



# Using Avaya Vantage Basic

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

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### Australia Statements

### Handset Magnets Statement



**Danger:**

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

### Industry Canada statement:

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

### Caution :

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and
- (iii) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

### Avertissement:

- (i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5725 à 5 850 MHz) doit être conforme à la limite de la p.i.r.e.

spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;

(iii) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

#### **Radiation Exposure Statement:**

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

#### **Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies 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 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.

#### **Federal Communication Commission Interference Statement**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 designed to provide reasonable protection against harmful interference 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 interference 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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### **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 20 cm between the radiator & your body

#### **Japan Statements**

##### **Class B Statement**

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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##### **Denan Power Cord Statement**

 **Danger:**

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.

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## México Statement

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

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation. La operación de este equipo está sujeta a las siguientes dos condiciones:

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

## Power over Ethernet (PoE) Statement

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

## EU Countries

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054 - 1233 USA.

## 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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# Contents

<b>Chapter 1: Introduction</b> .....	8
Purpose.....	8
Change history.....	8
<b>Chapter 2: Avaya Vantage overview</b> .....	9
Supported features.....	9
Specifications.....	10
Camera specifications.....	11
Third party applications.....	12
<b>Chapter 3: Getting started with Avaya Vantage</b> .....	13
Logging in to and out of Avaya Vantage.....	13
Lock and unlock functionality.....	13
<b>Chapter 4: Navigation</b> .....	15
Physical device layout.....	15
Connectors and controls.....	16
<b>Chapter 5: Call management operations</b> .....	18
Making audio or video calls.....	18
Making an audio or video call using the dial pad.....	18
Making an audio or video call using contacts.....	18
Making an audio or video call from your Favorites list.....	19
Making an audio or video call using call history.....	19
Managing calls.....	19
Answering or ignoring an incoming call.....	19
Entering digits during a call.....	19
Muting or unmuting a call.....	20
Placing a call on hold and resuming the call.....	20
Transferring a call.....	20
Blocking and resuming video during a call.....	20
Ending a call.....	21
Viewing call history.....	21
Deleting all call information.....	21
Working with conference calls.....	21
Starting a conference call.....	21
Merging an active call with a conference call.....	22
<b>Chapter 6: Contact management operations</b> .....	23
Searching for a contact.....	23
Setting contact display options.....	23
Filtering contacts.....	23
Setting a contact as a favorite.....	24
<b>Chapter 7: Customization</b> .....	25



Modifying your ringtone.....	25
Disabling video using the privacy shutter.....	25
<b>Chapter 8: Resources</b> .....	26
Documentation.....	26
Finding documents on the Avaya Support website.....	26
Viewing Avaya Mentor videos.....	27
Support.....	27
Using the Avaya InSite Knowledge Base.....	28

# 1 Chapter 1: Introduction

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## 2 Purpose

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

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## 6 Change history

7 The following table describes the major changes made in this document for each release:

Issue	Date	Summary of changes
Release 1.0, Issue 1	January 2017	This is a new document that is being issued for the first time in this release.

# Chapter 2: Avaya Vantage overview

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

According to your business needs, you can choose one of the following Avaya Vantage devices:

- Avaya Vantage K175 with an integrated camera if you need full access to video calls and conferences. You can cover the camera using the mechanical camera shutter.
- Avaya Vantage K165 without an integrated camera and privacy shutter. if you need additional privacy and security. You can still receive video from other devices.

In the initial release, Avaya Vantage can be deployed with the Avaya Vantage Basic application. This document describes how to use Avaya Vantage Basic. Separate documentation is available for SDK developer applications.

In future releases, Avaya Vantage will also support the following communication applications:

- Avaya Equinox™
- Avaya Vantage Pro
- Avaya Vantage Open

As an Android device, Avaya Vantage benefits from using various third party applications. With unified communications functionality depending on an application rather than on a particular device, customers are able to solve more business tasks using a single device.

