AVAYA IP OFFICE VANTAGE K175

VIDEO IP PHONE

USER MANUAL

February 2022

AVAYA

OVERVIEW

Avaya Vantage is an Android device that provides telephony and conferencing functionality. Avaya Vantage combines the advantages of a customizable unified communications solution and a fully functional Android device.

The Avaya K175 comes with an 8-inch screen and an integrated camera for full access to video calls and conferences. You can cover the camera by using a mechanical camera shutter.

Avaya Vantage supports the following communication applications:
+ Avaya Vantage Basic
+ Avaya Equinox
+ Avaya Vantage Open

This document is focused on Avaya Vantage Basic use. For more information about using other applications, see the following documents on the Avaya website: www.avaya.com.

+ **Using Avaya Equinox for Android, iOS, Mac and Windows**

+ **Using Avaya Vantage Open**

NOTE: Some features and services are not supported when Avaya Equinox client is deployed on Avaya Vantage. These feature discrepancies are described in Avaya Equinox client documentation.

Handsets
A wireless or wired handset can optionally be used with the Avaya Vantage. Installing Applications from Google Play store on the K175

INSTALL APPLICATIONS

You can also install **Avaya Vantage Basic, Avaya Equinox,** or **Avaya Vantage Open** from the Google Play Store if these applications are licensed on your system and have not already been preinstalled by your system administrator.

Before you begin:

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

Procedure:

+ On your device, open Google Play Store.
+ In the Search bar, enter the appropriate search term (Avaya Vantage Basic) and tap the search icon.
+ From the displayed results, open the application page.

NOTES: Most Avaya applications, such as Avaya Vantage Basic or Avaya Equinox require additional setup performed by a system administrator. In most cases, these applications are preinstalled by your administrator.

If you want to set the installed telephony application as your primary telephony application, contact your system administrator.

LOCK AND + UNLOCK THE AVAYA VANTAGE

The Avaya Vantage can be locked for security and privacy reasons. Locking your phone does not log you out so you can continue to receive telephone calls.

You can activate the **Screen Lock** feature so that the device is locked automatically after a period of inactivity. With the IP Office, this feature is disabled by default, but an administrator can enable it in the file settings if needed.
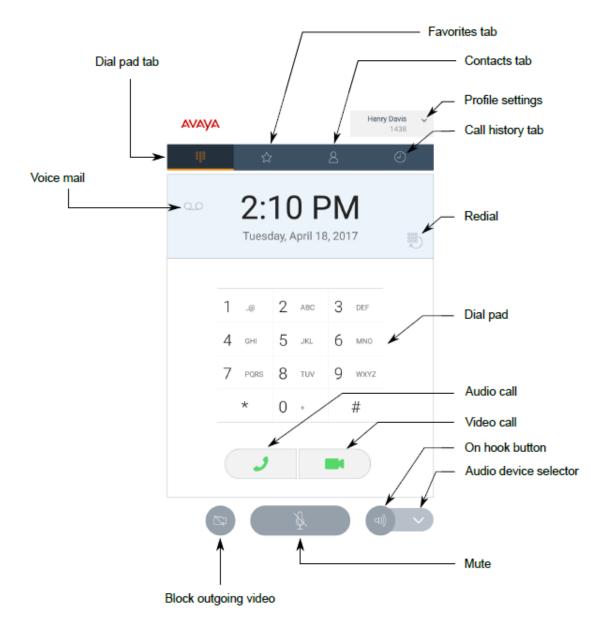
You can also activate the **Avaya Smart Lock** feature. The Avaya Vantage device then automatically unlocks when you are within the range while carrying a paired Bluetooth device. When the Bluetooth device goes out of range, the Avaya Vantage is locked automatically.

TO LOCK THE DEVICE: Swipe down to open the notification area and tap **LOCK**.
On the Home screen, tap **LOCK**.

TO UNLOCK THE DEVICE: On the locked screen, swipe up to open the **LOGIN** prompt.
In the Enter Password field, enter the SIP Services password.
Tap **UNLOCK**.

