



# Using Avaya H175 Video Collaboration Station

Draft

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129 associated with your system and that, if Toll Fraud occurs, it can  
130 result in substantial additional charges for your telecommunications  
131 services.

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134 need technical assistance or support, call Technical Service Center  
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### 25 Australia Statements

#### 26 Handset Magnets Statement

##### Danger:

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

#### 30 Handset Amplification Statement

31 Enabling the amplified capability will result in the handset not being  
32 compliant to all Australian S004 requirements, but will allow the  
33 handset to be fully compliant with United States 508 Section  
34 1194.23(f) Standards.

### 35 Industry Canada (IC) Statements

#### 36 RSS Standards Statement

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

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

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

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

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66 This Class B digital apparatus complies with Canadian ICES-003.

67 Cet appareil numérique de la classe B est conforme à la norme  
68 NMB-003 du Canada.

#### 69 Radiation Exposure Statement

70 This device complies with Industry Canada's RF radiation exposure  
71 limits set forth for the general population (uncontrolled environment)  
72 and must not be co-located or operated in conjunction with any other  
73 antenna or transmitter.

74 Cet appareil est conforme aux limites d'exposition aux rayonnements  
75 RF d'Industrie Canada énoncés dans la population générale  
76 (environnement non contrôlé) et ne doivent pas être co-situés ou  
77 exploités conjointement avec une autre antenne ou émetteur.

### 78 Japan Statements

#### 79 Class B Statement

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

#### 84 Denan Power Cord Statement

##### Danger:

85 Please be careful of the following while installing the  
86 equipment:

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

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96

97 本製品を安全にご使用頂くため、以下のことにご注意ください。

- 98 • 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず  
99 製品に同梱されており添付品または指定品をご使用くだ  
100 さい。添付品指定品以外の部品をご使用になると故障や動作  
101 不良、火災の原因となることがあります。
- 102 • 同梱されており添付の電源コードを他の機器には使用し  
103 ないでください。上記注意事項を守らないと、死亡や大怪我  
104 など人身事故の原因となることがあります。

### 105 México Statement

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

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

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

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

### 119 Power over Ethernet (PoE) Statement

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

### 66 U.S. Federal Communications Commission (FCC) Statements

#### 67 Compliance Statement

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

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

7 This device complies with part 15 of the FCC Rules. Operation is  
8 subject to the following two conditions:

- 9 1. This device may not cause harmful interference, and
- 10 2. This device must accept any interference received,  
11 including interferences that may cause undesired  
12 operation.

#### 13 *Class B Part 15 Statement*

14 This equipment has been tested and found to comply with the limits  
15 for a Class B digital device, pursuant to Part 15 of the FCC Rules.  
16 These limits are designated to provide reasonable protection against  
17 harmful interferences in a residential installation. This equipment  
18 generates, uses and can radiate radio frequency energy and, if not  
19 installed and used in accordance with the instructions, may cause  
20 harmful interference to radio communications. However, there is no  
21 guarantee that interference will not occur in a particular installation. If  
22 this equipment does cause harmful interferences to radio or  
23 television reception, which can be determined by turning the  
24 equipment off and on, the user is encouraged to try to correct the  
25 interference by one or more of the following measures:

- 26 • Reorient or relocate the receiving antenna.
- 27 • Increase the separation between the equipment and receiver.
- 28 • Connect the equipment into an outlet on a circuit different from  
29 that to which the receiver is connected.
- 30 • Consult the dealer or an experienced radio/TV technician for  
31 help.

#### 32 *Radiation Exposure Statement*

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

#### 38 **EU Countries**

39 This device complies with the essential requirements and other  
40 relevant provisions of Directive 1999/5/EC. A copy of the Declaration  
41 may be obtained from <http://support.avaya.com> or Avaya Inc., 211  
42 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

#### 43 **General Safety Warning**

- 44 • Use only an Avaya Approved / Current Limited Power Supply.
- 45 • There is a risk of explosion if you use an incorrect type of  
46 battery.
- 47 • The battery must be disposed off as per the instructions.

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Draft

# Chapter 1: Introduction

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## Purpose

This document describes how to use the Avaya H175 Video Collaboration Station .

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## Intended audience

This document is intended for users of the Avaya H175 Video Collaboration Station .

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## Related resources

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## Documentation

Title	Use this document to:	Audience
Using		
<i>Avaya H175 Video Collaboration Station Quick Reference</i>	View instructions for tasks performed often.	Users

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# Chapter 2: Avaya H175 Video Collaboration Station overview

The Avaya H175 Video Collaboration Station is SIP-based VoIP HD video deskphone that enterprises can use for audio, video, and conferencing communications. The Collaboration Station combines the functionality of a business telephone and an executive video conferencing system.



## Related Links

- [Features](#) on page 13
- [Product compatibility](#) on page 15
- [Supported apps](#) on page 15
- [Navigation](#) on page 16
- [Using Help](#) on page 35

# 1 Features

		H175
Hardware	Display	7-inch IPS LCD display, capacitive touchscreen, 16 M colors, and a resolution of 1280 x 800 px
	Audio	<ul style="list-style-type: none"> <li>• Wideband audio through handset, headset, and speakerphone</li> <li>• Supported audio codecs are G.711 A-law/mu-law, G.722, G.729A/AB, G.726-32</li> </ul>
	Video	<ul style="list-style-type: none"> <li>• Full HD, 1080p, two way video calls at 30fps</li> <li>• H.264 AVC baseline and high profile</li> <li>• Support external monitors with resolutions up to 1920 x 1200 px</li> <li>• Zero latency, display pass-through with Picture in Picture functionality for sharing an external monitor with a computer</li> <li>• User control for video window size and position</li> <li>• Dynamically adaptation of incoming bit-rate to the current video window size for bandwidth saving</li> </ul>
	Camera	<ul style="list-style-type: none"> <li>• Detachable Full HD video camera (1920x1080) optimized for office use</li> <li>• Bright, f2.0 lens for superior low light performance</li> <li>• Camera is mountable on the device and an external monitor</li> <li>• Mechanical privacy shutter</li> <li>• Activity LED</li> </ul>
	Handset	<ul style="list-style-type: none"> <li>• Cordless handset that supports DECT.6.0 with answer, volume, and mute controls</li> <li>• Optional wired handset</li> </ul>
	Physical security	Kensington security slot
	Physical buttons	<ul style="list-style-type: none"> <li>• Dialpad: 0-9, *, and #</li> <li>• Volume up and Volume down buttons</li> <li>• Audio mute and video block buttons</li> <li>• Speakerphone and headset buttons</li> <li>• Message Waiting Indicator LED</li> <li>• Soft LED buttons</li> </ul>
	Connectors	<ul style="list-style-type: none"> <li>• RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port.</li> <li>• RJ45 secondary Gigabit Ethernet (10/100/1000 Mbps) port for personal computer.</li> <li>• USB dedicated camera port</li> <li>• USB 2.0 charging port with up to 1.5 A to rapidly recharge smart phones and tablets</li> </ul>

*Table continues...*

		<ul style="list-style-type: none"> <li>• USB 2.0 general purpose port</li> <li>• USB 2.0 micro AB port</li> <li>• Digital display video output port capable of supporting a monitor with up to 1920 x 1200 resolution</li> <li>• Digital display input port capable of handling digital video from a personal computer for picture-in-picture video overlay support</li> <li>• RJ9 analog handset port</li> <li>• RJ9 analog headset port</li> <li>• SD card slot that is currently not supported</li> <li>• 48 V AC power supply</li> </ul>
<b>Connectivity</b>	Ethernet	Gigabit Ethernet PoE
	Wi-Fi	Dual-band, 2.4 GHz and 5 GHz, 802.11a/b/g/n
	Bluetooth	Supports bluetooth headset and handsfree profile
<b>Power</b>	Ethernet	<ul style="list-style-type: none"> <li>• IEEE 802.3at with external power supply</li> <li>• IEEE 802.3af</li> <li>• SP-PoE 802.3af</li> <li>• PoE class 4</li> </ul>
	AC power	30 W AC power adapter
<b>Accessory support</b>	-	<ul style="list-style-type: none"> <li>• USB headset, keyboard, and mouse</li> <li>• Bluetooth HID - keyboard and mouse</li> <li>• Bluetooth headsets</li> </ul>
<b>Software features</b>	-	<ul style="list-style-type: none"> <li>• Full Avaya Aura® features                             <ul style="list-style-type: none"> <li>- Audio and video call management</li> <li>- Advanced call management, such as call forwarding, call transfer, call park, and bridged call appearances</li> </ul> </li> <li>• Audio and video call with Avaya Scopia® Elite MCU with roster control</li> <li>• Audio calls with Avaya Aura® Conferencing with roster control</li> <li>• Microsoft Exchange Server calendar and contacts integration                             <ul style="list-style-type: none"> <li>- Quick connect to calls from the calendar</li> </ul> </li> <li>• Contact app                             <ul style="list-style-type: none"> <li>- Share contacts with other Avaya SIP deskphones and clients</li> <li>- Synchronize contacts with Microsoft Exchange Server 2007</li> </ul> </li> <li>• Publish and display presence status with Avaya Aura® Presence Services integration</li> <li>• Enhanced user interface shared with Avaya Communicator 2.0 optimized for touchscreen</li> <li>• HTML 5 browser with built-in click-to-dial</li> </ul>

*Table continues...*

		<ul style="list-style-type: none"> <li>• History, Calculator, and Alarm clock apps</li> <li>• Online help</li> </ul>
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### 1 Related Links

2 [Avaya H175 Video Collaboration Station overview](#) on page 12

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## 3 Product compatibility

4 For the latest compatibility information about the Avaya H175 Video Collaboration Station with:

- 5 • Other products, see [Compatibility Matrix](#).
- 6 • Headsets, see [DevConnect Portal](#).

### 7 Related Links

8 [Avaya H175 Video Collaboration Station overview](#) on page 12

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## 9 Supported apps

10 The Collaboration Station supports the following apps:

App	Use to
Communication	Manage audio, video, and conference calls.
Contacts	Manage contacts from Microsoft Exchange Server and Avaya Aura® accounts.
Calendar	Manage Microsoft Exchange Server calendar events.
History	Manage audio, video, and conference call history.
Settings	Manage the Collaboration Station settings and personalization.
Voicemail	Manage voice mails.
Browser	Open the web browser.
Calculator	Perform simple and scientific calculations and conversions.
Clock	Manage clock settings and alarms.
Downloads	Show file download progress on the Collaboration Station.
Gallery	Manage media files.
Lock	Lock your Collaboration Station screen.
Logout	Log out of the Collaboration Station.
Help	View HTML help for the Collaboration Station.
Avaya.com	Provides a link to the Avaya website.

11 The Collaboration Station does not support third-party Android apps.

1 **Related Links**

- 2 [Avaya H175 Video Collaboration Station overview](#) on page 12
- 3 [All Apps screen](#) on page 21

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4 **Navigation**

5 This section describes how to navigate through the Collaboration Station.

6 **Related Links**

- 7 [Avaya H175 Video Collaboration Station overview](#) on page 12
- 8 [Displays](#) on page 16
- 9 [Button layout](#) on page 31
- 10 [Icons](#) on page 32
- 11 [Gestures](#) on page 34
- 12 [Menus](#) on page 35

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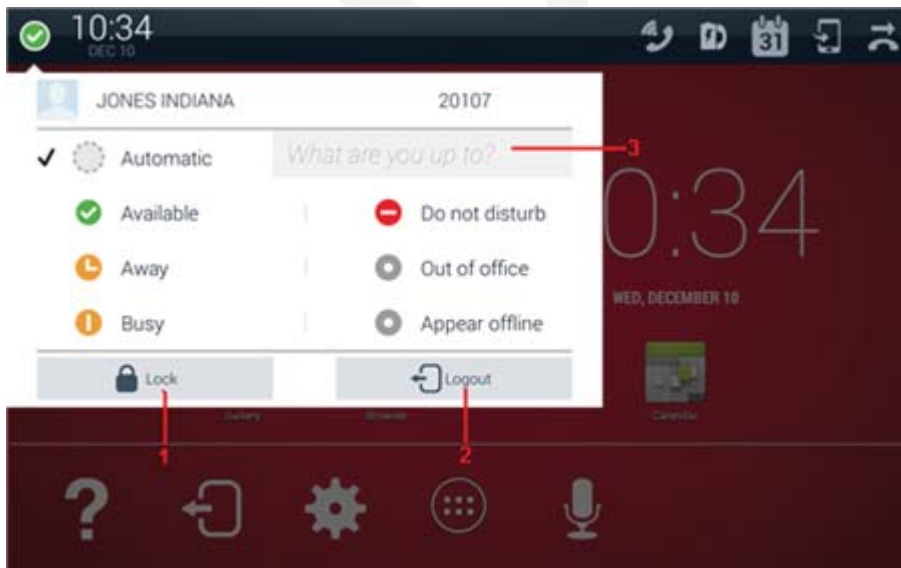
13 **Displays**

14 Use the information in this section to become familiar with screens of various apps.

15 **Related Links**

- 16 [Navigation](#) on page 16

17 **Lock and Logout panel**





Number	Name	Description
1	<b>Lock</b>	Locks the Collaboration Station.
2	<b>Logout</b>	Logs you out from the Collaboration Station.
3	<b>Status Note</b>	Saves the status note that the Collaboration Station displays next to your presence status.

1 **Related Links**

- 2 [Logging in and logging out](#) on page 41
- 3 [Locking and unlocking](#) on page 41

4 **Home screen**



Number	Name	Description
1	Top Bar	Displays the time, date, notifications, and your presence information.
2	Favorites Tray	Displays the favorite apps.
3	Navigation Panel	Displays the soft buttons.
4	<b>Back</b>	Displays the previous screen where applicable. The button glows when there is a previous screen to go to.
5	<b>Phone</b>	Displays the Launch Panel.
6	<b>Home</b>	Displays the Home screen.
7	<b>Contacts</b>	Displays the Contacts list.

