. This document does not describe how to use applications, such as Avaya Vantage™ Connect or Avaya IX™ Workplace Client. It is primarily intended for end users.

Change history

Issue	Date	Summary of changes
Release 2.2, Issue 3	October 2020	• Updated New in this release on page 11. Updated Camera specifications on page 18. • Updated Setting up a screen saver on page 64.
Release 2.2, Issue 2	April 2020	• Updated New in this release on page 11. • Updated Device Enrollment Services enrollment code information in Starting your Avaya Vantage device on page 33. • Removed information about dual adapter splitter usage. • Added wall mounting instructions in the sections under Wall mounting options for Avaya Vantage on page 44.
Release 2.2, Issue 1	October 2019	• Updated Avaya Vantage overview on page 10. • Updated Supported applications on page 10. • Updated New in this release on page 11. • Updated New in Android 8.1 on page 14. • Moved specifications information to a new chapter. See Specifications on page 15. • Added Headsets and speakerphones with call control functionality on page 22. • Added Miracast and Chromecast support on page 22.

Table continues…

Comments on this document? infodev@avaya.com

Issue	Date	Summary of changes
		• Updated Setting up K165 or K175 using the Android installation wizard on page 34.
		• Updated Verifying device configuration on page 36.
		• Added Removing the pairing with the wireless handset on page 43.
		• Added Using Quick Lock to lock or unlock the device on page 56.
		• Added Changing date, time, and time zone settings on page 65.
		• Added a new chapter: Troubleshooting on page 67.
		• Updated Documentation on page 69.
		• Rebranded Avaya Equinox® to Avaya IX™ Workplace Client and Avaya Breeze® Client SDK to Avaya IX™ Client SDK. These changes take effect with Avaya IX™ Workplace Client, previously known as Avaya Equinox® , Release 3.7.
		• Minor rephrasing throughout the document.

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 8.1 accessibility services, including talk-back, magnification, and font or display size configuration. You can use Avaya IX™ Client SDK and custom applications to integrate communications into business processes using 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 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 physical keypad and an integrated camera, but it does not include a mechanical camera shutter.

You can access Google services, such as the Google Play Store, with the K165 and K175 devices.

Supported applications

The following is an overview of the applications supported on Avaya Vantage™. This document is focused on device usage and does not describe how to use these applications.

Avaya Vantage™ Connect and Avaya IX™ Workplace Client

Avaya Vantage™ supports the Avaya Vantage™ Connect and Avaya IX™ Workplace Client telephony applications. An administrator can enable one of the applications as the active telephony application on Avaya Vantage™.

For information about using Avaya Vantage™ Connect, see *Using Avaya Vantage™ Connect*.

For information about using Avaya IX™ Workplace Client, see *Using Avaya IX™ Workplace Client on Avaya Vantage™*

Voice Assistant for Avaya Vantage™

You can install Voice Assistant for Avaya Vantage™ on your K165 or K175 device to enable voice commands. For more information about this application, see *Quick Reference: Using Voice Assistant for Avaya Vantage™*.

Avaya® Conference Assistant

You can integrate Avaya Vantage™ with the Avaya Conference Phone B199 and control it using the Avaya® Conference Assistant application.

Third-party applications

Third-party applications that Avaya Vantage™ supports include the Houdini hospitality application, Konftel Unite, and Skype for Business. For more information, see *Using Third-Party Applications on Avaya Vantage™*. You can also use Chromecast and Miracast with Avaya Vantage™ K165 or K175.

Optional components for the Avaya Vantage™ device

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

- J1B1 wired handset and cradle kit
- J2B1 wireless handset and cradle kit
- Replacement handset cord
- AC power adapter (international)
- AC power cord for regions
- Wireless module for K155

You must order these optional components separately.

New in this release

Avaya Vantage™ Release 2.2 Service Packs include the following new and enhanced functionalities:

Device MAC address publishing support

You can use the ENABLE_PUBLISH_MAC_ADDRESS parameter to enable device MAC address publishing in all SIP signaling. When you enable this option, a third-party location service can use the device MAC address to determine and report the location of the device for emergency calls.

Device start-up enhancement

As an administrator, you can now minimize audio and visual notifications when Avaya Vantage™ turns on or restarts through configuration parameters.

Preserve login credentials

As an administrator, you can now control whether to preserve login credentials on the Avaya Vantage™ Login screen after you log out or tap **Cancel** during a login operation. You can control this behavior through configuration parameters.

Screen saver management

As an administrator, you can now centrally manage screen saver behavior on Avaya Vantage™ devices through configuration parameters. You can push screen saver images to Avaya Vantage™ and choose a default screen saver image for the device. You can also control whether the device users can set up a screen saver of their choice locally from the device.

Call pickup alert support

In an Avaya Aura® environment, Avaya Vantage™ Connect supports audio and visual alerts for call pickup on the pickup group members' device when a member of the group receives a call. An administrator can enable or disable these call pickup alerts.

Contact search support using PPM

Avaya Vantage™ Connect now supports enterprise contact search when using PPM.

Arabic language support

Avaya Vantage™, Avaya Vantage™ Connect, and Avaya Connect Expansion Module support Arabic.

Avaya Connect Expansion Module support in an IP Office environment

The Expansion Module application is supported in an Avaya Aura® or IP Office environment.

Presence support

Avaya Vantage™ Connect supports the Presence feature in an Avaya Aura® or IP Office environment.

Device Enrollment Services enrollment code options

Device Enrollment Services supports an 8-digit or 12-digit enrollment code. The 8-digit code is the most secure. The numbers in this code are randomly generated and it has an expiry date. The 12-digit enrollment code consists of the account ID and a 4-digit PIN. The 12-digit code is easy to remember and does not expire.

Time retrieval support from network sources

If the configured or default SNTP servers are not accessible, Avaya Vantage™ can now retrieve time from HTTP or HTTPS services that the device accesses before the SIP registration. The following are the services that the devices accesses in order:

- Device Enrollment Services.
- HTTP or HTTPS file server for configuration and software file download.
- Avaya Aura® Device Services when USER_AUTH_FILE_SERVER_URL is configured.
- PPM.

Wireless handset automatic upgrade support

You can use the ENABLE_CORDLESS_HANDSET_UPDATE parameter to enable an automatic upgrade of the wireless handset paired with Avaya Vantage™.

Parameter modifications

Several parameter definitions have changed. Some parameters support new values, and some have new default values.