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## Supported features

The Avaya Vantage Basic supports the following features:

Feature	Avaya Vantage Basic
Make and receive audio calls	Yes
Caller ID and call information	Yes
Multiple line support	Yes

*Table continues...*

Feature	Avaya Vantage Basic
Feature Access Codes (FACs)	Yes
Mute calls	Yes
Hold calls	Yes
Transfer calls	Yes
Forward calls	Yes, through FACs
Conferencing	Yes
Missed calls indication	Yes
Do Not Disturb mode	No
Message Waiting Indication (MWI)	Yes
Video calls	Yes
Emergency calls	Yes
Off Hook dialing and Edit-dialing	Yes
Call logs	Yes
Avaya Aura <sup>®</sup> Device Services contact services	Yes
PPM contacts	Yes
Local contacts (Google, Exchange, Facebook contacts and so on)	Yes
Favorites	Yes
Presence	No
Instant Messaging	No
Hands-free or headset support	Yes
Avaya Aura <sup>®</sup> 7.0 support	Yes
IP Office support	No
SIP/TLS and PPM/TLS support	Yes
RTP/RTCP/SRTP/SRTCP support	Yes

## Specifications

Specification	Supported on Avaya Vantage
Screen	<ul style="list-style-type: none"> <li>• Capacitive touch screen.</li> <li>• Resolution: 1280x800 px.</li> <li>• 24 bits color depth.</li> </ul>
Headphone Out	<ul style="list-style-type: none"> <li>• 3.5 mm phone connector.</li> <li>• RJ9 headset connector for a high quality wired headset.</li> </ul>

*Table continues...*

Specification	Supported on Avaya Vantage
USB port	x1 USB 2.0 Type-C general purpose port.
Internal storage	16 GB flash memory.
Power	<ul style="list-style-type: none"> <li>• Power over Ethernet EEE 802.3af (Class 3) or 802.3at (Class 4).</li> <li>• Dedicated 48V AC power supply. Use Delta Electronics Inc. model ADP-30HR B, output 48Vdc, 0.66A.</li> </ul>
USB charger	<ul style="list-style-type: none"> <li>• Up to 100 mA if using PoE 802.3af.</li> <li>• Up to 500 mA if using PoE 802.3at.</li> </ul>
Operating system	Android 6.0.1 (Marshmallow).
Ethernet	RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port.
Wi-Fi	<ul style="list-style-type: none"> <li>• Wireless access point mode.</li> <li>• Wi-Fi 802.11a/b/g/n/ac.</li> </ul>
Bluetooth	Bluetooth 4.1 supporting High Speed, Low Energy, and Enhanced Data Rate technologies.
Supported Accessories	<ul style="list-style-type: none"> <li>• 3.5 mm headset.</li> <li>• RJ9 headset.</li> <li>• USB pen drive.</li> <li>• Bluetooth headset.</li> <li>• Bluetooth HID keyboard and mouse.</li> </ul>
Audio	<p>Wideband audio through handset, headset, and frontal speaker.</p> <p>Supported codecs:</p> <ul style="list-style-type: none"> <li>• G.722</li> <li>• G.711</li> <li>• G.729</li> <li>• G.726.</li> </ul>
Physical security	Kensington security slot.
Stand	A stand that can be used either as a desk stand or a wall-mount stand. The stand supports a standard 100mm pin spacing Ethernet wall plate.

1

## 2 Camera specifications

3 Avaya Vantage devices can include an integrated camera or no camera.

4 If you use Avaya Vantage without a camera, you can still receive video from other devices.

5 Both options share the same form-factor and firmware.

### 6 Camera specifications

7 • Video resolution up to 720p at 30 fps

## Avaya Vantage overview

- 1 • Photo resolution up to 720p
- 2 • Fixed focus range of 50 cm
- 3 • Diagonal field of view at 72.82 degrees
- 4 • 1/6 inches CMOS sensor
- 5 • Anti-flicker filter of 50 or 60 Hz
- 6 • Camera activity LED indicator
- 7 • Mechanical privacy shutter

### 8 **Third party cameras**

9 Avaya Vantage does not support any external cameras connected to the USB port.

### 10 **Camera LED states**

11 Avaya Vantage notifies users that the camera is active using a green LED indicator. The following  
12 table describes the states of the indicator:

State	Description
Off	Camera is not operating.
On	Camera is operating and capturing live video.