*Table continues...*

Number	Name	Description
8	<b>Monitor</b>	Displays the Monitored Extensions screen.
9	Launchers	Displays the corresponding apps.
10	Widgets	Displays the corresponding widgets.

## 1 Top Bar

2 The Top Bar is a horizontal bar at the top of the screen that displays the time, date, notifications,  
3 and your presence information.

### 4 Top Bar modes

5 The Top Bar has the following modes:

- 6 • Normal mode
- 7 • Expanded mode

8 Swiping down the normal mode of the Top Bar displays the expanded mode and swiping up the  
9 expanded mode displays the normal mode of the Top Bar.

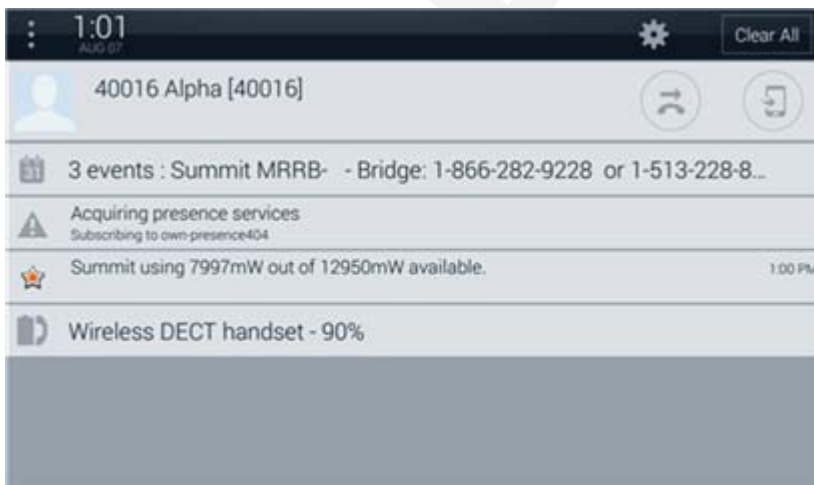
### 10 Normal mode

11 In the normal mode, the Top Bar displays maximum 13 notifications. If there are more than six  
12 notifications, the Collaboration Station displays the **Hidden** icon « to view the remaining  
13 notifications. Dismissing one or more notifications displays the remaining notifications that are not  
14 displayed if the number of notifications exceeds 13.
















### 16 Expanded mode

17 In the expanded mode, the Top Bar displays all notifications with their details.








## 1 Top Bar icons and notifications

2 The Top Bar displays the following icons and notifications.

Icon	Name	Notification
	Error Message	Indicates that one or more apps generated error messages. Also displays the number of error messages.
	Ringer Off	Indicates zero ringer volume of the Collaboration Station.
	Call Diversion	Indicates that the redirection feature is active.
	EC500	Indicates that the EC500 feature is active.
	Bluetooth	Indicates that the bluetooth is enabled and one or more bluetooth devices are connected to the Collaboration Station.
	Bluetooth Headset	Indicates that a bluetooth headset is connected to the Collaboration Station.
	Missed Calls	Indicates the number of missed calls for all call types.
	Meeting Reminder	Indicates an upcoming meeting.
	Voice Mail	Indicates that you have one or more voice mail messages.
	Wireless Handset Charged	Indicates the full battery level of the connected wireless handset. The Top Bar also displays different icons for the following battery levels: <ul style="list-style-type: none"> <li>• Charged</li> <li>• 75% – 99%</li> <li>• 50% – 74%</li> <li>• 25% – 54%</li> <li>• 10% – 24%</li> <li>• Low battery</li> </ul>
	Wireless Handset Charging	Indicates the wireless handset is getting charged.
	Wireless Handset Software Update	Indicates the ongoing wireless handset software update.
	Wireless Handset Amplified Mode	Indicates the active amplified mode for the wireless handset.

*Table continues...*

Icon	Name	Notification
	Wi-Fi	Indicates Wi-Fi connectivity and the signal strength.
	USB Device	Indicates a USB device connection.
	File Download	Indicates an active file download.
	Shared Control Mode	Indicates the shared control mode of the Collaboration Station with a connected computer system.
	Software update	Indicates the ongoing software update on the Collaboration Station.
—	Keyboard Current Language	Indicates the current language that you selected for the connected keyboard.

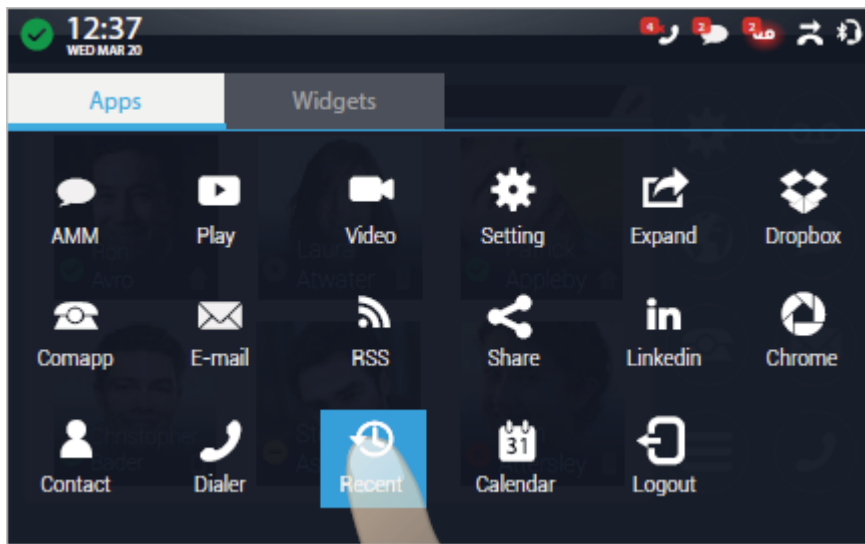
### 1 Favorites Tray

2 You can add frequently used apps in the Favorites Tray.



Number	Name	Description
1	Favorites Tray	Displays the frequently used apps that you added.
2	All Apps menu	Displays the All Apps screen that contains all apps and widgets available on the Collaboration Station.

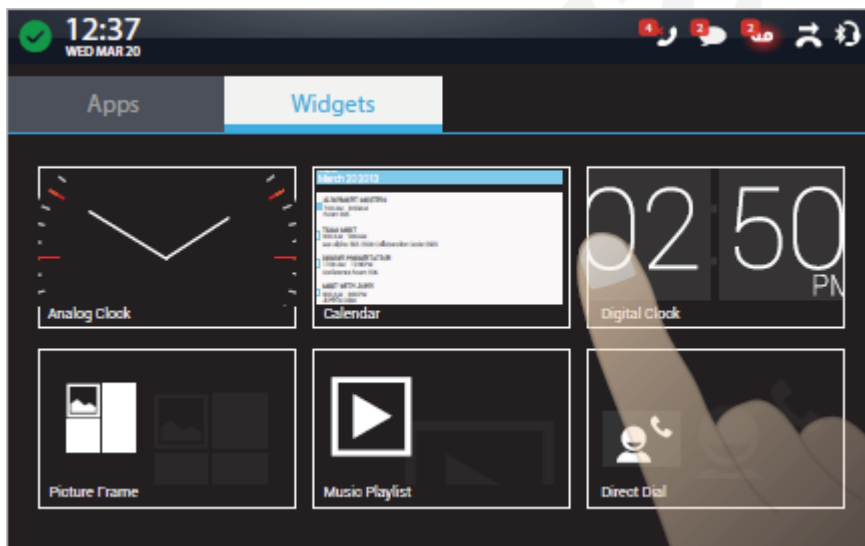
1 **All Apps screen**



2  
3 **Related Links**

- 4 [Supported apps](#) on page 15  
5 [Adding a widget or an app on the launch panel](#) on page 144

6 **Widgets screen**

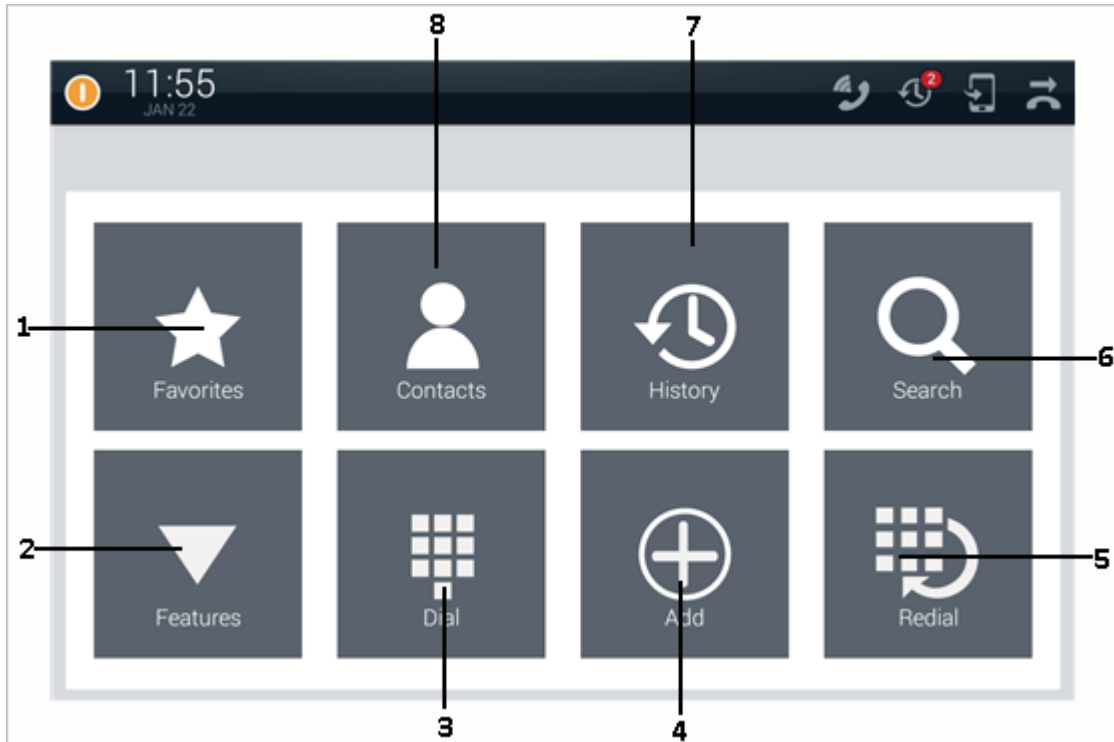


7  
8 **Related Links**

- 9 [Adding a widget or an app on the launch panel](#) on page 144

## 1 Communication app screens

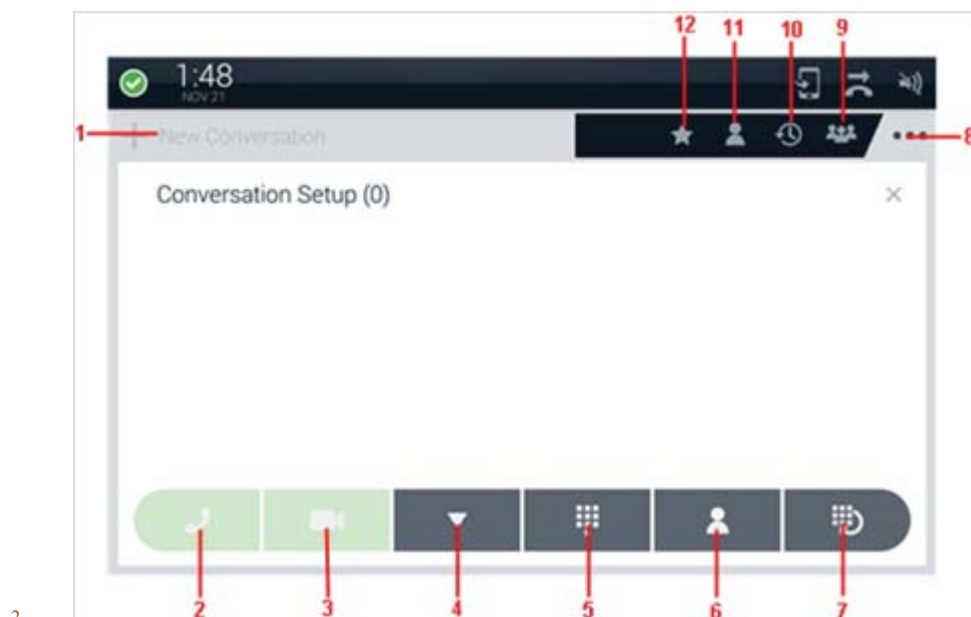
### 2 Idle Communication screen



3  
4  
5 The idle Communication screen displays the Launch Panel that contains the following icons for quick access to basic functions and features of the Communication app.

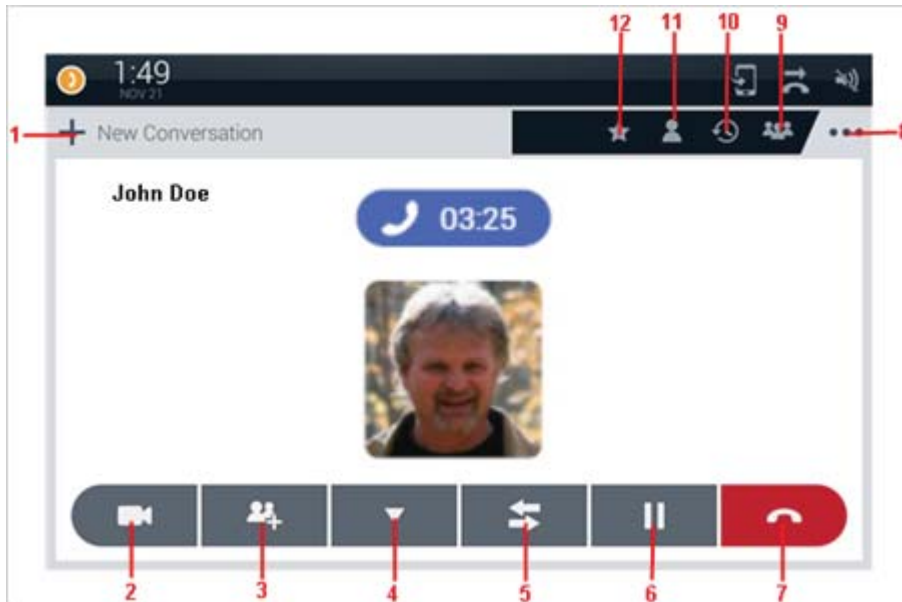
Number	Name	Description
1	<b>Favorites</b>	Displays the Favorites list in the overlay mode.
2	<b>Features</b>	Displays the Precall features menu.
3	<b>Dial</b>	Opens a new call container, and displays the Input Panel.
4	<b>Add</b>	Displays the Add New Contact screen.
5	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.
6	<b>Search</b>	Displays the Contacts Search screen in the full-screen mode.
7	<b>History</b>	Displays the Recents list in the overlay mode.
8	<b>Contacts</b>	Displays the Contacts list in the overlay mode.