For example, the default value of TLS_VERSION is now 1, which permits only TLS 1.2. If any services do not support TLS 1.2, you must upgrade them to support TLS 1.2. Otherwise, you can change the value of TLS_VERSION to 0 to allow TLS 1.0.

For more information about Avaya Vantage™ parameters, see:

- *Installing and Administering Avaya Vantage™ in an Avaya Aura® or IP Office Environment*
- *Installing and Administering Avaya Vantage™ in an Open SIP Environment*

Release 2.2

Avaya Vantage™ Release 2.2 introduces the following:

Call control on headsets

You can use the call control capabilities on various USB and Bluetooth headset or speakerphone models with Avaya Vantage™. This functionality is supported with Avaya Vantage™ Connect Release 2.2 and Avaya IX™ Workplace Client Release 3.7.

For more information about supported headset and speakerphone models, see Headsets and speakerphones with call control functionality on page 22.

Hot dial support

You can configure hot dialing on Avaya Vantage™ Connect if you want the application to automatically dial a specific phone number. When the hot dial feature is enabled, the application automatically calls the configured phone number when the device is off-hook. For example, if you lift the handset, then Avaya Vantage™ Connect will automatically call the configured number.

Avaya Connect Expansion Module

The Avaya Connect Expansion Module application features a large display to extend the number of call feature buttons for Avaya Vantage™ Connect. The Avaya Connect Expansion Module application can be integrated with Avaya Vantage™ Connect in an Avaya Aura® environment.

Bridge Line Appearance support

You can use Bridged Line Appearance (BLA) in Avaya Vantage™ Connect directly or through Avaya Connect Expansion Module. BLA typically involves a boss-secretary scenario, where the primary number belongs to the boss. 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. Avaya Vantage™ Connect supports BLA only in an Avaya Aura® environment.

Calendar support

Avaya Vantage™ Connect supports calendar integration with Microsoft Exchange Server. When the calendar is enabled, you can see your meetings in the Calendar tab on Avaya Vantage™ Connect.

IPv6 support

Avaya Vantage™ and the active Avaya IX™ Client SDK application on Avaya Vantage™ can now work and internetwork in IPv4 and IPv6 mode. Currently Avaya Vantage™ supports IPv6 only in an Avaya Aura® environment. IPv6 support is not available in an IP Office or Open SIP environment.

Quick Lock in Kiosk device

When using Avaya Vantage™ as a Kiosk device, you can use Quick Lock to define and use a simple password for locking and unlocking your device.

Avaya Equinox® and Client SDK rebranding

In Release 3.7, Avaya Equinox® is being rebranded to Avaya IX™ Workplace Client. Avaya Breeze® Client SDK is also being rebranded to Avaya IX™ Client SDK. Avaya Vantage™ Release 2.2 will interoperate with Avaya IX™ Workplace Client Release 3.7. The Avaya Vantage™ customer documentation is being updated with these new names.

New in Android 8.1

Android 8.1 introduces a number of visual changes to the UI. The following is a summary of key changes for Avaya Vantage™:

- The **Settings** menu has been reorganized and the navigation has changed.

- The icon that is used to access all installed applications has changed from ⊕ to ⌃ . Other application icons have also changed slightly.

- On K165 and K175, the Android navigation buttons grow dim if they are not in use for more than two seconds.

- The theme automatically changes to light or dark depending on the wallpaper colors.

Avaya Vantage™ supports all Android 8.1 accessibility services, including talk-back, magnification, and font or display size configuration. When you activate talk-back, control buttons, such as **Back** and **Home**, are always displayed.

Chapter 3: Specifications

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

Feature	Specifications
Screen	Avaya Vantage™ K165 and 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
Internal storage	16 GB flash memory
Memory	2 GB of RAM
Operating system	Android 8.1
Ethernet	• RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port • RJ45 secondary Gigabit Ethernet (10/100/1000 Mbps) port for a computer
Bluetooth	Bluetooth 4.1 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™.
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

Table continues…

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Specifications

Feature	Specifications
Wi-Fi	• Wireless access point mode • Wi-Fi 802.11a/b/g/n • Wi-Fi 802.11ac on the 5 GHz band • Hotspot

Power	• Power over Ethernet EEE 802.3af (Class 3) or 802.3at (Class 4). The following is related to the power allocated from the single USB port on Avaya Vantage™:
	  - Up to 100mA if using PoE 802.3af
	  - Up to 500mA if using PoE 802.3at
	• Dedicated 48V AC power supply. Use Delta Electronics Inc. model ADP-30HR B, output 48V DC, 0.66A. Power allocation for the device USB port is up to 500mA.

Headphone connector ports	• 3.5 mm headset connector • RJ9 headset connector for a high-quality wired headset
USB port	USB 2.0 general purpose port. Avaya Vantage™ K165 and K175 have a Type-C USB port. Avaya Vantage™ K155 has a Type-A USB port. The maximum USB port power is 500mA when the device is connected to an AC adapter or a Class 4 PoE switch. When connected to a Class 3 PoE switch, the maximum power supply is 100mA. USB devices that require more power than 500mA are not supported.

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
	• Android devices
	  Support is only limited to charging the Android device. Data transfer is not supported.
	• USB camera

Table continues…

Feature	Specifications
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 22. 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.
Audio codecs	Wideband audio available on all transducers, handset, headset, and handsfree. Supported codecs: • G.722 • G.711 • G.729 • G.726 • Opus
Video codecs	Avaya Vantage™ and the Avaya IX™ Client SDK applications support the H.264 codec with the following encoding profiles: • High Profile AVC • Baseline Profile AVC
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 (#) keys K165 and K175 include volume control keys.
Physical security	Security lock slot.

Table continues…

Feature	Specifications
Stand	Adjustable stand for K165 and K175 that you can use either as a desk stand or a wall-mounted stand.
	Fixed-angle, detachable stand for K155.

Camera specifications

The following Avaya Vantage™ devices include an integrated camera:

- K175
- K155

The Avaya Vantage™ K165 device does not include an integrated camera, but you can use an external USB camera. Regardless of whether you connect an external camera, 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™ notifies users that the integrated camera is active by using the green LED indicator.

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

- Mechanical privacy shutter for the K175 device.

External, third-party cameras

You can use an external USB camera with Avaya Vantage™. If you connect a USB camera to a K155 or K175 device, then the external camera is prioritized over the integrated camera. You cannot choose or switch between cameras.

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

> ✳ **Note:**
>
> When Avaya Vantage™ is connected to an AC adapter or an 802.3at PoE (Class 4) switch, the maximum power allocated to the USB port is 500mA. 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 AC adapter.