13

### 14 **Third party applications**

15 You can install third party applications from the Google Play Store. The system administrator  
16 determines the list of applications that you are allowed to install.

# Chapter 3: Getting started with Avaya Vantage

This chapter describes general startup tasks, such as logging in or out and locking your device.

---

## Logging in to and out of Avaya Vantage

### About this task

You can log in to the device using either SIP or Avaya Aura<sup>®</sup> Device Services credentials.

### Before you begin

If prompted, enter the password for unlocking the device.

### Procedure

- To log in, do the following:

1. In **Extension**, enter your SIP or Avaya Aura<sup>®</sup> Device Services user name.
2. In **Password**, enter your password.
3. Tap **Login**.

If Avaya Vantage successfully logs in, Avaya Vantage displays either the Home screen or the Avaya Vantage Basic main screen depending on the settings configured by your system administrator.

- To log out, do one of the following:

- In the Presence panel of the Top Bar, tap **Logout**.
- On the Home screen, tap **Logout**.
- From **Settings > System**, tap **Logout**.

---

## Lock and unlock functionality

The Avaya Vantage device can be locked for security and privacy reasons. The device can be locked manually or automatically after a period of inactivity. When the Lock Screen feature is activated, you must enter valid SIP or Avaya Aura<sup>®</sup> Device Services credentials in order to unlock the screen and access device functionality.

## Getting started with Avaya Vantage

- 1 To unlock the Avaya Vantage device, use the same method you use to log in to the device.
- 2 • If login is performed using SIP credentials, you must enter the SIP password.
- 3 • If login is performed using Avaya Aura<sup>®</sup> Device Services credentials, you must enter the Avaya
- 4 Aura<sup>®</sup> Device Services password.



# Chapter 4: Navigation

## Physical device layout

Avaya Vantage resembles a tablet in portrait orientation. The device also includes volume control buttons and a camera privacy shutter.