## 1 Precall Communication screen



Number	Name	Description
1	<b>New Conversation</b>	Opens a new conversation container.
2	<b>Audio Call</b>	Starts an audio call.
3	<b>Video Call</b>	Starts a video call or promotes an audio call to a video call.
4	<b>Precall Features</b>	Displays the Precall Features menu.
5	<b>Dial Pad</b>	Displays the Input Panel.
6	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
7	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.
8	<b>Menu</b>	Displays the Phone menu.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Recents</b>	Displays the Recents list in the overlay mode.
11	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
12	<b>Favorites</b>	Displays the Favorites list in the overlay mode.

1 **Mid-call Communication screen**



2

Number	Name	Description
1	<b>New Conversation</b>	Opens a new conversation container.
2	<b>Video Call</b>	Starts a video call or promotes an audio call to a video call.
3	<b>Add Contact</b>	Adds a contact to the current call.
4	<b>Mid Call Features</b>	Displays the Mid-call Features menu.
5	<b>Transfer</b>	Transfers the call to the required number.
6	<b>Hold</b>	Puts the call on hold.
7	<b>End Call</b>	Ends the call.
8	<b>Menu</b>	Displays the Phone menu.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Recents</b>	Displays the Recents list in the overlay mode.
11	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
12	<b>Favorites</b>	Displays the Favorites list in the overlay mode.

3 **Related Links**

4 [Call management](#) on page 53

5 **Communication containers**

6 Communication containers are rectangular regions in the Communication screen that represent  
7 conversation sessions or calls.

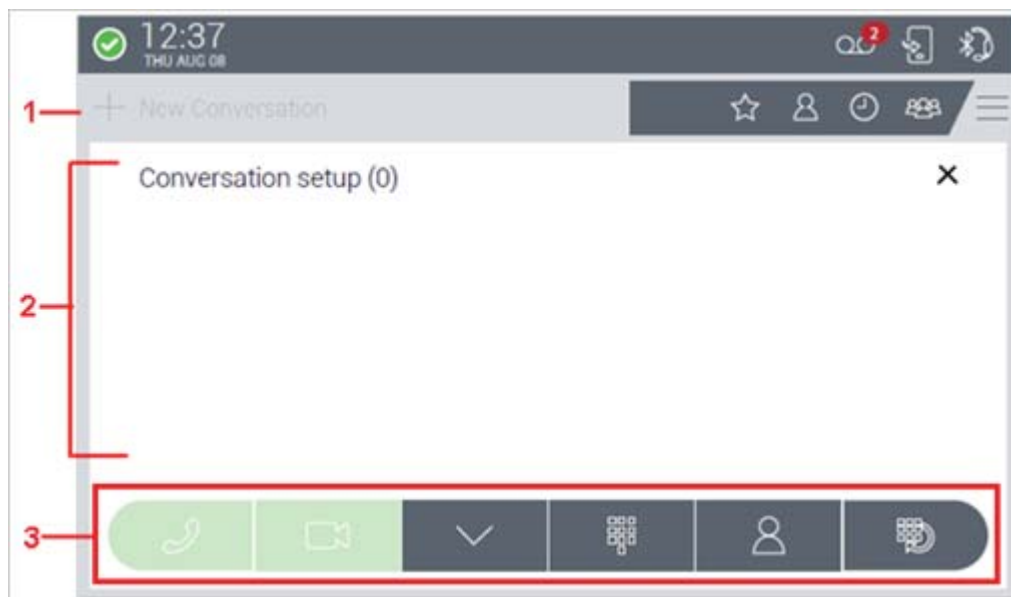
8 Containers provide the following information:

- 9 • List of participants.



- 1 • Call states, such as active call or call on hold.
- 2 • Controls for starting and managing calls.

3 **Parts of a container**



4

Number	Name	Description
1	Header	Displays an icon to indicate the call type. Header of an active call container displays the call state and media indicators, a label, call duration, call quality indicator, and optional icons for container management.
2	Body	Displays contact cards of participants. A contact card includes the image, name, and phone number of a participant.
3	Controls	Displays options for starting audio or video calls and setting precall or mid-call features.

5 **States of a container**

6 A container can be in one of the following states:

- 7 • Open: Displays the header and body.
- 8 • Closed: Displays only the header.

9 **Related Links**

10 [Call management](#) on page 53

11 **Types of communication containers**

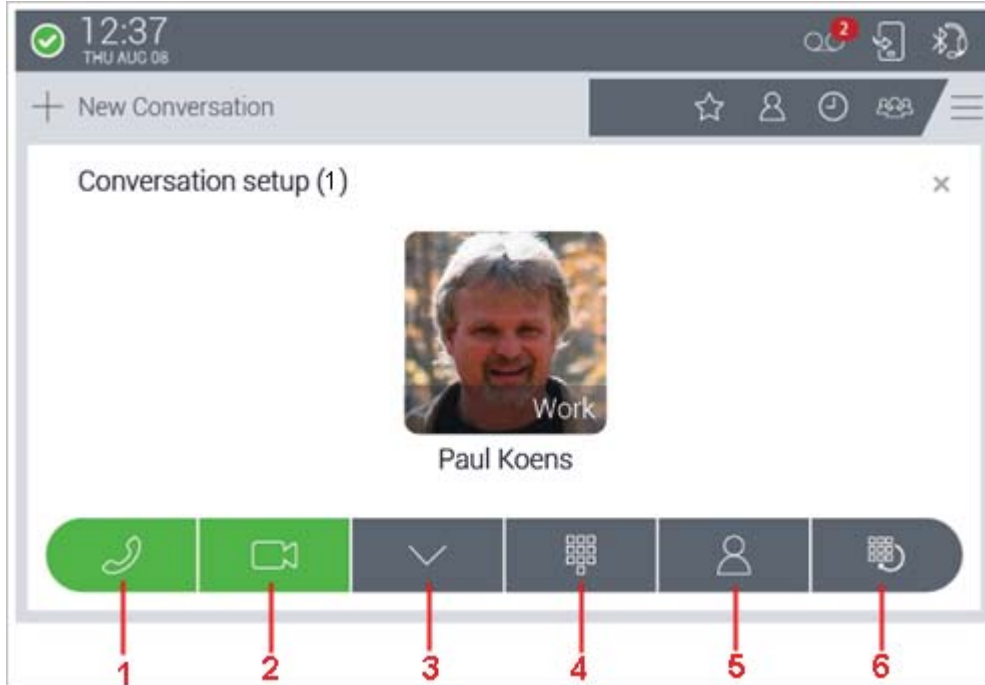
12 Communication containers are of the following types:

- 13 • New call container
- 14 • Active call container
- 15 • Call on hold container

1 **New call container**

2 A new call container provides:

- 3 • A location to add call participants.
- 4 • Controls for starting audio or video calls and setting precall features.



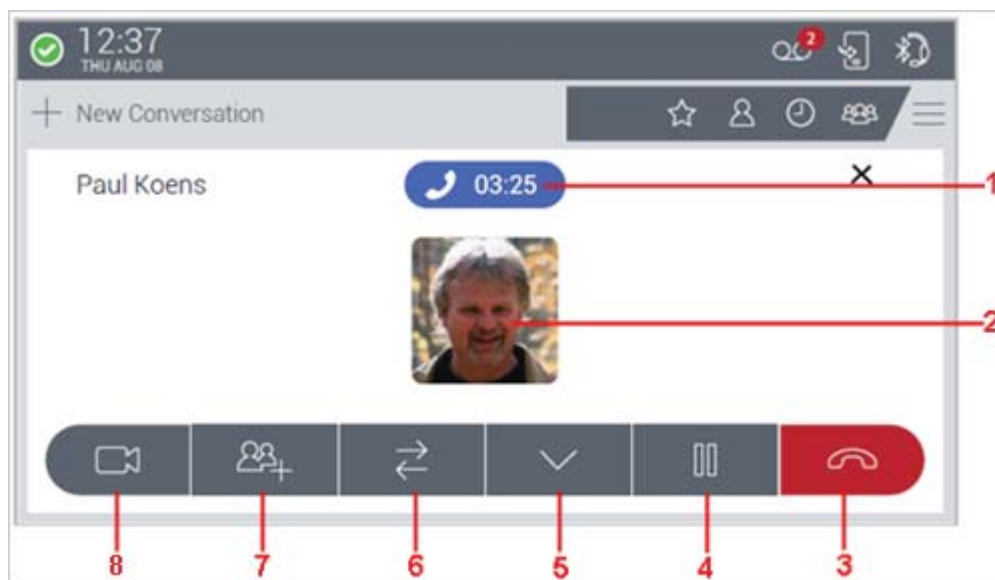
5

Number	Name	Description
1	<b>Audio Call</b>	Starts an audio call.
2	<b>Video Call</b>	Starts a video call.
3	<b>Precall Features</b>	Displays the precall menu.
4	<b>Dial Pad</b>	Displays the soft dial pad.
5	<b>Contacts</b>	Displays the Contacts list.
6	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.

6 **Active call container**

7 An active call container displays:

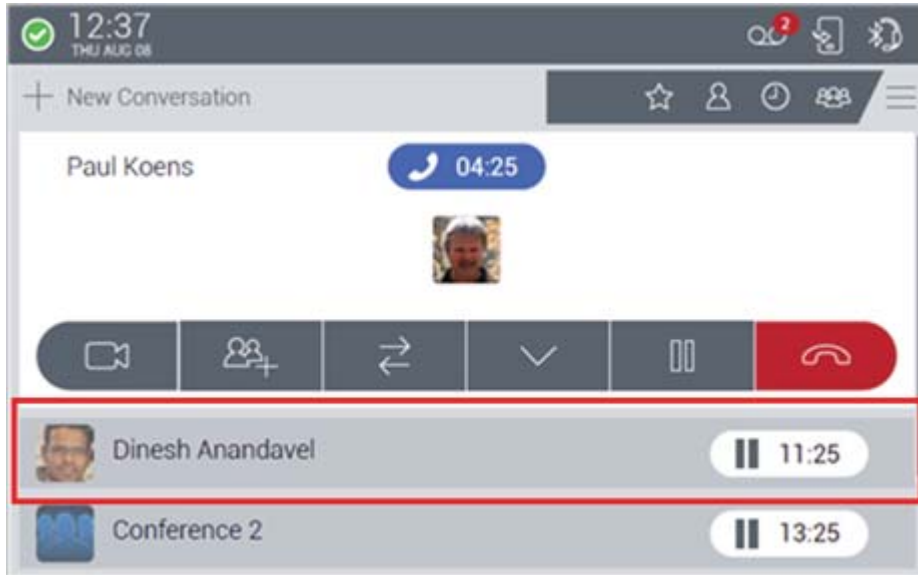
- 8 • Contact cards of participants in the container body.
  - 9 • An active call icon, a call duration indicator, icons for call state information, and a call quality indicator in the container header. The Collaboration Station displays the call quality indicator only when the call quality deteriorates.
- 10
- 11



Number	Name	
1	<b>Call Details Area</b>	Displays the call type icon, call duration, and call quality indicator.
2	<b>Contact Card</b>	The contact card of the called person.
3	<b>End Call</b>	Ends the call.
4	<b>Hold</b>	Puts the active call on hold.
5	<b>Mid Call Features</b>	Displays the mid-call menu.
6	<b>Transfer</b>	Transfers the active call.
7	<b>Add Participant</b>	Adds another contact to an active call.
8	<b>Video Call</b>	Starts a video call.

## Call on hold container

A call on hold container contains an on-hold call. A call on hold container displays the call on hold icon and the call hold timer in the header. The Collaboration Station displays a call on hold container in a closed state.



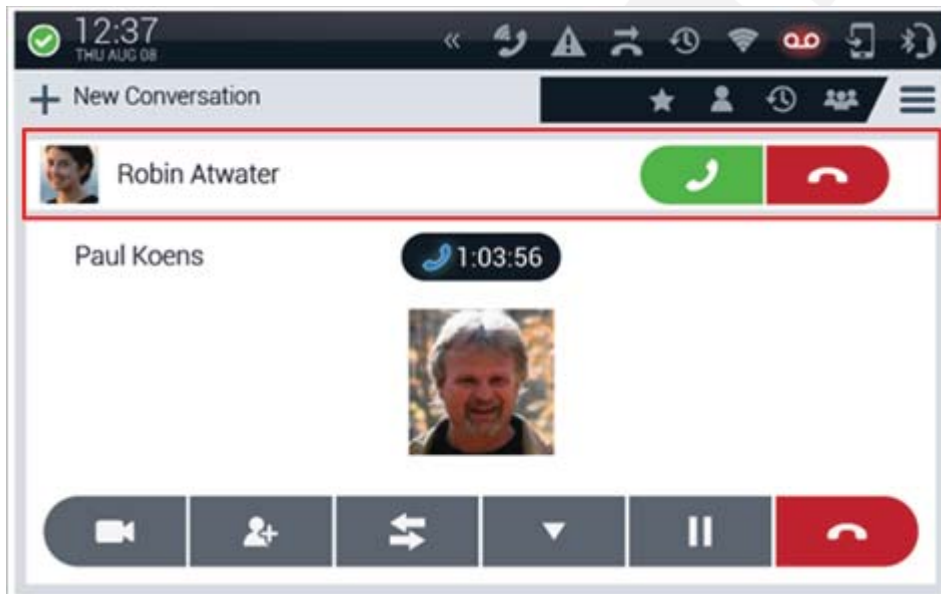
1

## 2 Ringing call container

2

3 A ringing call container contains an ignored call and displays controls to answer or reject the call.  
4 The Collaboration Station displays a ringing call container in a closed state.