Wireless handset specifications

A wired or wireless handset can optionally be used with Avaya Vantage™. The following are the supported specifications for the wireless handset:

Specification	Avaya Vantage™ wireless handset
System	Bluetooth 4.1
Bluetooth profiles	• Hands-free Profile 1.6 • Headset Profile
Battery	0.56 W, 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 49 °C (32 to 120 °F).
Battery charging environment temperature	0 to 40 °C (32 to 104 °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 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.

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).

> ⊛ **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
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

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)

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
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
Plantronics V5200	Y	Y	Y	Y
Jabra Speak 510	Y	Y	Y	Y

Miracast and Chromecast support

You can use Miracast and Chromecast with a K165 or K175 device.

---

[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.
[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.

Miracast is a standard protocol for wireless mirroring of your device on any other Miracast-capable device, such as a TV or monitor. You can mirror your K165 or K175 device screen using the **Cast** option in the Notifications area.

Chromecast is a Google application for streaming multimedia content from Chromecast-compatible services, such as Netflix, which are running on your device to an external Chromecast device. Chromecast does not mirror the device screen, so you can continue making calls or performing other tasks on your Avaya Vantage™ device.

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 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 physical keypad and an integrated camera, but it does not include a mechanical camera shutter.

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.
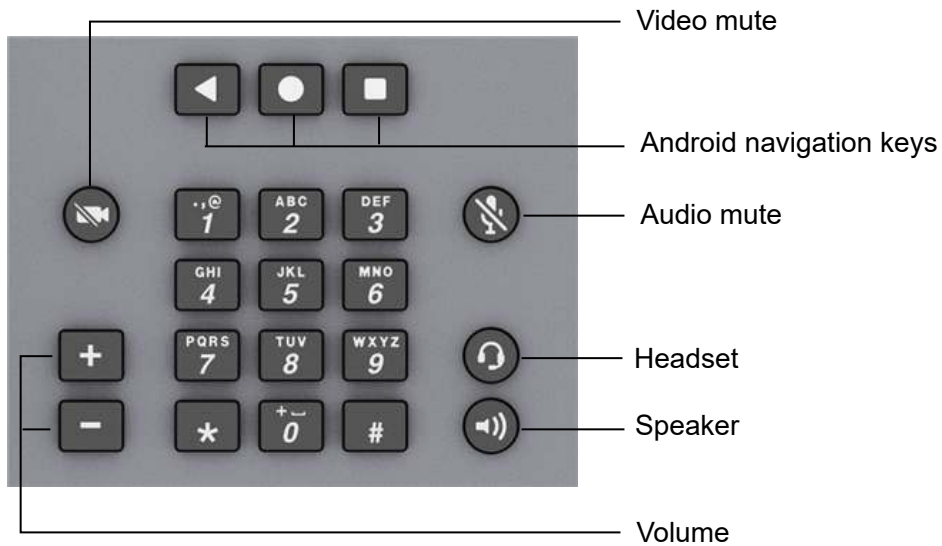
Comments on this document? infodev@avaya.com

Camera activity indicator (K175 only)

Camera (K175 only)

Camera shutter (K175 only)

Microphone

Message waiting indicator

Screen

3.5 mm stereo headset jack

USB Type-C port

Stand

Volume up

Volume down

Speaker

Handset cradle (optional)

Wired or wireless handset (optional)

Layout of Avaya Vantage™ K155

Camera activity indicator

Camera

Microphone

Message waiting indicator

Touch screen

3.5 mm stereo headset jack

USB Type-A port

Keypad

Stand

Speaker

Handset cradle (optional)

Wired or wireless handset (optional)

Functional keys on the keypad

The Avaya Vantage™ K155 device includes a physical keypad.

- Video mute
- Android navigation keys
- Audio mute
- Headset
- Speaker
- Volume

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.

- Power adapter connector
- RJ9 analog headset port
- RJ45 PC port
- RJ45 PoE LAN port
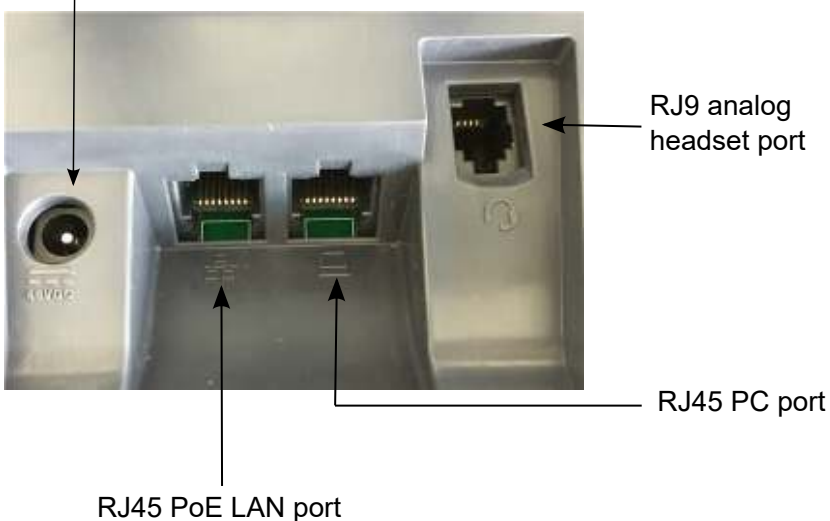
⊛ **Note:**

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 with an internal Ethernet switch.

The K155 device has dual Ethernet ports with an internal Ethernet switch.

K155 devices have an additional wireless module slot in the top-right 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
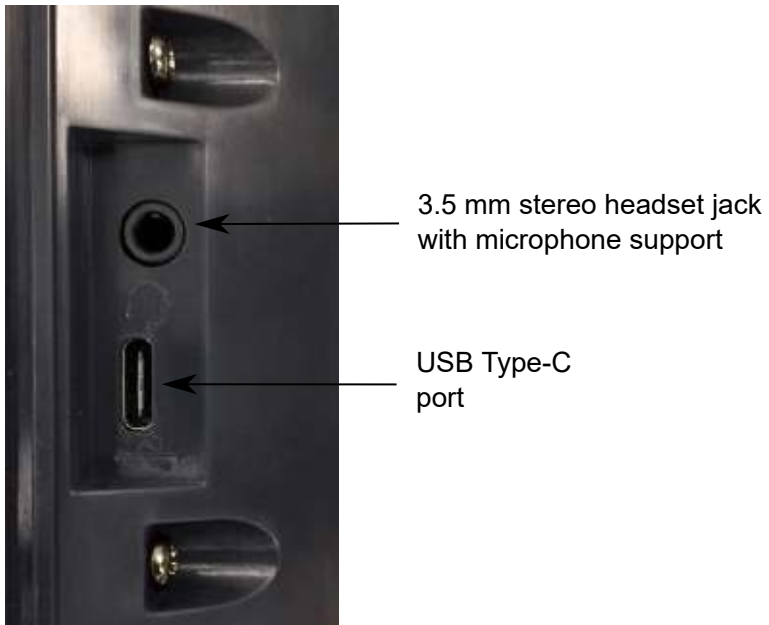
USB Type-C
port