PHYSICAL LAYOUT

PHONE

- 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)

HANDSET

- Power button
- LED indicator
- Mute
- Volume up
- Volume down

Dial pad tab

Favorites tab

Contacts tab

Profile settings

Henry Davis
1438

Call history tab

Voice mail

2:10 PM

Tuesday, April 18, 2017

Redial

1 .@	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Dial pad

Audio call

Video call

On hook button

Audio device selector

Mute

Block outgoing video

CONTACTS SCREEN

Contact search

Voice search

Add new contacts

Synch contacts from paired device

AVAYA   00 Engage 5382199

Q find someone

All Contacts ⌄

Contact filters

B

WB   William Brown

Audio call

JD   Jayden Davis

Video call

D

IJ   Isabella Johnson

J   EJ   Emma Jones

Synched contact

JM   Jacob Miller

M

Contacts list

OM   Olivia Moore

S

SS   Sophia Smith

W   MW   Mason Williams

Favorite contact

IN CALL SCREEN

Back to Main screen

Second call information

Profile settings

AVAYA

Johnson, A
On hold

Henry Davis
1438

←

Smith, J

Name of the contact

0:42

Dial pad

End call

Hold call

Advanced call options

Audio device selector

Block outgoing video

Mute

On hook button
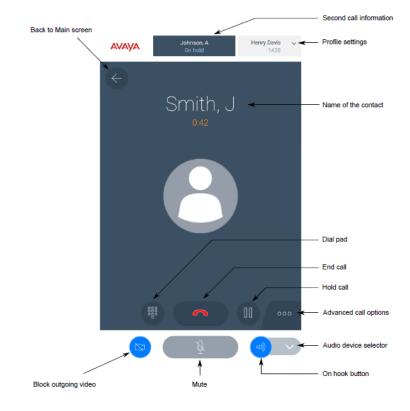
4

CALL PROCESSING

MAKE AN AUDIO OR VIDEO CALL USING THE DIAL PAD

Tap the **DIALPAD** tab.

Enter the telephone number by tapping the digits on the screen.

Tap the **AUDIO CALL** Key to make an audio call.

Tap the **VIDEO CALL** Key to make a video call.

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

MAKE AN AUDIO OR VIDEO CALL USING CONTACTS

Tap the **CONTACTS** tab.

Select the contact.

Tap the **AUDIO CALL** Key to make an audio call.

Tap the **VIDEO CALL** Key to make a video call.

MAKE AN AUDIO OR VIDEO CALL FROM YOUR FAVORITES LIST

Tap the **FAVORITES** tab.

Select the contact.

Tap the **AUDIO CALL** Key to make an audio call.

Tap the **VIDEO CALL** Key to make a video call.

NOTE: You cannot add IP Office personal contacts to your **FAVORITES** list.

MAKE AN AUDIO OR VIDEO CALL FROM YOUR CALL HISTORY

Tap the **CALL HISTORY** tab.

Select the contact or telephone number.

Tap the **AUDIO CALL** Key to make an audio call.

Tap the **VIDEO CALL** Key to make a video call.

MAKE A SECOND CALL

While on a call, tap the **ADVANCED CALL OPTIONS** Key. ⬤

In the **CALL FEATURES WINDOW**, tap **NEW CALL**. The first call will be placed on hold automatically and the dial pad will be displayed.

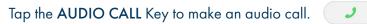Enter the number you want to call.

      Or

Tap the **CONTACTS** tab and select the contact.

      Or

Tap the **FAVORITES** tab and select the contact.

      Or

Tap the **HISTORY** tab and select the contact.

Tap the **AUDIO CALL** Key to make an audio call.

Tap the **VIDEO CALL** Key to make a video call

ANSWER AN INCOMING CALL

Tap the **ANSWER/CALL** Key.

      Or

Lift the handset from the cradle.