4



5

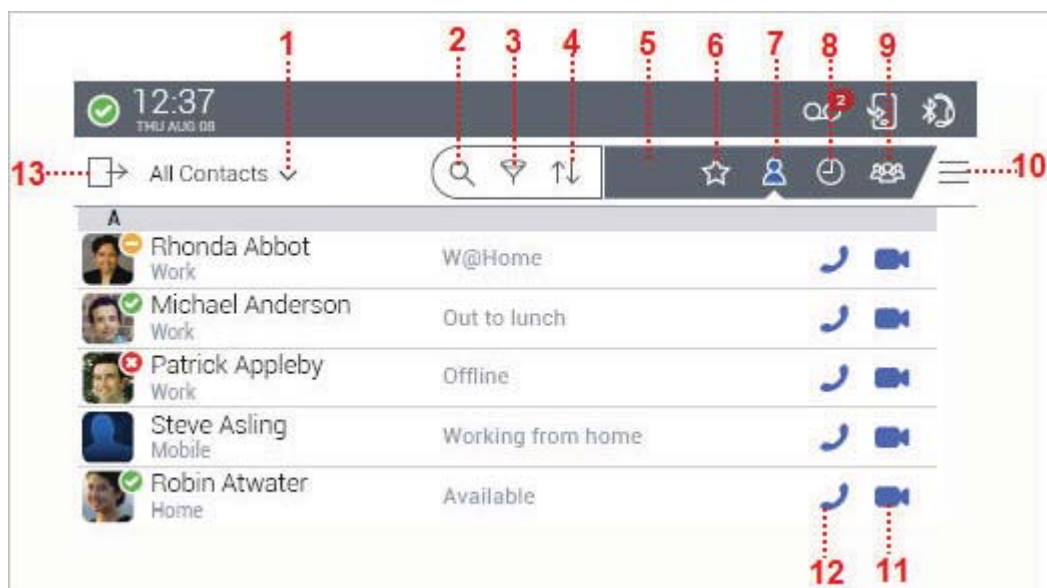
## 6 Related Links

6

7 [Call management](#) on page 53

7

## 1 Contacts app screen



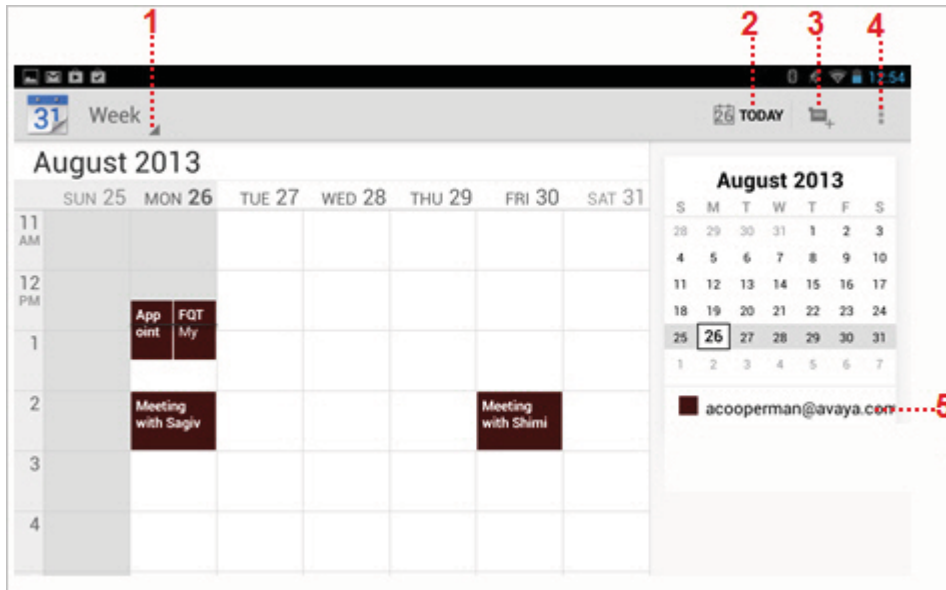
2

Number	Name	Description
1	<b>Change View</b>	Changes the view of the Contacts screen to display all contacts or contacts with whom you recently communicated.
2	<b>Search</b>	Searches a contact.
3	<b>Filter</b>	Displays account-specific contacts. Select from the following options: <ul style="list-style-type: none"> <li>• Avaya Aura®</li> <li>• Microsoft Exchange Server</li> </ul>
4	<b>Sort</b>	Sorts the Contacts list to display contacts that are ordered by the first or last name.
5	<b>Tab Bar</b>	Contains Favorites, Contacts, Recents, and Conference tabs.
6	<b>Favorites</b>	Displays the Favorites list in the overlay mode.
7	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
8	<b>Recents</b>	Displays the Recents list in the overlay mode.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Menu</b>	Displays the Contacts menu.
11	<b>One-touch Video Dial</b>	Starts a video call or promotes an audio call to a video call.
12	<b>One-touch Audio Dial</b>	Starts an audio call.
13	<b>Overlay</b>	Changes to the overlay mode.

## 3 Related Links

4 [Contacts](#) on page 103

## 1 Calendar app screen



2

Number	Name	Description
1	<b>Change view</b>	Changes the view of the Calendar screen to display the day, week, or month of the calendar.
2	<b>Today</b>	Displays the current day events.
3	<b>Add Event</b>	Adds an event.
4	<b>Menu</b>	Displays the Calendar menu.
5	<b>Account name</b>	Displays the email address of the account that you configured for the Calendar app.

## 3 Related Links

- 4 [Calendar](#) on page 116
- 5 [Viewing event details](#) on page 118

1

## 2 Button layout



3



















Number	Name
1	Headset
2	Speaker
3	Video Block
4	Audio Mute
5	Volume Up
6	Volume Down
7	Dial pad

### 4 Related Links

5 [Navigation](#) on page 16






















1

2 **Icons**











Icon	Name	Description
<b>Topbar</b>		
	Error Message	Indicates that one or more apps generated error messages along with the count of the number of error messages.
	Ringer Off	Indicates that the ringer volume of the Collaboration Station is set to zero.
	Call Diversion	Indicates that a redirection feature is active.
	EC500	Indicates that the EC500 feature is active.
	Bluetooth	Indicates that the Bluetooth is enabled and one or more Bluetooth devices are connected to the Collaboration Station.
	Bluetooth Headset	Indicates that a Bluetooth headset is connected to the Collaboration Station.
	Missed Calls	Indicates the number of missed calls for all call types.
	Meeting Reminder	Indicates that you have an upcoming meeting.
	Voice Mail	Indicates that you have one or more voice mail messages.
	Cordless Handset	Indicates the cordless handset connection and the battery level of the connected cordless handset.
	Cordless Handset Amplified Mode	Indicates that the amplified mode is active for the cordless handset.
	Wi-Fi	Indicates the Wi-Fi connectivity and the signal strength.
	USB Device	Indicates that a USB device is connected to the Collaboration Station.
	File Download	Indicates an active file download.
	Shared Control Mode	Indicates that the Collaboration Station is connected to a computer system in a shared control mode.
<b>Apps</b>		
	Lock	Locks the screen.
	Logout	Logs out the user.
	History	Displays the History app in the overlay mode.

*Table continues...*



Icon	Name	Description
	Communication	Displays the Communication app.
	Help	Displays the Help in the browser.
	Calendar	Displays the Calendar app.
	Browser	Displays the Browser app.
	Voice Mail	Dials the voice mail server.
	Settings	Displays the Settings app.
	Calculator	Displays the Calculator app.
<b>Presence</b>		
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is not in the office. Offline: User wants to appear offline.
	Unknown	The presence status of the user is unknown.
	Automatic	The Collaboration Station updates the status automatically.
<b>Communications history</b>		
	Incoming audio call	Shows an answered audio call.
	Outgoing audio call	Shows an outgoing audio call.
	Missed audio call	Shows a missed audio call.
	Incoming video call	Shows an incoming video call.
	Outgoing video call	Shows an outgoing video call.
	Bridged audio call	Shows a bridged call.

*Table continues...*

Icon	Name	Description
	Forwarded call	Shows a forwarded call.
	Intercom call	Shows an intercom call
	Transfer recall	Shows a transferred call.
	Priority call	Shows a priority call.
	Auto callback call	Shows an auto call back call.
<b>General</b>		
	Favorites	Indicates a favorite contact or a feature.
	Filter	Filters the Contacts list.
	Sort	Sorts the Contacts list.
	Bridged Call Appearance	Indicates a bridged appearance call.
	Ringing	Indicates an incoming call on a monitored extension.

1 **Related Links**

2 [Navigation](#) on page 16

3 \_\_\_\_\_

4 **Gestures**

Gesture	Action	Use
Tap	Touch the screen lightly with your fingertip.	To open an app or select an option.
Tap and hold	Press the screen with your fingertip for a few seconds.	To select an object or display a contextual menu.
Drag and drop	Press your fingertip on the object and slide the object to a new location.	To move the object to another location.
Swipe down	Tap on the top of the screen and move your finger downward.	To expand the Top Bar.
Swipe up	Tap on the bottom of the screen and move your finger upward.	To scroll back the Top Bar.
Flick	Make a sharp, swift movement with your fingertip to slide the screen in a straight line in one direction.	To change between the Home screen panels or to view images in the Gallery.

*Table continues...*

Gesture	Action	Use
Pinch open	Touch the screen with the forefinger and thumb and move the fingers apart.	To enlarge an image.
Pinch close	Touch the screen with the forefinger and thumb held apart and then bring them together.	To shrink an image.

#### 1 Related Links

2 [Navigation](#) on page 16

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### 4 Menu

5 The Collaboration Station provides the following types of menus:

- 6 • Contextual menus that are specific to apps.
- 7 • Settings menu that provides personalization and configuration options for the device.

#### 8 Related Links

9 [Navigation](#) on page 16

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## 10 Using Help

### 11 Procedure

12 Perform one of the following actions to view the Help:

- 13 • Tap the Help icon on the Home screen or the Favorites Tray.
- 14 • Tap the All Apps menu in the Favorites Tray, and then tap the Help icon.
- 15 • Tap **Menu** of the respective app, and then tap **Help**.

#### 16 Related Links

17 [Avaya H175 Video Collaboration Station overview](#) on page 12

# Chapter 3: Setting up H175 Video Collaboration Station

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## Hardware setup and login

This section describes the components of the Collaboration Station and how to assemble the components and log in to the device.

### Related Links

- [Packaged components](#) on page 36
- [Physical layout](#) on page 37
- [Connectors and controls](#) on page 38
- [Connecting the Collaboration Station to the network](#) on page 39
- [Connecting a wired handset](#) on page 40
- [Mounting and connecting the camera](#) on page 40
- [Logging in and logging out](#) on page 41
- [Locking and unlocking](#) on page 41
- [Tilting the display](#) on page 42

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## Packaged components

Ensure that the package contains the following parts:

- The Collaboration Station base
- Ethernet cable
- Camera
- 2-meter USB 3.0 cable
- Cordless handset
- Two AAA rechargeable batteries

The package might also contain the following optional components:

- Wired handset with a handset cord
- Charging pins cover
- Power adapter and cord

### Related Links

1 [Hardware setup and login](#) on page 36

2

3 **Physical layout**



4

Number	Name
1	Camera
2	Message waiting indicator
3	Capacitive touch screen
4	Navigation panel
5	Video Block
6	Audio Mute
7	Volume Up
8	Volume Down

*Table continues...*

Number	Name
9	Dial pad
10	Headset
11	Speaker
12	Cordless handset

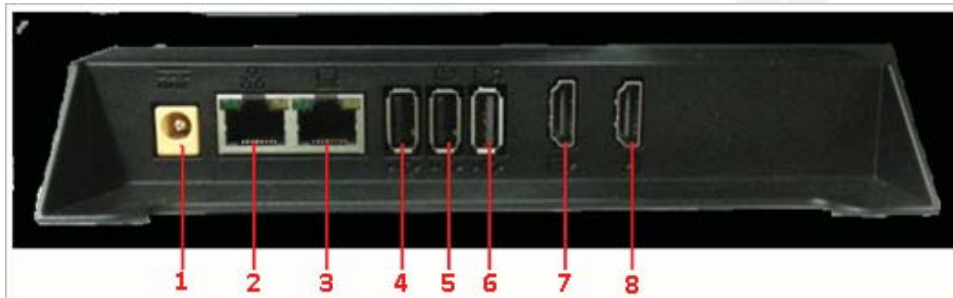
1 **Related Links**

2 [Hardware setup and login](#) on page 36

3 \_\_\_\_\_

4 **Connectors and controls**

5 **Rear Panel**



6

Number	Name
1	Power connector
2	RJ45 Gigabit Ethernet PoE connector
3	RJ45 Ethernet personal computer connector
4	USB 2.0 connector
5	USB 2.0 high-power gadget charging connector. As the port uses only the spare power, the charging speed may vary based on whether power supply is through AC, PoE, or SP-PoE.
6	USB camera connector
7	Digital video display out connector
8	Digital video display in connector

## 1 Side panel



2

Number	Name
1	USB 2.0 connector
2	USB 2.0 micro AB connector

## 3 Front panel



4

Number	Name
1	SD card slot that is currently not supported

## 5 Related Links

6 [Hardware setup and login](#) on page 36

7

## 8 Connecting the Collaboration Station to the network

### 9 Procedure

- 10 1. If your network does not have the 802.3at PoE specification, connect the power adapter to
- 11 the 48-V DC power connector at the back of the Collaboration Station and plug the power
- 12 adapter into an electrical outlet.
- 13 2. Plug one end of an Ethernet cable into the LAN connector at the back of the Collaboration
- 14 Station. Plug the other end into an available LAN port.