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

3.5 mm stereo headset jack
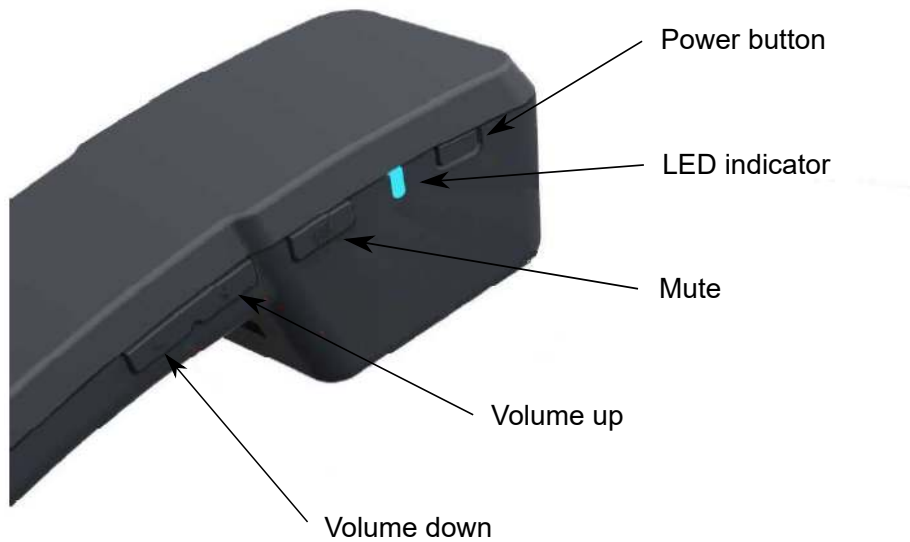with microphone support

USB Type-A
port

Left side panel

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

Handset cradle connector

Wireless handset layout

Power button

LED indicator

Mute

Volume up

Volume down

Chapter 5: 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)
- 48 Vdc power supply

If you use the 802.3at networking switch or the power adapter, Avaya Vantage™ USB port delivers up to 500mA. If you use the 802.3af networking switch, Avaya Vantage™ USB port delivers up to 100mA.

You can use a 48-volt, 30-watt power adapter to power Avaya Vantage™ in the following conditions:

- You are 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 a 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. In this case, you must connect Avaya Vantage™ to a power adapter.

You must purchase the power adapter separately.

If Avaya Vantage™ is connected to both a 48 Vdc 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 turn on your Avaya Vantage™ device and connect it to a power source or Ethernet cable. This procedure also describes how to go through the Device Enrollment Services discovery process for automatic setup of the device.

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 from you.
- You must enter an enrollment code for Device Enrollment Services to redirect 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. **(Optional)** Connect a power adapter to the 48-V DC power connector 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.

2. 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.

   Avaya Vantage™ powers up and starts to initialize.

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

   Device Enrollment Services supports an 8 or 12-digit enrollment code. After you enter the code, Device Enrollment Services provides the file server address. If you do not enter the

enrollment code and tap **Cancel** instead, the Device Enrollment Services process is cancelled and you must configure the device manually.

Result

After the device receives the configuration file server address, it starts downloading the required configuration files and updated firmware files from the file server. When there is a software image upgrade, the process can take approximately 1 hour. If there is no software upgrade, the startup process typically takes between 4 to 20 minutes. After the configuration is complete, the device displays a background, which indicates that you can now log in and use the device.

If the device does not receive the file server configuration from Device Enrollment Services, the Android installation wizard is displayed to help you set up your K165 and K175 devices. The wizard is not available on K155 devices.

Setting up K165 or K175 using the Android installation wizard

About this task

When you power up a new K165 or K175 device for the first time or perform a factory reset, and the device configuration is not complete, the Android installation wizard is displayed to help you set up your K165 or K175 device.

> ✳ **Note:**
>
> The installation wizard is not currently available on K155 devices. On K155, you can configure the file server manually from **Settings** > **Network & Internet** > **More** > **File Server**.

Procedure

1. On the Welcome screen, choose your preferred language and tap **Start**.

2. If prompted, on the Network Mode Selection screen, choose how you want to connect to the network.

3. **(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 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.

      c. Tap **Connect**.

4. On the Copy apps & data screen, choose one of the following:

- **Copy your data**: Use this option to restore user-defined device configuration, such as language settings and application data, which is backed up using a personal account, such as a Google account.

- **Set up as new**: Use this option to set up the device as a new device.

5. Follow the prompts on the wizard screens to set up Google accounts and services.

6. On the Avaya Vantage Configuration screen, verify and update the following configuration information as needed:

- **File Server**: The configuration file server address. This value is populated when Avaya Vantage™ receives file server information through DHCP or Device Enrollment Services. If you want the device to point to a different file server, modify the **File Server** value.

  You can also configure the file server manually from **Settings** > **Network & Internet** > **More** > **File Server**.

- **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 and download configuration files.

- **GROUP**: The user group identifier for a specific configuration set for the device. Enter the required user group identifier from the configuration sets available in the settings file.

- **File Server Configuration Source**: The source through which the device receives the file server address. This field is ready-only.

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

7. **(Optional)** Tap **Advanced** to view additional configuration information.

  The device receives file server configuration information through DHCP or Device Enrollment Services. The following values are automatically populated:

- **DHCP Site Specific Option Number (SSON)**: The DHCP option to set site-specific configuration parameters. In most cases, DHCP option 242 is displayed.

- **DNS Server** and **DNS Domain**: The DNS server address and domain used in your organization.

8. Tap **Next**.

Result

The device starts downloading the required configuration files and updated firmware files from the file server. The device might restart as it loads the updated firmware files. When there is a software image upgrade, the process can take approximately 1 hour. If there is no software upgrade, the startup process typically takes between 4 to 20 minutes. After the configuration is

complete, the device displays a background, which indicates that you can now log in and use the device.