---

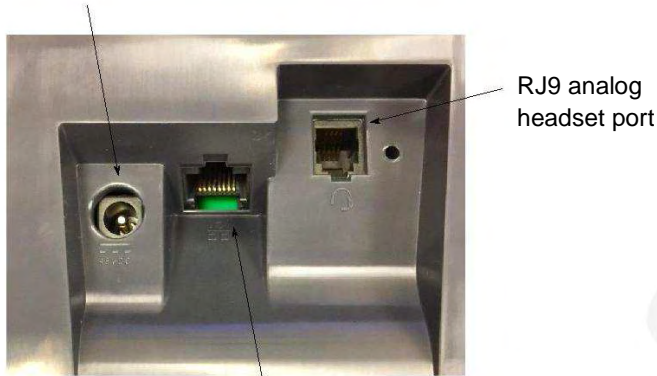
## 1 Connectors and controls

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

### 3 Rear panel

4 The rear panel contains a power adaptor connector, an RJ9 headset port, and an Ethernet port.

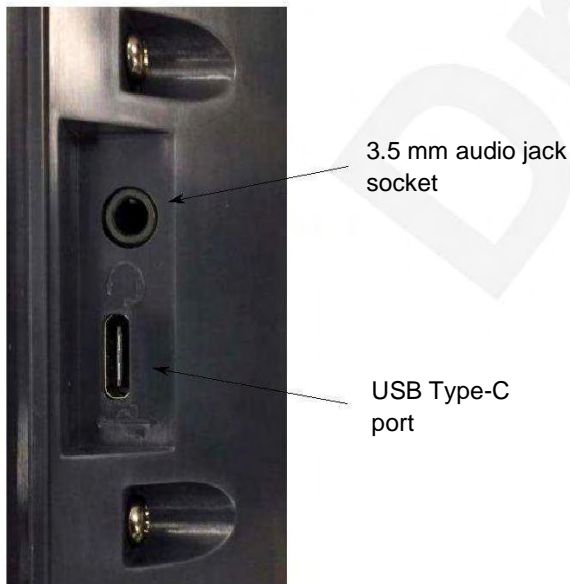
Power adaptor connector



5 RJ45 10/100/1000 Mbps Gigabit Power over Ethernet port

### 6 Right side panel

7 The right side panel contains a 3.5 mm audio jack socket and a USB Type-C port.



8

### 9 Left side panel

10 The left side panel contains a cordless or corded handset cradle connector.



1

# 1 Chapter 5: Call management operations

2 Use applications installed on Avaya Vantage to manage incoming and outgoing calls. The key tasks  
3 you can perform include the following:

- 4 • Making audio or video calls
- 5 • Answering audio or video calls
- 6 • Performing call control operations
- 7 • Viewing your call history and missed calls
- 8 • Working with conferences



---

## 9 Making audio or video calls

---

### 11 Making an audio or video call using the dial pad



#### 12 Procedure

- 13 1. Tap the **Dial pad** tab.
- 14 2. Tap the required digits.
- 15 3. Tap  to make an audio call or  to make a video call.

---

### 17 Making an audio or video call using contacts

#### 18 Procedure

- 19 1. Tap the **Contacts** tab.
- 20 2. Select the required contact.
- 21 3. Tap  to make an audio call or  to make a video call.



1

## 2 Making an audio or video call from your Favorites list

### 3 Before you begin

4 Ensure that you have contacts in your Favorites list.



### 5 Procedure

- 6 1. Tap the **Favorites** tab.
- 7 2. Select the required contact.
- 8 3. Tap  to make an audio call or  to make a video call.

9

## 10 Making an audio or video call using call history

### 11 Procedure

- 12 1. Tap the **Call history** tab.
- 13 2. Select the required contact or telephone number.
- 14 3. Tap  to make an audio call or  to make a video call.

## 15 Managing calls

16

## 17 Answering or ignoring an incoming call

### 18 Procedure

- 19 • Select **Answer** to accept the call.
- 20 • Select **Ignore** to decline the call.


21

## 22 Entering digits during a call

### 23 About this task

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

### 26 Procedure

- 27 1. While on an active call, select . The  
28 application displays the dial pad.

2. Enter the required digits.

## Muting or unmuting a call



### About this task

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

Switching to a different audio device during a call unmutes the call. Call transitions, such as holding or resuming a call, do not unmute the call.



You will unmute an active muted call if you switch to a different audio device during the call. You will not unmute an active muted call if you perform call operations, such as holding or resuming the call.

### Procedure

1. To mute yourself during the call, select .
2. To unmute yourself, select .


## Placing a call on hold and resuming the call

### Procedure

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

## Transferring a call

### Procedure



1. In the active call container, tap .
2. Tap **Transfer** and select **Enter a number**.
3. In the dial pad, enter the required digits.
4. Tap **Transfer**.

## Blocking and resuming video during a call

### About this task

When you pause your video, the application stops transmitting your video to the other party. When a video is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

## 1 Procedure

- 2 • To pause video, tap 
- 3 • To continue transmitting video, tap 

## 4 Ending a call

### 5 Procedure

6 To end an active call, select .

## 8 Viewing call history

### 9 Procedure

- 10 1. Tap the **Call history** tab.
- 11 2. You can filter the call history using the following options:
  - 12 • **All history**
  - 13 • **Missed Calls**
  - 14 • **Outgoing Calls**
  - 15 • **Incoming Calls**

## 16 Deleting all call information

### 17 Procedure

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


## 22 Working with conference calls

## 23 Starting a conference call

### 24 About this task

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

1 **Procedure**

- 2 1. While on an active call, tap .
- 3 2. From the Call Features window, tap **Conference**.
- 4 3. Do one of the following:
- 5 • Tap **Enter a number** and enter the phone number in the dial pad.
  - 6 • Tap **Choose a contact** and select the required contact from the Contacts list.
- 7 4. Tap **Conference**.