## 15 Related Links

1 [Hardware setup and login](#) on page 36

2

---

## 3 **Connecting a wired handset**

### 4 **About this task**

5 If you bought the Collaboration Station with a cordless handset and replacing the cordless handset  
6 with a wired handset, then you must cover the pins as described in this task. If you ordered the  
7 Collaboration Station with a wired handset, the charging pins are covered and you only need to  
8 connect the handset.

9 You cannot use the cordless handset if you connect a wired handset.

### 10 **Procedure**

- 11 1. Perform the following steps only if you are replacing the cordless handset with the wired  
12 handset, else skip the steps.
  - 13 a. From the back of the device, remove the screw that are below the charging pins  
14 bushing.
  - 15 b. Remove the charging pins unit.
  - 16 c. Remove the charging bushing plastic.
  - 17 d. Attach the blind bushing plastic cover from the top and secure it with a screw.
- 18 2. Plug non-spiral end of the handset cord into the handset connector on the Collaboration  
19 Station.
- 20 3. Plug the other end into the connector in the handset.
- 21 4. Disable the cordless handset.

### 22 **Related Links**

23 [Hardware setup and login](#) on page 36

24

---

## 25 **Mounting and connecting the camera**

### 26 **Procedure**

- 27 • For integrated mount:
  - 28 1. Position the camera on the Collaboration Station.
  - 29 2. Fold the camera leg and insert the camera latch in the twist lock at the back of the  
30 Collaboration Station.
  - 31 3. Plug one end of the camera cable into the camera connector of the Collaboration Station.  
32 Plug the other end into the connector in the camera.
- 33 • For external mount:
  - 34 1. Position the camera on the external monitor and open the camera leg to balance the  
35 camera properly.



2. Plug one end of the camera cable into the camera connector of the Collaboration Station. Plug the other end into the connector in the camera.
3. Plug one end of the video cable into the video display out connector of the Collaboration Station. Plug the other end into the video display in connector of the external monitor.


#### Related Links

- [Hardware setup and login](#) on page 36
- [Camera](#) on page 49

---

## Logging in and logging out

### Procedure

- To log in to the Collaboration Station:
  1. On the LOGIN screen, enter user name and password in the **Enter Extension** and **Enter Password** fields.
  2. Tap  **Login**.
- To log out of the Collaboration Station, perform one of the following actions:
  - In the presence panel of the Top Bar, tap **Logout**.
  - On the Home screen, tap the Logout app icon.

#### Related Links

- [Hardware setup and login](#) on page 36
- [Locking and unlocking](#) on page 41
- [Lock and Logout panel](#) on page 16


---

## Locking and unlocking

### About this task

You can lock your Collaboration Station if the locking feature is enabled for the device.

### Procedure

- To lock the Collaboration Station, perform one of the following actions:
  - In the presence panel of the Top Bar, tap **Lock**.
  - On the Home screen, tap the Lock app icon.
- To unlock the Collaboration Station:
  1. On the UNLOCK screen, enter password in the **Enter Password** field.
  2. Tap  **Unlock**.

#### Related Links

- 1 [Hardware setup and login](#) on page 36
- 2 [Logging in and logging out](#) on page 41
- 3 [Lock and Logout panel](#) on page 16

4

## Tilting the display

### Procedure

- 7 1. Press the screen lock button at the back of the display.
- 8 2. While pressing the button, tilt the display at the required angle.
- 9 3. Release the screen lock button to lock the display in position.

### Related Links

- 11 [Hardware setup and login](#) on page 36

## Virtual keyboard

13 The Collaboration Station displays a virtual keyboard when you tap a text box to enter data. In case  
14 you select multiple input languages, you can change between the languages through the virtual  
15 keyboard.



16

Number	Name	Description
1	Tab	Moves the cursor to the next field.
2	Number display	Displays the number pad and special characters.
3	Case change	Changes the case of the letters.
4	Hide keyboard	Hides the keyboard.
5	Next	Moves to the next text field.
6	Delete	Deletes any character before the current position of the cursor.

---

## 1 Cordless handset

2 The Collaboration Station supports a cordless handset that you can use within a close proximity of  
3 the device. The cordless handset uses the Digital Enhanced Cordless Telecommunications (DECT)  
4 protocol and supports Hearing Aid Compatibility.

5 You can use the cordless handset only if your country supports the DECT protocol and if your  
6 administrator enabled the cordless handset for you.

### 7 Related Links

8 [Cordless handset layout](#) on page 43

9 [Installing the cordless handset](#) on page 44

10 [Enabling and disabling the cordless handset](#) on page 44

11 [Pairing and re-pairing a cordless handset](#) on page 45

12 [Cordless handset notifications](#) on page 45

13 [Answering and ending a call](#) on page 46

14 [Charging the cordless handset battery](#) on page 46

15 [Enabling the cordless handset amplification](#) on page 46

16

---

## 17 Cordless handset layout



18

Number	Name
1	Mute
2	Volume up
3	Volume down
4	Battery slot
5	Charging pins
6	Call control

1 **Related Links**

2 [Cordless handset](#) on page 43

---

3

4 **Installing the cordless handset**

5 **Procedure**

6 1. Install the batteries in the battery slot.

7  **Danger:**

8 7 There is a risk of explosion if you use an incorrect type of battery.

9 2. Ensure that the administrator configured your country in the settings file.

10 3. Enable the cordless handset using any of the following methods:

- 11 • From the Collaboration Station when the device is up.
- 12 • From the settings file by asking the administrator.

13 4. Put the cordless handset in the cradle.

14 The Collaboration Station displays the battery level and the pairing information in the Top Bar.

15 **Related Links**

16 [Cordless handset](#) on page 43

---

17

18 **Enabling and disabling the cordless handset**

19 **About this task**

20 You can enable or disable the cordless handset only if your administrator configured the option for you.

21 **Procedure**

22 1. Go to the Settings screen.

2. Perform one of the following actions:

- To enable the cordless handset, tap **WIRELESS & NETWORKS > DECT > ON**.
- To disable the cordless handset, tap **WIRELESS & NETWORKS > OFF**.

#### Related Links

[Cordless handset](#) on page 43

---

## Pairing and re-pairing a cordless handset

### About this task

You can pair only one cordless handset with the Collaboration Station.

### Procedure

To pair or re-pair a cordless handset, put the handset on the cradle.

The Collaboration Station displays the pairing information in the Top Bar.

#### Related Links

[Cordless handset](#) on page 43

---

## Cordless handset notifications

The cordless handset provides the following notifications.

Cordless handset LED notifications	The <b>Call Control LED</b> flashes green to indicate an incoming call.
	The <b>Call Control LED</b> and <b>Mute LED</b> flashes red on a loss of signal.
	The <b>Mute LED</b> is steady red if the cordless handset is put on mute.
	The <b>Mute LED</b> flashes red if the battery is low.
Top Bar notifications	The six levels of battery level information: <ul style="list-style-type: none"> <li>• Charged</li> <li>• 75%-99%</li> <li>• 50%-74%</li> <li>• 25%-54%</li> <li>• 10%-24%</li> <li>• Low battery</li> </ul>
	The battery charging information.
	The cordless handset pairing information.
	The software upgrade progress information of the cordless handset in percentage.

*Table continues...*

Audio notifications	During a low signal strength when you are about to lose connectivity.
	During the low battery.

1 **Related Links**

2 [Cordless handset](#) on page 43

---

3  
4 **Answering and ending a call**

5 **Procedure**

- 6 • To answer a call, perform one of the following actions:
- 7 - Press **Call control** if the handset is out of the cradle.
- 8 - Lift up the handset if the handset is in the cradle.
- 9 • To end a call, perform one of the following actions.
- 10 - Press **Call control**.
- 11 - Return the handset to the cradle.

12 **Related Links**

13 [Cordless handset](#) on page 43

---

14  
15 **Charging the cordless handset battery**

16 **Procedure**

17 Put the handset on the cradle.

18 The Collaboration Station displays the charging information in the Top Bar.

19 **Related Links**

20 [Cordless handset](#) on page 43

---

21  
22 **Enabling the cordless handset amplification**

23 **About this task**

24 Perform this task to increase the volume level of the cordless handset.

25 **Before you begin**

26 **Procedure**

- 27 1. Go to the Settings screen.
- 28 2. Tap **SYSTEM > Accessibility > Amplified Wireless handset > ON**.
- 29 3. Select the **Set volume level in amplified mode to nominal when all calls end** check box
- 30 to return the voice level to normal when the call ends.

## 1 Related Links

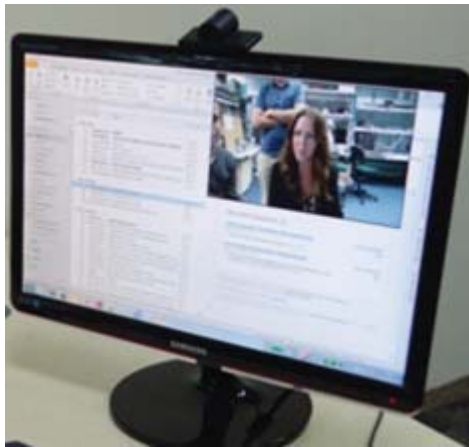
2 [Cordless handset](#) on page 43

---

## 3 External monitor

4 The Avaya H175 Video Collaboration Station has a capability to display video calls on an external  
5 monitor. You can also you connect the Collaboration Station to your personal computer and external  
6 monitor in such a way that your computer desktop and video calls are projected on the external  
7 monitor. To support this capability, the Collaboration Station has:

- 8 • A digital display video output connector that is capable of supporting monitors with an HDMI,  
9 DVI, or Displayport++ interface
- 10 • A digital display video input connector that is capable of supporting computers with an HDMI,  
11 DVI-D/I, or Displayport++ interface



12  
13 Collaboration Station supports HDMI 1.2 specification with:

- 14 • Maximum resolution of 1920x1200 @ 60Hz
- 15 • 60Hz and 59.94 progressive-scan refresh rates
- 16 • Pass-through latency of less than 50ms
- 17 • 2 channels 16-bit LPCM with 32kHz, 44.1kHz or 48kHz sampling rates
- 18 • sRGB or custom RGB color space

## 19 Related Links

20 [Connecting the Collaboration Station to an external monitor and a computer](#) on page 48

21 [Viewing video windows on an external monitor](#) on page 48

22 [Changing the size and location of a video window](#) on page 49

---

## Connecting the Collaboration Station to an external monitor and a computer

### About this task

You can connect the Collaboration Station with an external monitor and your computer. When connected this way, the Collaboration Station can project the computer desktop and video calls on the external display. The video is overlaid on the computer desktop so that you can continue working while attending the call.

If you are viewing video on the external monitor, place the camera on top of the monitor for better a better eye contact perception.

### Before you begin

Ensure that you have two video cables depending on the video capabilities of your computer and the external monitor.

### Procedure

1. To connect the computer and the Collaboration Station, plug one end of the appropriate video cable into the connector of the computer and the other end into the digital display video input connector of the Collaboration Station .
2. To connect the external monitor and the Collaboration Station, plug one end of the appropriate video cable into the digital display video output connector of the Collaboration Station and the other end into the connector of the external monitor.

### Related Links

[External monitor](#) on page 47

---

## Viewing video windows on an external monitor

### Before you begin

Ensure that your Collaboration Station is connected to an external monitor.

### Procedure

While on the video call, tap  **Extend To Monitor**.

The Collaboration Station transfers the video to the monitor and displays the video transmission message in the video call container.

### Related Links

[External monitor](#) on page 47

[Video call management](#) on page 92



---

## 2 Changing the size and location of a video window

### 3 About this task

4 You can change:

- 5 • The location of the self-view window on an external monitor
- 6 • The video window layout on an external monitor
- 7 • The video window layout of a conference call

8 You can select a layout by tapping the **Video Layout Option** control. Alternatively, you can tap and  
9 hold any of the video windows and select **Layout options** from the menu that the Collaboration  
10 Station displays.

### 11 Procedure

- 12 1. In the video call container, tap the **Video Layout Option** control.
- 13 2. Perform one of the following actions:
  - 14 • To change the location of the self-view window on an external monitor, tap **Self view**.
  - 15 • To change the location of video windows on an external monitor, tap **External display**.
  - 16 • To change the location of video windows in a conference call, tap **Conference**.
- 17 3. Tap the appropriate layout.

### 18 Related Links

19 [External monitor](#) on page 47

20 [Video call management](#) on page 92

21 [Video call container](#) on page 93

---

## 22 Camera

23 The Collaboration Station comes with an H100 HD camera with the following specifications:

- 24 • Bright, F2.0 lens
- 25 • Video resolution up to of 1080p30
- 26 • Focus range of 40 cm to 3 m
- 27 • 1/3 inches CMOS sensor and advanced ISP
- 28 • Horizontal field view up to 70 degrees
- 29 • Mechanical privacy shutter
- 30 • Manual tilt mechanism
- 31 • Activity LED

- 1 • Integrated or external monitor mount



2

Number	Name	Description
1	Foldable camera leg	Provides support when mounted on the Collaboration Station or an external monitor.
2	Latch	Anchors the camera when mounted on the Collaboration Station.
3	Shutter	Covers the camera lens.
4	Shutter lever	Opens or covers the camera lens.