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, ensure that the status of the following validations are PASS:

   - **Network Status**: Validates whether the IP address is defined and the device is connected to the network.

   - **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.

   - **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 for the Avaya Aura® environment.

   - **SIP Settings Status**: Validates whether the SIP domain and SIP controllers are configured.

   - **Phone Application Status**: Validates whether a telephony application is defined as the active application 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.

Installing the K155 wireless module

About this task

Use this procedure to install the wireless module on the K155 device for Wi-Fi and Bluetooth connectivity. The wireless module is an optional component and you can order this module separately.

This procedure is not applicable for the K165 and K175 devices.

Before you begin

Get a flat screwdriver that fits into the opening of the module panel.

Ensure that the K155 device is not connected to a power source.

Procedure

1. Insert the screwdriver into the opening of the module panel to release the latch.

Do not pry open the panel.

2. To remove the module panel, slide the panel out in the direction of the arrow.

3. Insert the wireless module into the slot.

4. Slide the module panel inward to close it.

You do not need a screw to fasten the module. The inside of the module panel has a small protrusion that keeps the module in place.

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.

Procedure

1. Tap **Settings**.

2. Tap **Network & Internet** > **Network mode**.

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.

Installing applications from Google Play Store on K165 and K175

About this task

Use this procedure to install applications on K165 and K175 devices from Google Play Store.

You can also install Avaya Vantage™ Connect, Avaya IX™ Workplace Client, or Avaya Vantage™ Open from Google Play Store if these applications are not preinstalled by your administrator.

> ⓘ **Important:**
>
> Do not install Avaya Vantage™ Connect on an Avaya Vantage™ device that is not upgraded to Android 8.1. Avaya Vantage™ Connect does not support Android 6.0.1.

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.

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™ Connect or Avaya IX™ Workplace Client, require additional setup performed by your administrator. Contact your administrator to see if the installed application requires additional setup.

Installing applications on K155

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, K155 provides an application that displays links to common third-party application stores, such as 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.

You can also install application APKs through other sources, such as email, a web browser, or a USB pen drive. If enabled, you can install third-party applications from unknown sources on all variants of Avaya Vantage™.

Before you begin

Ensure that the **Unknown sources** option is enabled in **Settings** > **Security & location**. 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.

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 Avaya Vantage™ connector pins.

Before you begin

- Ensure that you have the following equipment:
  - Avaya Vantage™ device.
  - Handset cradle with a connection cable.
  - Handset cradle stand, which varies according to the device variant.

    For K165 or K175, use the adjustable cradle stand with the crossbar that comes with the handset kit. For K155, use the fixed-angle cradle stand that comes with the device.
- Ensure that the Avaya Vantage™ device is not connected to a power source.

Procedure

1. Place the device with the right side touching the table top 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. **(Optional)** For K165 or K175, connect the handset cradle stand crossbar to the slot in the Avaya Vantage™ stand.

6. Connect the handset cradle to the cradle stand using the hinge on the rear panel of the cradle.

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™.

Before you begin

- Log in to your Avaya Vantage™ device.
- Connect the handset cradle to your Avaya Vantage™ device.
- Charge the handset battery by placing the handset in the cradle.
- Ensure that the wireless handset is turned off.

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.

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** > **Connected devices** > **Bluetooth**.

4. Turn Bluetooth on.

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

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

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** > **Bluetooth**.

2. In the list of paired 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.

4.00 in
(101.6mm)
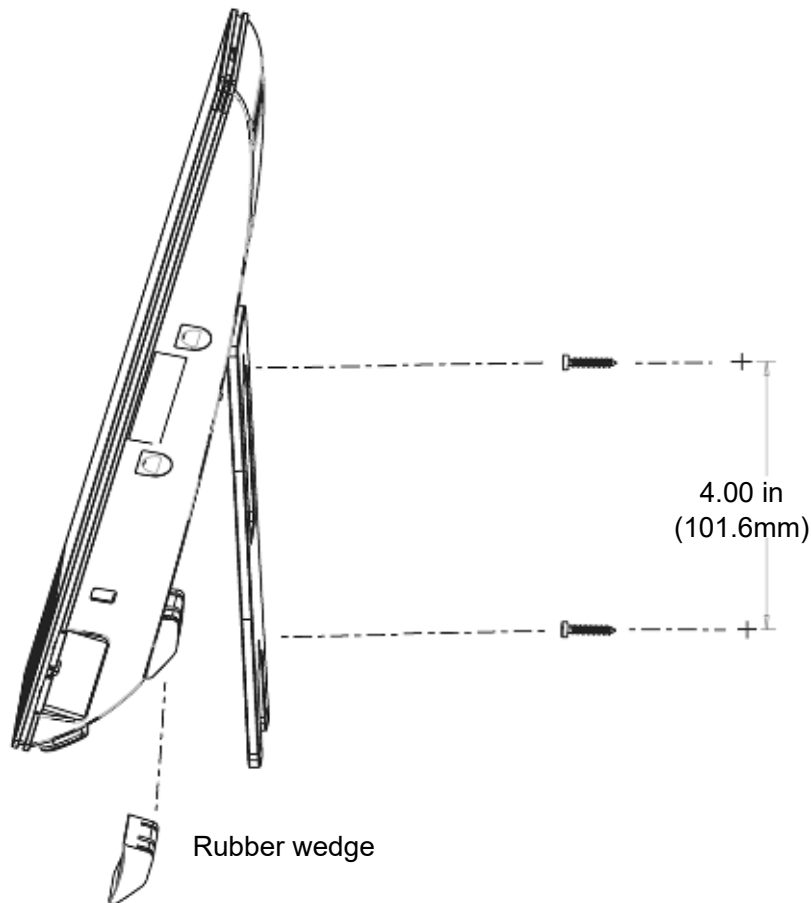
Rubber wedge

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.
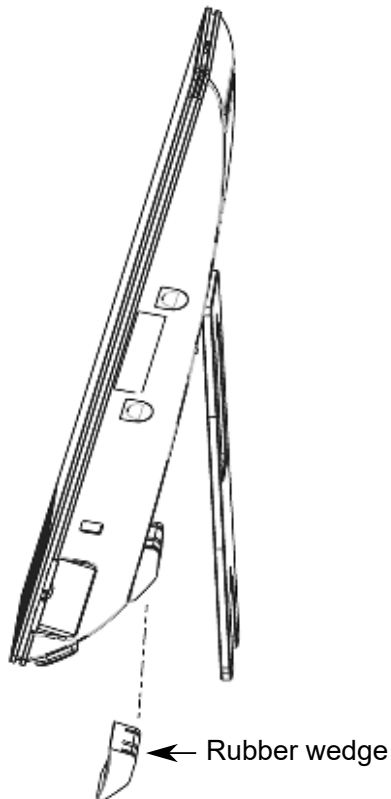
Rubber wedge

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.