8 **Result**

9 Calls are placed to the selected participants. When the participants answer, they are invited to  
10 the conference.

11

12 **Merging an active call with a conference call**

13 **Procedure**

- 14 1. Tap the contact card for the active call.
- 15 2. Drop it onto the conversation setup stage over the card for the conference call.
- 16 3. Tap **Merge**.



# Chapter 6: Contact management operations

---

## Searching for a contact

### Procedure

1. Tap the **Contacts** tab.
  2. In the **Search** field, start typing the name of the contact that you want to look for.
- The application displays all relevant contacts.

---

## Setting contact display options

### About this task

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

### Procedure

1. In Avaya Vantage Basic, tap **Extension > User Settings**.
2. Tap **Application**.
3. In Display preferences, tap **Name display preferences** or **Name sort preferences** and select one of the following options:
  - **First Name First**
  - **Last Name First**

---

## Filtering contacts

### Procedure

1. Tap the **Contacts** tab.
2. You can filter the contacts using the following options:
  - **All contacts**: To view the local and enterprise contacts.
  - **Enterprise contacts**: To view the enterprise contacts.

## Contact management operations

- 1           • **Local contacts:** To view the contacts stored in the local storage, such as Google or  
2           Exchange contacts.  
3           The application filters the contacts according to the option that you select.

## 4 **Setting a contact as a favorite**

### 5 **Procedure**

- 6           1. Tap the **Contacts** tab.  
7           2. Select the appropriate contact.  
8           3.  
9           In Contact Details, tap ☆ which is beside the contact's name.  
            The contact is added to your Favorites list.

# Chapter 7: Customization

---

## Modifying your ringtone

### About this task

Use this procedure to change the default ringtone for incoming calls.

### Procedure

1. In Avaya Vantage Basic, tap **Extension > User Settings**.
2. Tap **Audio/Video**.
3. In Ring Preferences, tap **Choose Ringtone**.
4. Select the new ringtone and tap **OK**.

---

## Disabling video using the privacy shutter

### About this task

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

### Procedure

- To disable video capturing, shift the lever located above the camera to the leftmost position so that the camera is entirely covered with the shutter.  
If the shutter does not cover the entire camera, the camera might be able to capture partial video.
- To enable video capturing, shift the lever to the rightmost position so that the shutter does not cover the camera.

# Chapter 8: Resources

---

## Documentation

The following table lists related documents for customers:

Title	Use this document to:	Audience
Deploying		
<i>Installing and Administering Avaya Vantage</i>	Install, configure, and maintain Avaya Vantage.	Implementation personnel
Using		
<i>Avaya Vantage Quick Reference</i>	Understand Avaya Vantage layouts and key functionality. This is a graphical document.	<ul style="list-style-type: none"><li>• End users</li><li>• Support personnel</li></ul>
<i>Using Avaya Equinox™ for Android, iOS, Mac, and Windows</i>	Set up and use Avaya Equinox™ clients.	<ul style="list-style-type: none"><li>• End users</li><li>• Support personnel</li></ul>

---

## Finding documents on the Avaya Support website

### About this task

Use this procedure to find product documentation on the Avaya Support website.

### Procedure

1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

- 1 For example, if you are looking for user guides, select **User Guides** in the **Content**  
2 **Type** filter. Only documents in the selected category will appear in the list of documents.  
3 8. Click **Enter**.