3 **Related Links**

- 4 [Camera mount](#) on page 50
- 5 [Mounting and connecting the camera](#) on page 40
- 6 [Camera LED states](#) on page 52
- 7 [Camera notifications](#) on page 52

8

9 **Camera mount**

10 The camera supports the following mount options:

- 11 • Integrated mount
- 12 • External mount

13 **Integrated mount**

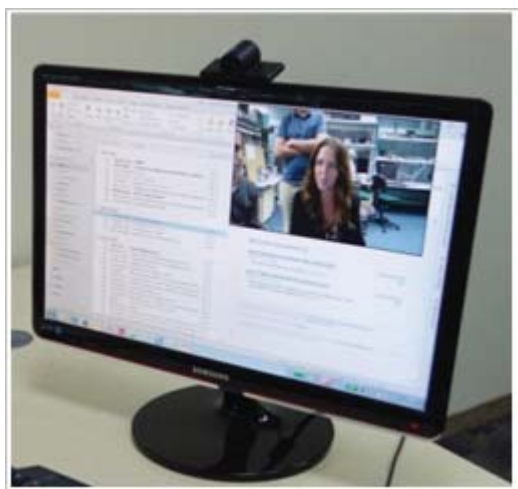
14 The camera is mounted on the Collaboration Station itself. The following image shows the camera  
 15 mounted on the Collaboration Station.



1

## 2 External mount

3 The camera can be mounted on an external monitor so that the user can view the video calls on the  
4 connected monitor. The following image shows the camera mounted on an external monitor.



5

## 6 Related Links

7 [Camera](#) on page 49

8

---

## 9 Mounting and connecting the camera

### 10 Procedure

11 • For integrated mount:

- 12 1. Position the camera on the Collaboration Station.
- 13 2. Fold the camera leg and insert the camera latch in the twist lock at the back of the  
14 Collaboration Station.
- 15 3. Plug one end of the camera cable into the camera connector of the Collaboration Station.  
16 Plug the other end into the connector in the camera.

1 • For external mount:

- 2 1. Position the camera on the external monitor and open the camera leg to balance the  
3 camera properly.
- 4 2. Plug one end of the camera cable into the camera connector of the Collaboration Station.  
5 Plug the other end into the connector in the camera.
- 6 3. Plug one end of the video cable into the video display out connector of the Collaboration  
7 Station. Plug the other end into the video display in connector of the external monitor.

8 **Related Links**

9 [Hardware setup and login](#) on page 36

10 [Camera](#) on page 49

---

12 **Camera LED states**

13 The front panel of the camera contains a red LED that turns on when the camera is capturing  
14 pictures. The LED has the following states.

State	Description
Off	Camera is not connected or video is blocked.
Steady on	Camera is operating and capturing live video.
Blink	Camera is powered up and the Collaboration Station is performing the camera software update.

15 **Related Links**

16 [Camera](#) on page 49

---

18 **Camera notifications**

19 The camera provides the following notifications on the Top Bar.

Notification	Description
Camera update in progress	Indicates that camera upgrade has started.
Incorrect camera connection	Indicates that the camera is connected to the wrong port.
Unsupported device on the camera port	Indicates that an unsupported device is connected to the camera port.
Camera firmware required	Indicates that the camera software upgrade is required but can start only when the call in progress ends.

20 **Related Links**

21 [Camera](#) on page 49

# Chapter 4: Call management

You can use the Communication app to manage incoming and outgoing calls. Some of the tasks that you can perform using the Communication app are:

- Make audio or video calls
- Answer audio or video calls
- View Contacts, Recents, and Favorites lists
- Start conferences

## Related Links

- [Navigating to the Communication screen](#) on page 54
- [Communication app screens](#) on page 22
- [Communication containers](#) on page 24
- [Types of communication containers](#) on page 25
- [Making an emergency call](#) on page 62
- [Precall operations](#) on page 62
- [Mid-call operations](#) on page 66
- [Outgoing call management](#) on page 70
- [Incoming call management](#) on page 76
- [Monitoring features](#) on page 78
- [Navigating to the Monitored Extensions screen](#) on page 79
- [Monitored Extensions screens](#) on page 80
- [Bridged Call Appearance](#) on page 81
- [Team Button](#) on page 84
- [Busy Indicator](#) on page 84
- [Calling a monitored extension whose busy status is tracked](#) on page 85
- [Group Pickup](#) on page 85
- [Speed dialing to a monitored station](#) on page 86
- [Assigning a ringtone to a monitored station](#) on page 86
- [Voice mail](#) on page 87

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# 1 Navigating to the Communication screen

## 2 Procedure

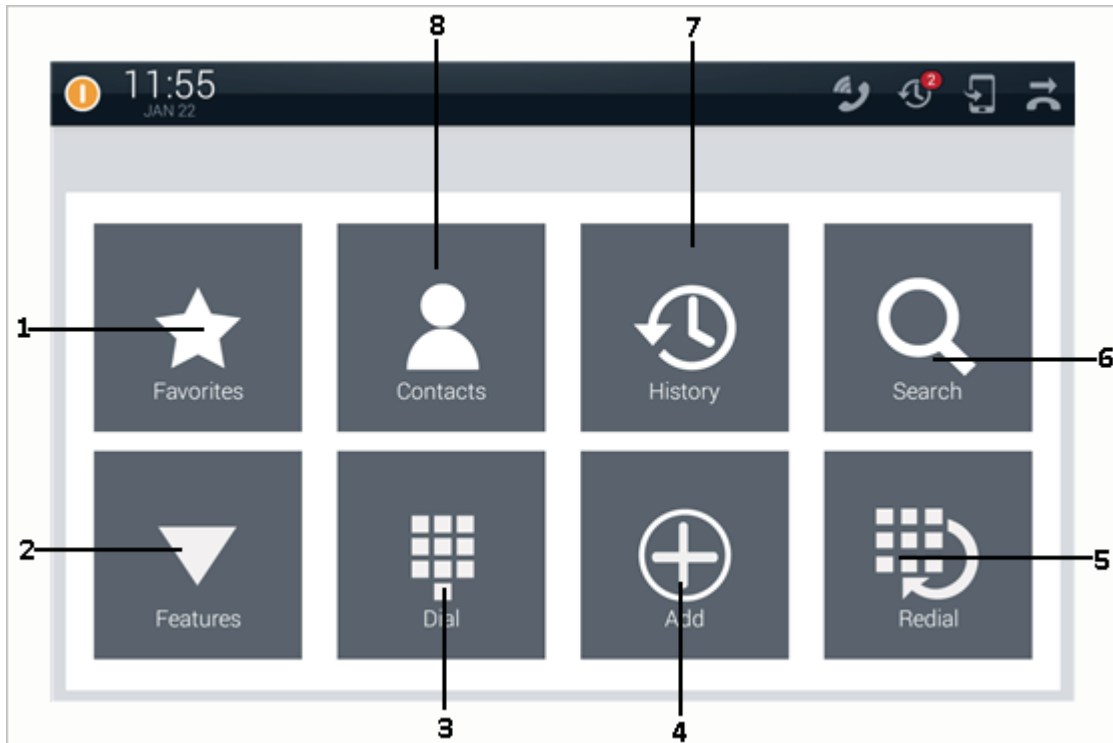


## 3 Related Links

4 [Call management](#) on page 53

# 1 Communication app screens

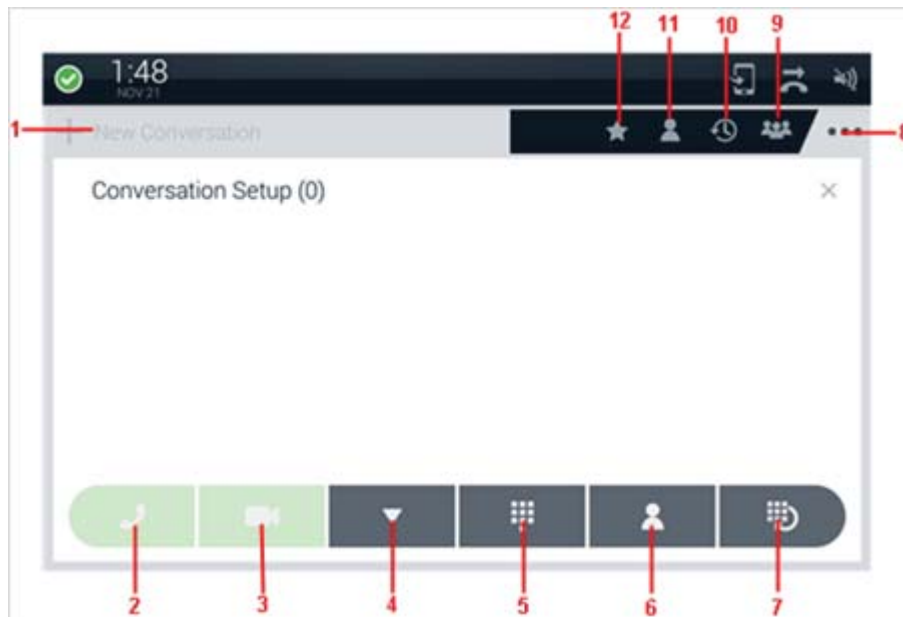
## 2 Idle Communication screen



3  
4 The idle Communication screen displays the Launch Panel that contains the following icons for  
5 quick access to basic functions and features of the Communication app.

Number	Name	Description
1	<b>Favorites</b>	Displays the Favorites list in the overlay mode.
2	<b>Features</b>	Displays the Precall features menu.
3	<b>Dial</b>	Opens a new call container, and displays the Input Panel.
4	<b>Add</b>	Displays the Add New Contact screen.
5	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.
6	<b>Search</b>	Displays the Contacts Search screen in the full-screen mode.
7	<b>History</b>	Displays the Recents list in the overlay mode.
8	<b>Contacts</b>	Displays the Contacts list in the overlay mode.

1 **Precall Communication screen**

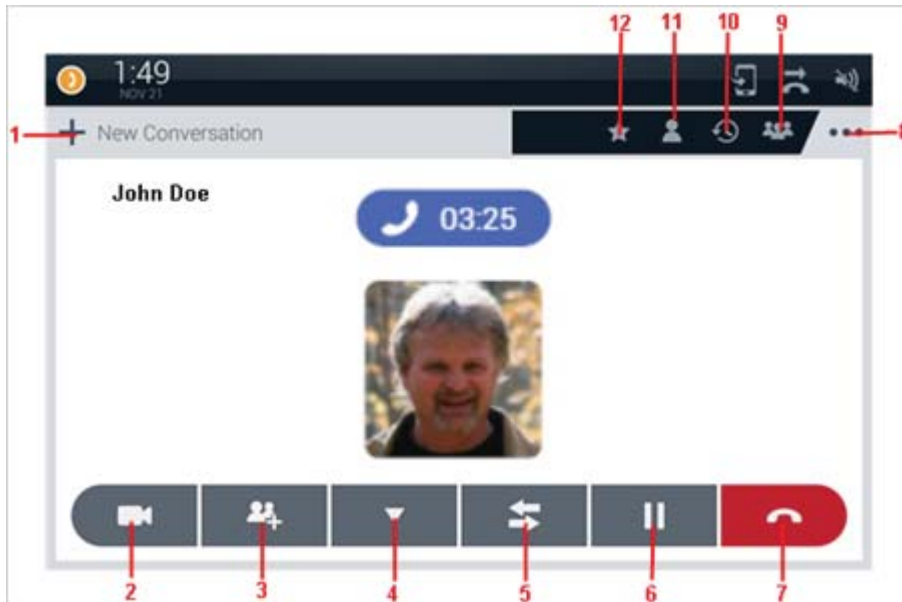


2

Number	Name	Description
1	<b>New Conversation</b>	Opens a new conversation container.
2	<b>Audio Call</b>	Starts an audio call.
3	<b>Video Call</b>	Starts a video call or promotes an audio call to a video call.
4	<b>Precall Features</b>	Displays the Precall Features menu.
5	<b>Dial Pad</b>	Displays the Input Panel.
6	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
7	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.
8	<b>Menu</b>	Displays the Phone menu.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Recents</b>	Displays the Recents list in the overlay mode.
11	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
12	<b>Favorites</b>	Displays the Favorites list in the overlay mode.



1 **Mid-call Communication screen**



2

Number	Name	Description
1	<b>New Conversation</b>	Opens a new conversation container.
2	<b>Video Call</b>	Starts a video call or promotes an audio call to a video call.
3	<b>Add Contact</b>	Adds a contact to the current call.
4	<b>Mid Call Features</b>	Displays the Mid-call Features menu.
5	<b>Transfer</b>	Transfers the call to the required number.
6	<b>Hold</b>	Puts the call on hold.
7	<b>End Call</b>	Ends the call.
8	<b>Menu</b>	Displays the Phone menu.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Recents</b>	Displays the Recents list in the overlay mode.
11	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
12	<b>Favorites</b>	Displays the Favorites list in the overlay mode.

3 **Related Links**

4 [Call management](#) on page 53

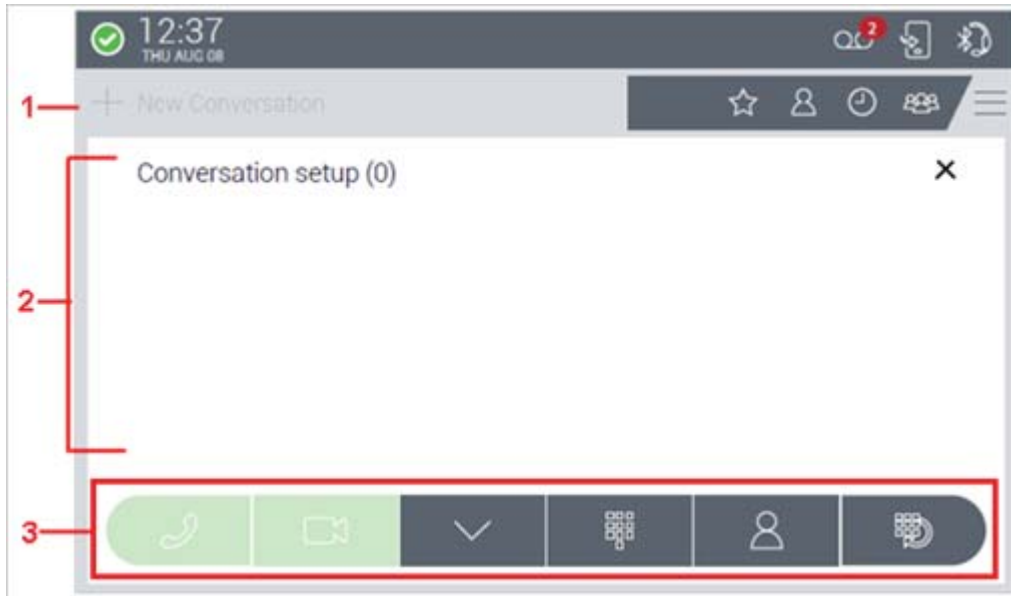
---

5 **Communication containers**

6 Communication containers are rectangular regions in the Communication screen that represent  
 7 conversation sessions or calls.