DECLINE AN INCOMING CALL

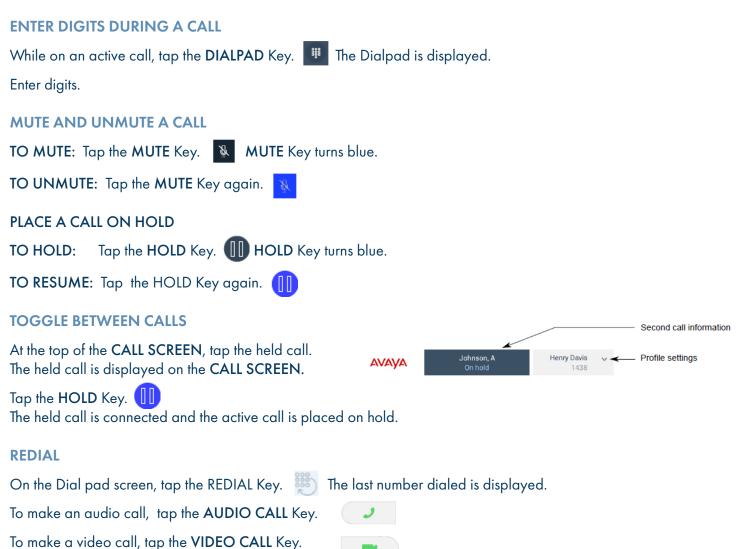Tap the **DECLINE/END** Key.

IGNORE AN INCOMING CALL

Press and hold the **VOLUME DOWN** Key until the volume is down to zero and the **DO NOT DISTURB (DND)** mode is on with Alarms only interruptions .

      Or

Swipe down to open the notification area and tap **DO NOT DISTURB.**

To turn off **DND**, tap **ALARMS ONLY** in the notification area.

ADDITIONAL CALL PROCESSING TOOLS

ENTER DIGITS DURING A CALL

While on an active call, tap the **DIALPAD** Key. The Dialpad is displayed.

Enter digits.

MUTE AND UNMUTE A CALL

TO MUTE: Tap the **MUTE** Key. **MUTE** Key turns blue.

TO UNMUTE: Tap the **MUTE** Key again.

PLACE A CALL ON HOLD

TO HOLD: Tap the **HOLD** Key. **HOLD** Key turns blue.

TO RESUME: Tap the HOLD Key again.

TOGGLE BETWEEN CALLS

At the top of the **CALL SCREEN**, tap the held call.
The held call is displayed on the **CALL SCREEN.**

Tap the **HOLD** Key.
The held call is connected and the active call is placed on hold.

REDIAL

On the Dial pad screen, tap the REDIAL Key. The last number dialed is displayed.

To make an audio call, tap the **AUDIO CALL** Key.

To make a video call, tap the **VIDEO CALL** Key.

BLIND (UNANNOUNCED) TRANSFER

While on a call, tap the **ADVANCED CALL OPTIONS** Key. ⦿⦿⦿

Tap ⬅➡

Tap **ENTER A NUMBER** and then enter the extension number.

　　　or

Tap **CHOOSE A PERSON** and select a contact to transfer the call to.

Tap **TRANSFER.**

ANNOUNCED TRANSFER OPTION 1

While on a call, tap the **ADVANCED CALL OPTIONS** Key. ⦿⦿⦿

Tap **NEW CALL.** The first call is automatically held.

Enter the extension number.

When called party answers, announce the call.

Tap the **ADVANCED CALL OPTIONS** Key again. ⦿⦿⦿

Tap ⬅➡

Screen wil ask you to confirm the transfer. Tap **YES**.

ANNOUNCED TRANSFER OPTION 2

While on a call, tap the **ADVANCED CALL OPTIONS** Key. ⦿⦿⦿

Tap ⬅➡ The first call is automatically held.

Tap **CHOOSE A PERSON** and select a person from your contacts to transfer the call to.
Enter the extension number.

When the called party answers, announce the call.