## 4 Viewing Avaya Mentor videos

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

### 7 About this task

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

### 10 Procedure

- 11 • To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform  
12 one of the following actions:
  - 13 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - 14 - In **Search**, type the product name. On the Search Results page, select **Video** in the  
15 **Content Type** column on the left.
- 16 • To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor)  
17 and perform one of the following actions:
  - 18 - Enter a key word or key words in the **Search Channel** to search for a specific product or  
19 topic.
  - 20 - Scroll down Playlists, and click the name of a topic to see the available list of videos  
21 posted on the website.

#### Note:

- 22 Videos are not available for all products.

## 23 Support

- 24 Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date  
25 documentation, product notices, and knowledge articles. You can also search for release notes,  
26 downloads, and resolutions to issues. Use the online service request system to create a service  
27 request. Chat with live agents to get answers to questions, or request an agent to connect you to a  
28 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 at no extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base to look up 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 Support page appears.
3. Under **Support by Product**, click **Product-specific support**.
4. Enter the product in **Enter Product Name** text box and press Enter.
5. Select the product from the drop down list and choose the relevant release.
6. Select the **Technical Solutions** tab to see articles.
7. Select relevant articles.

# Index

## A

active call	
entering digits.....	<a href="#">19</a>
Avaya Vantage Basic	
supported features .....	<a href="#">9</a>
Avaya Vantage overview.....	<a href="#">9, 13</a>

## C

call history	
deleting .....	<a href="#">21</a>
viewing .....	<a href="#">21</a>
call management.....	<a href="#">18</a>
calls	
answering or ignoring.....	<a href="#">19</a>
ending .....	<a href="#">21</a>
making a call using a call history.....	<a href="#">19</a>
making a call using dial pad.....	<a href="#">18</a>
making a call using favorites .....	<a href="#">19</a>
transferring.....	<a href="#">20</a>
camera .....	<a href="#">11</a>
Camera LED states .....	<a href="#">11</a>
change history.....	<a href="#">8</a>
conference call	
merging an active call .....	<a href="#">22</a>
starting .....	<a href="#">21</a>
connectors and controls .....	<a href="#">16</a>
contacts	
adding to favorites.....	<a href="#">24</a>
filtering .....	<a href="#">23</a>
making a call using contacts .....	<a href="#">18</a>
searching .....	<a href="#">23</a>

## D

deleting the entire call history.....	<a href="#">21</a>
document changes.....	<a href="#">8</a>

## F

features .....	<a href="#">9, 10</a>
----------------	-----------------------

## G

Google Play Store applications .....	<a href="#">11, 12</a>
--------------------------------------	------------------------

## H

hardware specifications.....	<a href="#">10</a>
------------------------------	--------------------

## I

InSite Knowledge Base.....	<a href="#">28</a>
----------------------------	--------------------

## L

layout .....	<a href="#">15</a>
legal notices .....	
lock .....	<a href="#">13</a>
login .....	<a href="#">13</a>
logout.....	<a href="#">13</a>

## M

modifying your ringtone.....	<a href="#">25</a>
mute a call .....	<a href="#">20</a>

## P

physical device layout.....	<a href="#">15</a>
placing a call on hold .....	<a href="#">20</a>
ports.....	<a href="#">16</a>

## R

related documentation .....	<a href="#">26</a>
resuming a call.....	<a href="#">20</a>

## S

setting contact display options .....	<a href="#">23</a>
software specifications.....	<a href="#">10</a>
specifications .....	<a href="#">10</a>
support.....	<a href="#">27</a>
supported accessories.....	<a href="#">10</a>

## T

third party applications.....	<a href="#">11, 12</a>
-------------------------------	------------------------

## U

unlock .....	<a href="#">13</a>
unmute a call .....	<a href="#">20</a>

## V

video	
blocking and resuming.....	<a href="#">20</a>
videos .....	<a href="#">27</a>
viewing call history .....	<a href="#">21</a>