- 1 Containers provide the following information:
- 2 • List of participants.
- 3 • Call states, such as active call or call on hold.
- 4 • Controls for starting and managing calls.

5 **Parts of a container**



6

Number	Name	Description
1	Header	Displays an icon to indicate the call type. Header of an active call container displays the call state and media indicators, a label, call duration, call quality indicator, and optional icons for container management.
2	Body	Displays contact cards of participants. A contact card includes the image, name, and phone number of a participant.
3	Controls	Displays options for starting audio or video calls and setting precall or mid-call features.

7 **States of a container**

8 A container can be in one of the following states:

- 9 • Open: Displays the header and body.
- 10 • Closed: Displays only the header.

11 **Related Links**

12 [Call management](#) on page 53

# 1 Types of communication containers

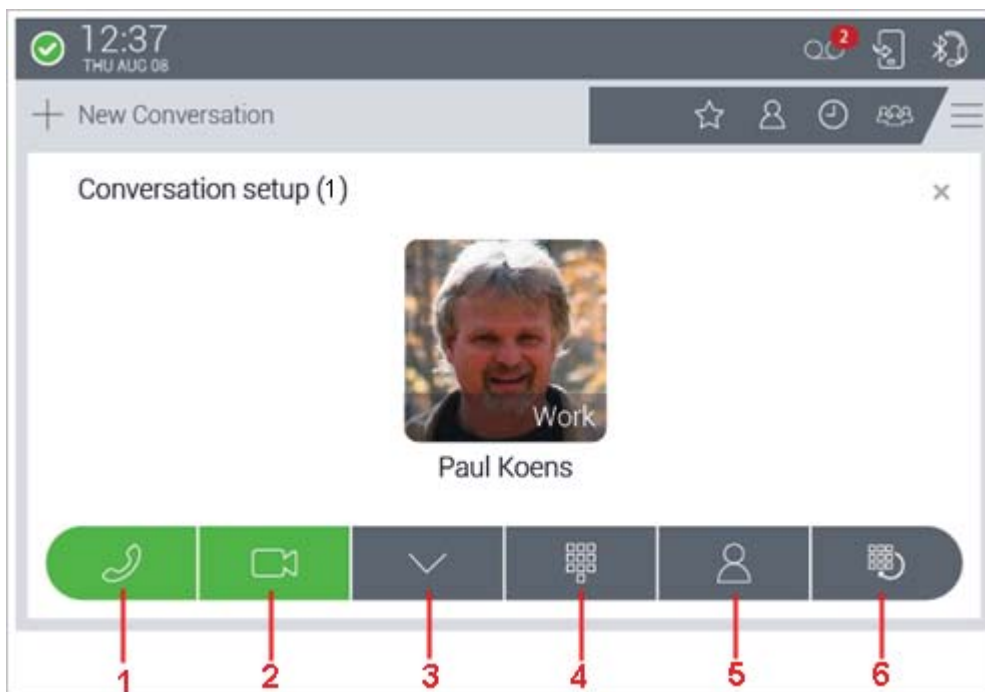
2 Communication containers are of the following types:

- 3 • New call container
- 4 • Active call container
- 5 • Call on hold container

## 6 New call container

7 A new call container provides:

- 8 • A location to add call participants.
- 9 • Controls for starting audio or video calls and setting precall features.



10

Number	Name	Description
1	<b>Audio Call</b>	Starts an audio call.
2	<b>Video Call</b>	Starts a video call.
3	<b>Precall Features</b>	Displays the precall menu.
4	<b>Dial Pad</b>	Displays the soft dial pad.
5	<b>Contacts</b>	Displays the Contacts list.
6	<b>Redial</b>	Displays the Input Panel with the last dialed number or the Recents list.

## 11 Active call container

12 An active call container displays:

- 13 • Contact cards of participants in the container body.

## Call management

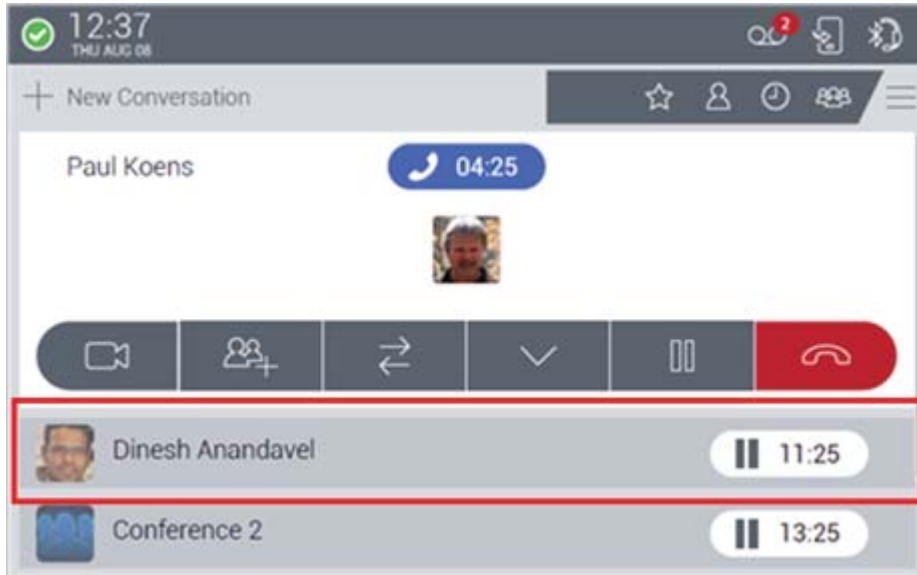
- 1 • An active call icon, a call duration indicator, icons for call state information, and a call quality indicator in the container header. The Collaboration Station displays the call quality indicator only when the call quality deteriorates.



Number	Name	
1	<b>Call Details Area</b>	Displays the call type icon, call duration, and call quality indicator.
2	<b>Contact Card</b>	The contact card of the called person.
3	<b>End Call</b>	Ends the call.
4	<b>Hold</b>	Puts the active call on hold.
5	<b>Mid Call Features</b>	Displays the mid-call menu.
6	<b>Transfer</b>	Transfers the active call.
7	<b>Add Participant</b>	Adds another contact to an active call.
8	<b>Video Call</b>	Starts a video call.

### 5 **Call on hold container**

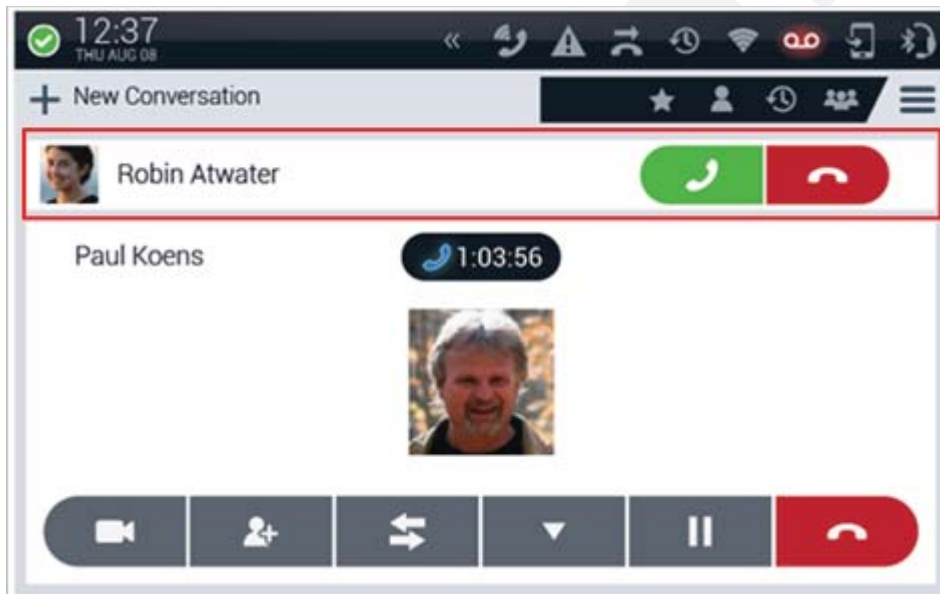
- 6 A call on hold container contains an on-hold call. A call on hold container displays the call on hold icon and the call hold timer in the header. The Collaboration Station displays a call on hold container
- 7 in a closed state.



1

## 2 Ringing call container

3 A ringing call container contains an ignored call and displays controls to answer or reject the call.  
 4 The Collaboration Station displays a ringing call container in a closed state.



5

## 6 Related Links

7 [Call management](#) on page 53

---

## 1 Making an emergency call

### 2 About this task

3 If your administrator configured emergency calling for your Collaboration Station, you can make a  
4 call to immediately connect to a preset emergency services number. You can make an emergency  
5 call when your Collaboration Station is in the logged out or locked state. The Collaboration Station  
6 provides the following types of emergency dialing:

- 7 • Auto dial: Automatically dials a preconfigured number
- 8 • Manual dial: Provides the facility to manually dial the number

### 9 Procedure

- 10 1. On the LOGIN or the UNLOCK screen, tap **Emergency call** in the lower-right corner.
- 11 2. Perform one of the following actions:
  - 12 • Tap **Auto - Dial** to automatically dial a preconfigured emergency number.
  - 13 • Tap **Manual Dial** to manually dial the emergency number.

### 14 Related Links

15 [Call management](#) on page 53

---

## 16 Precall operations

17 The Collaboration Station provides a menu of precall features that you can apply to outgoing calls:

- 18 • Call Unpark
- 19 • Exclusion
- 20 • Priority Call
- 21 • Block Calling Party Info
- 22 • Unblock Calling Party Info
- 23 • Whisper Page
- 24 • Auto Intercom
- 25 • Dial Intercom

26 The precall menu is available in the new call container or in the Launch Panel of the idle  
27 Communication screen.

28 Your Collaboration Station displays only those precall menu options that your administrator  
29 configured for you.

### 30 Related Links

31 [Call management](#) on page 53

32 [Whisper Page](#) on page 63

- 1 [Sending a whisper page](#) on page 63
- 2 [Blocking and unblocking your caller information](#) on page 64
- 3 [Calling an intercom group member](#) on page 64
- 4 [Making a priority call](#) on page 65
- 5 [Unparking a call](#) on page 65

---

## 7 Whisper Page

8 Use Whisper Page to interrupt a call for making an announcement to a contact. When you use  
9 Whisper Page:

- 10 • Only the paged contact can hear you. Other participants cannot hear you, and you also cannot  
11 hear them. However, other participants on the call hear the whisper page notification tone.
- 12 • If a paged contact is not in a call, the Collaboration Station converts the whisper page to a  
13 priority call that overrides any active call redirection feature.
- 14 • If a paged contact is in a call, the active call container of the contact becomes a whisper page  
15 container.
- 16 • If a paged contact call is on the speaker, the Collaboration Station plays the whisper message  
17 on the speaker.
- 18 • Participants on bridged appearances of the paged contact hear the whisper page notification,  
19 but only the paged contact hears the announcement.

### 20 Related Links

- 21 [Precall operations](#) on page 62
- 22 [Sending a whisper page](#) on page 63

---

## 24 Sending a whisper page

### 25 Procedure

- 26 1. Go to the Communication screen.
- 27 2. Tap **New Conversation**.
- 28 3. Tap **Precall Features**.
- 29 4. Tap **Whisper Page**.
- 30 5. Enter the number of the contact.
- 31 6. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to  
32 start the call.

### 33 Related Links

- 34 [Precall operations](#) on page 62
- 35 [Whisper Page](#) on page 63

---

## Blocking and unblocking your caller information

### About this task

By default, the Collaboration Station displays your name and number to the called person during outgoing calls. Use Block Calling Party Info to prevent the information display for a particular call.

The administrator can also configure the Collaboration Station to prevent the information display for all outgoing calls. In this case, use Unblock Calling Party Info to display the information for a particular call.

### Procedure

1. Go to the Communication screen.
2. Tap **New Conversation**.
3. Tap **Precall Features**.
4. Perform one of the following actions:
  - To block the information display, tap **Block Calling Party Info..**  
The Collaboration Station displays the message `Your Caller Id will be blocked.`
  - To unblock the information display, tap **Unblock Calling Party Info..**

### Related Links

[Precall operations](#) on page 62

---

## Calling an intercom group member

### About this task

If you are a part of an intercom group, you can use:

- Auto Intercom to call a specific person in the intercom group with a dedicated one-touch dial option.
- Dial Intercom to call any person in the intercom group with a dial code number that the administrator assigned to that person.

### Procedure

- To make a call to a specific person in an intercom group:
  1. Go to the Communication screen.
  2. Tap **New Conversation**.
  3. Tap **Precall Features**.
  4. Tap the appropriate **Auto Intercom** option.
- To make a call to any one person in an intercom group:
  1. Go to the Communication screen.



- 1           2. Tap **New Conversation**.
- 2           3. Tap **Precall Features**.
- 3           4. Tap the appropriate **Dial Intercom** option.
- 4           5. In the Dial Intercom panel, enter the dial code.
- 5           6. Tap **OK**.

#### 6 **Related Links**

7    [Precall operations](#) on page 62

---

## 9 **Making a priority call**

### 10 **About this task**

11 Use the Priority Calling feature to provide a distinct ringing alert to the called person.

### 12 **Procedure**

- 13           1. Go to the Communication screen.
- 14           2. Tap **New Conversation**.
- 15           3. Tap **Precall Features**.
- 16           4. Tap **Priority Call**.