Tap the **ADVANCED CALL OPTIONS** Key again. ⦿⦿⦿

Tap ⬅➡

Screen wil ask you to confirm the transfer. Tap **YES**.

CONFERENCE

While on a call, tap the ADVANCED CALL OPTIONS Key. ⦿⦿⦿

Tap **NEW CALL.** The first call is automatically held

Enter the telephone number (Internal or External) of the party you are adding.

When called party answers, announce the conference.

Tap the ADVANCED CALL OPTIONS Key again. ⦿⦿⦿

Tap **MERGE.**

Screen will ask you to confirm the Merge. Tap **YES**.

PARK AND RETRIEVE PARKED CALLS

Places a call on hold so that it can be retrieved from another telephone in the system.

TO PARK: While on a call, tap the **ADVANCED CALL OPTIONS** Key.

Tap **NEW CALL.**

Enter ***37*** and Park Slot Number (1,2,3). Press **#.**

Tap the **ANSWER/CALL** Key.

When you hear the confirmation tone, tap the **DECLINE/END** Key.

TO RETRIEVE A PARKED CALL: Enter ***38*** and the Park Slot Number (1,2,3). Press **#.**

Tap the **ANSWER/CALL** Key.

Begin speaking, call is connected.

SELECT DO NOT DISTURB PREFERENCES

Swipe down from the top of the screen.

Tap the **SETTINGS** Key.

Tap **DND.**

Select from the options listed:

+ **Total silence** blacks all sounds and vibrations, including alarms, music, videos and games.
+ **Alarms only** blocks sounds and vibrations, except from alarms. You will still hear music, videos and games.
+ **Priority only** blocks sounds and vibrations, except alarms, reminders, events and callers that you specify. You will still hear music, videos and games.

When selection is complete tap **DONE.**

NOTE: Tap MORE SETTINGS to see additional **DO NOT DISTURB** settings including **AUTOMATIC RULES.**

TURN DO NOT DISTURB ON AND OFF

Once your **DND** preferences have been set, toggling **DND** on and off is simple.

Swipe down from the top of the screen.

Tap the **SETTINGS** Key.

Tap the **DND ON/OFF** switch to toggle on/off.

CONTACTS

You can modify and delete Local Contacts on your Avaya Vantage K175 device. The Enterprise Contacts are not available on the IP Office.

ADD CONTACTS

Tap **+**
Choose from the following:

+ Local Contact: To store the contact locally on the device.
+ Enterprise Contact: Not available on the IP Office.
+ Personal Contact: To add the contact to the IP Office personal directory.

Complete the first and last name fields.

Tap **ADD PHONE NUMBER.**

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

In the phone field, enter the telephone number (as you would dial it).

Add any additional phone numbers and customer information.

Tap **DONE.**

SEARCH CONTACTS

Tap the **CONTACTS** tab.

In the search field, start typing the name of the contact you are looking for.

All relevant contacts are displayed.

SET A CONTACT AS A FAVORITE

Tap the **CONTACTS** tab.

Tap the appropriate contact.

In **CONTACT DETAILS**, tap ☆ next to the contact's name.

PAIR AVAYA VANTAGE WITH MOBILE DEVICE

On the mobile device and the Avaya Vantage device, turn on bluetooth.

On the Avaya Vantage device, tap **SETTINGS > BLUETOOTH.**

In **AVAILABLE DEVICES**, tap the name of the mobile phone.

On the screens of both devices, do the following:

+ Verify the displayed password.
+ Select the option to allow the paired device to access the contacts and call history.
+ Tap **PAIR.**

SYNCHRONIZE AND SHARE CONTACTS FROM PAIRED PHONE

On the Avaya Vantage device, tap **SETTINGS > BLUETOOTH**

In **BLUETOOTH CONTACT AND CALL HISTORY SHARING** enable the following:

+ Contact Sharing.
+ Call History Sharing.

The synchronized contacts become available through the **CONTACTS** tab on the Avaya Vantage.
The synchronized call history is available on the **CALL HISTORY** tab on the Avaya Vantage.