Middle opening on the stand to pass the Ethernet cable

Ethernet cable with short RJ45 connectors
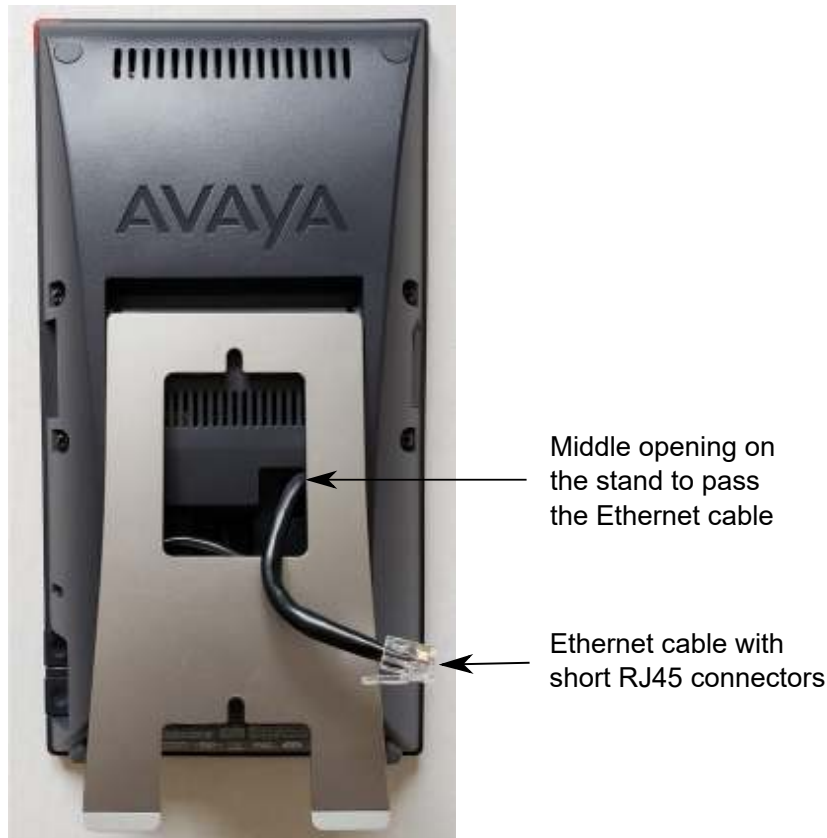
If you use a short cable as suggested, you can fold the extra length of the cable in the space between the stand and the unit.

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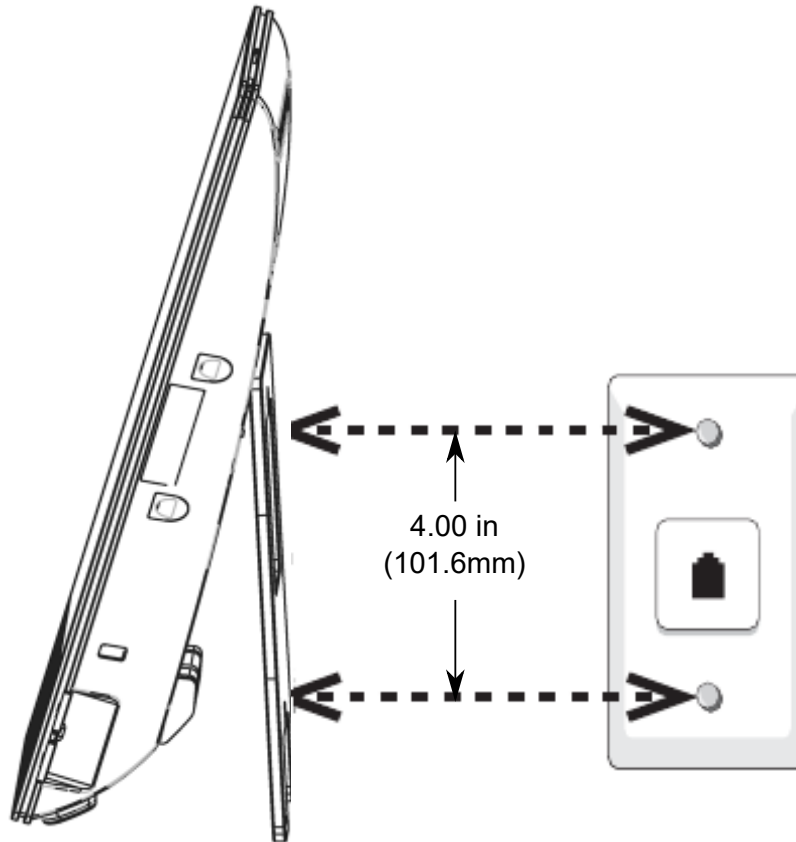
7. Place any dangling cables through the cable-access openings at the bottom of the stand and around the rubber wedge.

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.

3.47 in
(88.25mm)

4.00 in
(101.6mm)
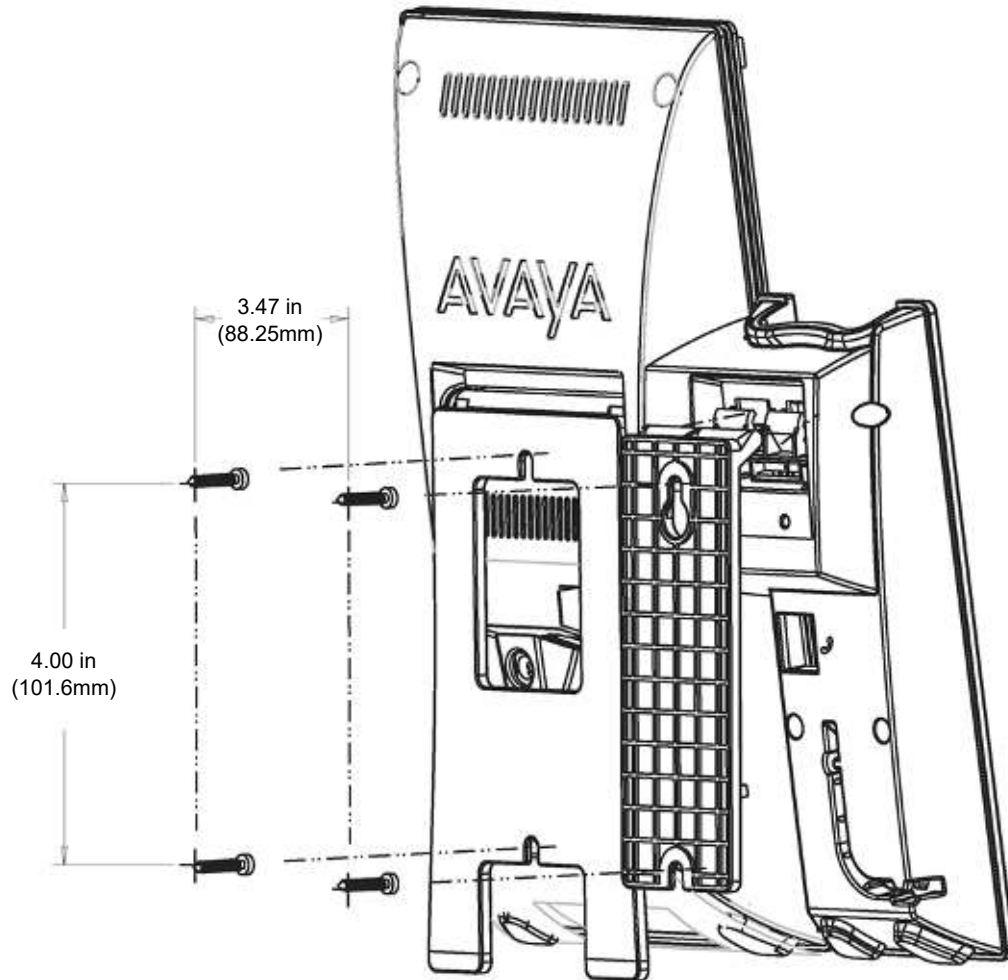
2. Drill holes and use a Phillips-head screwdriver to install the screws on the wall.

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.

Chapter 6: Login and lock operations

This chapter describes how to log in and out of Avaya Vantage™. It also describes lock and unlock operations.

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

If your Avaya Aura® Device Services user credentials change, you must log out and log back in to the device.

Before you begin

Get your login credentials from the system administrator.

Procedure

1. 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.

2. In the **Password** field, enter your user password.

3. **(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 configured.

4. Tap **Next**.

   If you are using Avaya Aura® Device Services credentials, you might also need to enter your SIP credentials.

5. When logging in for the first time, accept the software license agreement.

Result

Avaya Vantage™ displays the Home screen or the main screen of the active telephony application depending on the settings configured by your administrator.

Logging out of Avaya Vantage™

Procedure

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**.

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 to open the login prompt.

2. In the **Enter Password** field, enter your SIP or Avaya Aura® Device Services password.

   Enter the same password that you use to log in to the device.

3. Tap .

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 51

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, move the **Screen lock** slider to the right to enable screen lock.

3. To set the automatic lock timer, tap **Automatically lock** and select the appropriate duration.

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** > **Bluetooth**.

2. Use the slider to turn Bluetooth on.

3. Tap **Pair new device**.

4. In the list of available devices, tap the device you want to pair.

5. 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.

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.

Before you begin

• Ensure that screen lock is enabled in the **Settings** menu.

• Turn on Bluetooth and pair devices. For more information, see <u>Pairing Bluetooth devices</u> on page 54.

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 **Security & location** > **Avaya Smart Lock**.

5. Enter the password that you use to log in and unlock Avaya Vantage™.

6. On the **Avaya Smart Lock** screen, 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 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.

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

Related links

[Enabling screen lock](#) on page 53
[Modifying the trusted Bluetooth device](#) on page 55

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. 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**.

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.

Using Quick Lock to lock or unlock the device

About this task

When the Quick Lock application is available on your device's Home screen, you can use it to define and use a simple password for locking and unlocking your device. This option is different from the other manual option of locking the device, where you need to provide your SIP or unified login password to unlock the device.

The Quick Lock option is only available on the device's Home screen if your administrator configured the device to work in Kiosk mode. In this mode, you only have access to specific predefined applications that are pinned on the device's Home screen. You cannot navigate away from the Home screen to access the device settings.

- To define a simple password for quick lock and unlock, do the following:

  1. On the Home screen, tap **Quick Lock** (🔒).

     When you open this application for the first time, it prompts you to create a simple password for unlocking the device.

  2. On the Create Quick Lock Password screen, enter and verify the new password.

  3. Tap **OK**.

- To lock the device, on the Home screen, tap **Quick Lock** (🔒).

- To unlock the device, tap on the locked screen and enter the quick lock password.

- To reset the quick lock password, do the following:

  1. Tap on the locked screen and then tap **Reset Password**.

  2. Tap **OK**.

  3. Unlock the device using your SIP or unified login password.

4. On the Home screen, tap 📱 to define a new quick lock password.

Chapter 7: Video transmission options

The following sections describe options for enabling and disabling your camera. If you have an Avaya Vantage™ device with an integrated camera, the white LED indicator on the device indicates that the camera is on and operating.

For information about camera specifications, see <u>Camera specifications</u> on page 18.

Disabling the camera from the Settings menu

About this task

You can only see camera settings if your administrator has given you the ability to enable or disable your camera from the **Settings** menu. This procedure applies to K155 and K175 devices, and to K165 devices with an external USB camera.

Before you begin

Ensure that you are allowed to enable or disable the camera setting. Your administrator determines whether you have this capability by defining the CAMERASTAT parameter in the settings file.

Procedure

1. From the **Settings** menu on the device, navigate to **Sound & Audio & Camera**.

2. From **Camera settings** > **Camera status**, enable or disable the camera.

   When you disable the camera, you can still see video from other users, but Android applications cannot transmit video from your camera. You also cannot take photos or video clips.

Disabling video by using the privacy shutter on a K175 device

About this task

On the K175 device, you can prevent the camera from capturing video by 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:**
>
> Because the K155 device does not include a camera shutter, you can use the 🎥 button to disable video.

• 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 capture partial video.

• To uncover the camera, shift the lever to the rightmost position.

Disabling video using the keypad on a K155 device

About this task

The K155 device does not include a camera shutter, but you can use the keypad to mute or disable video.

Procedure

On the keypad, press the **Video mute** (🎥) button to disable video.

Use the same button to re-enable video.

Chapter 8: Additional settings and customization options

This chapter describes key customization options that are available on the device, including:

- Enabling Bluetooth synchronization
- Setting Do Not Disturb mode
- Modifying the wallpaper on the device

This chapter only describes settings that end users can modify.

Information about enabling and disabling video is in a separate chapter. This chapter does not describe operations that you perform on the telephony application, such as changing the ring tone.

For detailed information about working with general Android settings, see https://support.google.com/android/topic/7313248?hl=en&ref_topic=7313240.

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** > **Bluetooth**.

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** > **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™ Connect or Avaya IX™ Workplace Client application.

   • The standard Contacts application on the Avaya Vantage™ device.

   The synchronized call history is available on the Call History tab of Avaya Vantage™ Connect. Avaya IX™ Workplace Client does not display the synchronized call history from the paired phone.

Updating audio settings

About this task

This section describes the device audio settings that you can update. The ring tone can be set from the telephony application.

Set the following audio options from **Settings** > **Sound & Audio & Camera**:

• Use the slider to increase or decrease the media, alarm, and ring volume.

• From the Audio settings area, do the following:

   1. Tap **Headset signaling** if you need to configure bidirectional signaling on the headset port for a wireless headset.

      Enable **Switchhook & Alerting** for off hook events and incoming call alerts from the device to be sent as DTMF messages to the connected headset. Enable **Switchhook only** if you only want off hook events to be sent. For a wired headset, ensure that **None** is selected.

2. Tap **Auto gain control (AGC)** to optimize the audio output level for your handset, headset, or speaker.

3. Tap **Handset profile** to change the audio profile of the wired handset.

4. Select the **Set volume level to nominal when all calls end** check box to automatically adjust the audio output level when a call ends.

• From the Advanced area, 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, and tap **OK**.

   The sound you select is played if alarms and other notifications are not muted or silenced.

• Use the toggle switch to enable or disable the following other sounds:

   - **Dial pad tones**

   - **Screen locking sounds**

   - **Touch sounds**

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** ().

   You can also press and hold the **Volume down** button until the volume is down to zero and "Alarms only" is on.

2. To customize the kind of interruptions to allow in DND mode, tap one of the following:

   • **Total silence**: To completely mute your device so that it does not make any sounds or vibrate. The device does not make sounds when you get a call or notification. This option also mutes alarms and sounds from music, videos, games, or other media. During a phone call, you can still hear the other person.

- **Alarms only**: To mute your device except alarms and sounds from music, videos, games, or other media. The device does not make sounds when you get a call or notification.

- **Priority only**: To mute your device except in case of alarms, reminders, events, and callers that you specify.

3. Choose how long you want the DND setting to last and then tap **Done**.

4. **(Optional)** To turn off the DND mode, in the notification area, tap the currently displayed option from the following:

- **Alarms only** (⊜)

- **Total silence** (◎)

- **Priority only** (⊜)

Modifying DND preferences from the Settings menu

About this task

Use this procedure to set DND preferences or files from the **Settings** menu on the device. Other DND customization options can be set from the notifications area.

Navigate to **Settings** > **Sound & Audio & Camera** > **Do Not Disturb preferences** and do the following:

- To choose the notifications you want to receive when you set DND to **Priority only**, tap **Priority only allows** and then enable or disable the following notifications:

  - **Reminders** and **Events**.

  - **Messages** and **Calls**: You can choose to get notification for calls or messages from anyone, contacts only, favorite contacts only, or none.

  - **Repeat callers**: You can choose whether to let your device ring if the same person calls again within 15 minutes.

  By default, the Alarms priority is always on.

- To prevent silenced visual notifications from appearing on your screen, enable **Block visual disturbances**.

- To automatically mute your device during certain times, in the Automatic rules section, do one of the following:

  - Turn on an available rule.

    For example, turn on **Weeknight** to mute the device at night.

  - To make your own rule, tap **Add more**, and then tap **Time rule** or **Event rule** and edit the rule.

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**

   • **Photos** (on K165 and K175) or **Gallery** (on K155)

   • **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.

- **Photos**: To display pictures from the Android Photos application on the device. This option is only available on K165 and K175 devices.

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 manually set the date and time, 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.

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 9: Troubleshooting

This chapter describes known issues related to Avaya Vantage™ device users. It does not describe application-specific issues, or deployment and administration issues.

Calls are dropped when local music on hold is enabled

Condition

When local music on hold is enabled in an IP Office environment, you might encounter issues when holding or resuming calls. For example, when you put a video call on hold, it might get dropped.

Cause

Avaya Vantage™ does not support music on hold.

Solution

Do not enable **Local Hold Music** in IP Office.

Cannot log in when hot desking is configured

Condition

You cannot log in to Avaya Vantage™ when hot desking is enabled in an IP Office environment.

Solution

Login will be blocked for approximately three minutes. After this, you can log in to the device.

Audio path issues when RJ9 and 3.5 mm headsets are connected to Avaya Vantage™

Condition

Both a 3.5 mm headset and an RJ9 headset are connected to the Avaya Vantage™ device. When you open the list of transducers and try to switch from the 3.5 mm headset to the RJ9 headset, audio continues to come from the 3.5 mm headset.

Solution

Do not connect RJ9 and 3.5 mm headsets to the device at the same time.

If you want the RJ9 headset to be the active transducer, disconnect the 3.5 mm headset. After you disconnect the headset, if you have an active call, audio issues might persist. End your call and make a new call.

Call control features are not displayed when Google Smart Lock is enabled

Condition

You can answer an incoming call when Google Smart Lock is enabled. However, when you try to put the call on hold or access another call control option, the lock screen is displayed.

Solution

Swipe up to access call control features.

Chapter 10: 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 Avaya Vantage™ Connect	Use the Avaya Vantage™ Connect application.	End users
Using Avaya IX™ Workplace Client on Avaya Vantage™	Set up and use Avaya IX™ Workplace Client on Avaya Vantage™.	End users
Using Third-Party Applications on Avaya Vantage™	Use thrid-party applications on Avaya Vantage™.	End users
Using Avaya® Conference Assistant with Avaya Vantage™	Integrate Avaya Vantage™ with Avaya Conference Phone B199 and manage it using Avaya® Conference Assistant.	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. ✱ **Note:** Currently, only Avaya Vantage™ Connect is supported 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

The latest customer documentation for some programs 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 content by doing one of the following:

  - Click **Filters** to select a product and then type key words in **Search**.

  - 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 by 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 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 on to the website. The available functionality depends on the role with which you are logged in.

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.

Index

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