17           The Collaboration Station displays the This will be a priority call message.

- 18           5. Make a call to the required contact.

#### 19 **Related Links**

20    [Precall operations](#) on page 62

---

## 22 **Unparking a call**

### 23 **About this task**

24 Use the following procedure to unpark a call that you parked on another Collaboration Station.

### 25 **Procedure**

- 26           1. Go to the Communication screen.
- 27           2. Tap **New Conversation**.
- 28           3. Tap **Precall Features**.
- 29           4. Tap **Unpark Call**.
- 30           5. In the Unpark Call panel, enter the extension on which the call is parked.
- 31           6. Tap **OK**.

32           The Collaboration Station unparks the call and displays it as an active call.

## 1 Related Links

2 [Precall operations](#) on page 62

---

## 3 Mid-call operations

4 The Collaboration Station provides a menu of mid-call features that you can apply to active calls:

- 5 • Automatic Call Back
- 6 • Call Park
- 7 • Exclusion
- 8 • Extend Call
- 9 • Malicious Call Trace
- 10 • One Touch Recording
- 11 • Transfer To Voicemail

12 Your Collaboration Station displays only those options that your administrator configured for you.

## 13 Related Links

14 [Call management](#) on page 53

15 [Muting and unmuting a call](#) on page 66

16 [Putting and resuming a call on hold](#) on page 67

17 [Parking a call](#) on page 67

18 [Setting Auto Call Back](#) on page 67

19 [Excluding others from bridging on to your call](#) on page 68

20 [Extending a call to your mobile phone](#) on page 68

21 [Turning Malicious Call Trace on or off](#) on page 69

22 [Starting and stopping a call recording](#) on page 69

23 [Transferring a call](#) on page 69

24 [Transferring a call to voice mail](#) on page 70

---

## 26 Muting and unmuting a call

### 27 About this task

28 When you mute an active call, the contacted person cannot hear you. When the call is on mute, the  
29 Collaboration Station:

- 30 • Prevents audio transmission for all calls. For example, if you resume a call when mute is on,  
31 the resumed call remains on mute.
- 32 • Unmutes the call when you change to another audio device. For example, if mute is on while  
33 you are on a headset, lifting up the handset unmutes the call.

## 1 Procedure

2 To mute or unmute a call, press **Audio Mute**.

---

## 4 Putting and resuming a call on hold

### 5 Procedure

- 6 • To put a call on hold, tap **Hold**.

7 The Collaboration Station puts the active call on hold, changes the state of the active container  
8 to closed, and show a timer that indicates how long the call has been on hold.

- 9 • To resume an on-hold call, tap the container of the held call.

10 The Collaboration Station puts any active call on hold and resumes the selected call.

---

## 12 Parking a call

### 13 Before you begin

14 Use Call Park to put a call on hold on your Collaboration Station and retrieve the call on any other  
15 phone registered to the same or a different extension. When you park a call, the Collaboration  
16 Station displays a call park notification in the Top Bar followed by a Call Park icon.

17 If you end the call from the Collaboration Station, the Top Bar removes the call container, but the  
18 call remains parked and available for retrieval on any other Collaboration Station. You can park only  
19 one call at one time.

### 20 Procedure

- 21 1. During the call, tap **Mid Call Features**.
- 22 2. Tap **Unpark Call**.

### 23 Related Links

24 [Mid-call operations](#) on page 66

---

## 26 Setting Auto Call Back

### 27 About this task

28 Set Auto Call Back if you call a person and hear a busy tone or the called contact is away. When  
29 you set Auto Call Back, the Collaboration Station alerts you with a call when the called contact is  
30 available. If you answer the call, the Collaboration Station plays a call back tone to you and then  
31 calls the other contact.

32 The Collaboration Station deactivates Auto Call Back if the call back does not occur within 30  
33 minutes or you do not answer the Auto Call Back call.

## 1 Procedure

- 2 1. While the call is ringing or you hear the busy, tap **Mid Call Features**.
- 3 2. Tap **Auto Call Back**.

4 The Collaboration Station sets Auto Call Back and displays a confirmation message in the  
5 Top Bar.

## 6 Related Links

7 [Mid-call operations](#) on page 66

---

## 9 Excluding others from bridging on to your call

### 10 About this task

11 You can use Exclusion to:

- 12 • Prevent a person from bridging on to a call.
- 13 • Drop a person who is bridged on to a call.

### 14 Procedure

- 15 • To prevent a person from bridging on to a call:
  - 16 1. Go to the Communication screen.
  - 17 2. Tap **Pre-call Features**.
  - 18 3. Tap **Exclusion**.
- 19 • To drop a person who is bridged on to a call:
  - 20 1. During the call, tap **Mid Call Features**.
  - 21 2. Tap **Exclusion**.

## 22 Related Links

23 [Bridged Call Appearance](#) on page 81

---

## 25 Extending a call to your mobile phone

### 26 About this task

27 Use Extend Call to transfer an active call on your Collaboration Station to a preconfigured phone  
28 number.

### 29 Procedure

- 30 1. During the call, tap **Mid Call Features**.
- 31 2. Tap **Extend Call**.

32 The Collaboration Station transfers the call to a preconfigured phone number.

## 33 Related Links

1 [Mid-call operations](#) on page 66

2

---

## 3 **Turning Malicious Call Trace on or off**

### 4 **About this task**

5 Use Malicious Call Trace to trace a malicious call. On activating Malicious Call Trace, the  
6 Collaboration Station starts call tracing to provide caller identification.

### 7 **Procedure**

- 8 • To turn on Malicious Call Trace:
  - 9 1. During the call, tap **Mid Call Features**.
  - 10 2. Tap **Malicious Call Trace**.
- 11 • To turn off Malicious Call Trace, tap **Malicious Call Trace** again.

### 12 **Related Links**

13 [Mid-call operations](#) on page 66

14

---

## 15 **Starting and stopping a call recording**

### 16 **About this task**

17 Use One Touch Recording to record a call. The Collaboration Station saves the recorded call in your  
18 voicemail.

19 When recording is active, the active call container header displays a Record icon. One Touch  
20 Recording is unavailable for bridged calls.

### 21 **Procedure**

- 22 • To record a call:
  - 23 1. During the call, tap **Mid Call Features**.
  - 24 2. Tap **Record**.
- 25 • To stop recording, end the call or tap **Record** again.

### 26 **Related Links**

27 [Mid-call operations](#) on page 66

28

---

## 29 **Transferring a call**

### 30 **About this task**

31 You can transfer an active call to a:

- 32 • Contact

- 1 • Call on hold
- 2 • Number

### 3 **Procedure**

- 4 • To transfer a call to any contact:
  - 5 1. In the active call container, tap **Transfer**.
  - 6 The Collaboration Station puts the active call on hold and displays a new call container.
  - 7 2. In the new call container, make a call to the required contact.
  - 8 3. Tap **Complete Transfer** to transfer without announcing the call, or announce the call
  - 9 when the contact answers, and then tap **Complete Transfer**.
- 10 • To transfer a call to a call on hold:
  - 11 1. Select the held call.
  - 12 2. Tap **Complete Transfer**.

### 13 **Related Links**

14 [Transferring a call to voice mail](#) on page 70

---

## 16 **Transferring a call to voice mail**

### 17 **About this task**

18 You can transfer an active call to your voice mail. For bridged calls, the call is transferred to the  
19 voice mail of the bridged person.

### 20 **Procedure**

- 21 1. During the call, tap **Mid Call Features**.
- 22 2. Tap **Transfer to Voice Mail**.
- 23 3. In the confirmation dialog box, tap **Transfer**.

24 The Collaboration Station transfers the call and displays a confirmation message.

### 25 **Related Links**

26 [Voice mail](#) on page 87

27 [Transferring a call](#) on page 69

---

## 28 **Outgoing call management**

29 The Collaboration Station provides various methods to make calls to contacts, such as manual  
30 dialing or automatic dialing. This section describes those methods.

### 31 **Related Links**

- 1 [Call management](#) on page 53
- 2 [Dialing modes](#) on page 71
- 3 [Audio and video calls](#) on page 71
- 4 [Input Panel](#) on page 72
- 5 [Making an audio call](#) on page 73
- 6 [Making a video call](#) on page 74
- 7 [Redialing a number](#) on page 74
- 8 [Adding a participant to an active call](#) on page 75
- 9 [Calling the alternate number of a contact](#) on page 75
- 10 [Making a call while on another call](#) on page 75

11

---

## 12 Dialing modes

13 The Avaya H175 Video Collaboration Station supports two dialing modes:

- 14 • Manual: After you enter a number, you must manually start the call by tapping or pressing the
- 15 appropriate button. You can:
  - 16 - Edit the number that you enter.
  - 17 - Call multiple contacts.
  - 18 - Select the call media – audio or video.
- 19 • Automatic: After you enter a number, the Collaboration Station automatically starts the call .
- 20 You cannot select the call media because the Collaboration Station uses the default media to
- 21 make the call. You can:
  - 22 - Delete, but not edit, the number that you enter.
  - 23 - Call only one contact.

24 Automatic dial mode is the default mode.

### 25 Related Links

- 26 [Outgoing call management](#) on page 70
- 27 [Setting the dial mode](#) on page 139

28

---

## 29 Audio and video calls

30 You can make an audio or a video call from the:

- 31 • Hard dial pad
- 32 • Launch Panel
  - 33 - By selecting a contact from the Contacts list, Favorites list, or Recents list
  - 34 - By dialing a contact

35 You can also add video to an active audio call.

1 **Related Links**

2 [Outgoing call management](#) on page 70

3 [Making an audio call](#) on page 73

4 [Making a video call](#) on page 74

5 \_\_\_\_\_  
6 **Input Panel**

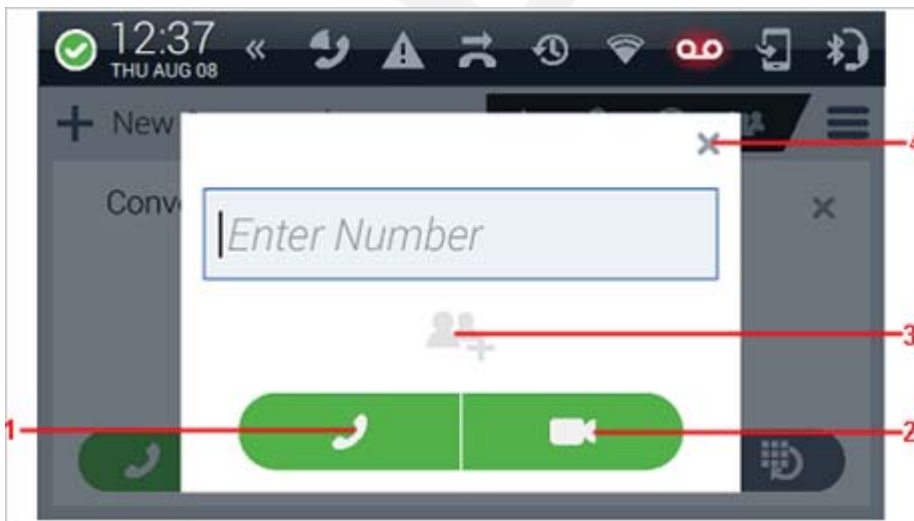
7 **Input Panel for the automatic dial mode**



8

9 In the automatic dial mode, the **Audio Call** and **Video Call** buttons become unavailable as soon as  
10 you enter a digit. You cannot select the call media. The Collaboration Station uses the media that is  
11 selected as the default outgoing mode.

12 **Input Panel for the manual dial mode**



13



Number	Name	Description
1	<b>Audio Call</b>	Starts an audio call.
2	<b>Video Call</b>	Starts a video call.
3	<b>Add Contact</b>	Adds the number that you entered to the call container.
4	<b>Cancel</b>	Closes the Input Panel.

## 1 Related Links

2 [Outgoing call management](#) on page 70

---

## 4 Making an audio call

### 5 About this task

6 To add the plus sign (+) at the beginning of the dial string for international calls, long press the zero  
7 key (0) or the or press the asterisk (\*) key twice.

### 8 Procedure

- 9 • To make a call from the hard dial pad:
  - 10 1. Enter the number from the hard dial pad.
  - 11 The Collaboration Station displays the Input Panel with the number that you entered.
  - 12 2. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to
  - 13 start the call.
- 14 • To make a call from the Contacts list, Favorites list, or Recents list:
  - 15 1. Go to the Communication screen.
  - 16 2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.
  - 17 3. Tap **One-touch Audio Dial** of the contact.
- 18 • To dial a contact:
  - 19 1. Go to the Communication screen.
  - 20 2. In the Launch Panel, tap **Dial**.
  - 21 3. Enter the number in the Input Panel.
  - 22 4. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to
  - 23 start the call.

## 24 Related Links

25 [Making a video call](#) on page 74

26 [Audio and video calls](#) on page 71

1

---

## 2 Making a video call

### 3 About this task

4 To add the plus sign (+) at the beginning of the dial string for international calls, long press the zero  
5 key (0) or the or press the asterisk (\*) key twice.

### 6 Procedure

- 7 • To make a call from the hard dial pad:

8 1. Enter the number from the hard dial pad.

9 The Collaboration Station displays the Input Panel with the number that you entered.

10 2. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to  
11 start the call.

- 12 • To make a call from the Contacts list, Favorites list, or Recents list:

13 1. Go to the Communication screen.

14 2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.

15 3. Tap **One-touch Video Dial** of the contact.

- 16 • To dial a contact:

17 1. Go to the Communication screen.

18 2. In the Launch Panel, tap **Dial**.

19 3. Enter the number in the Input Panel.

20 4. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to  
21 start the call.

### 22 Related Links

23 [Outgoing call management](#) on page 70

24 [Video call management](#) on page 92

25 [Making an audio call](#) on page 73

26 [Audio and video calls](#) on page 71

27

---

## 28 Redialing a number

### 29 About this task

30 You can configure your Collaboration to redial the last dialed number or display the Recents list from  
31 which you can select a number to dial.

### 32 Procedure

33 1. Redialing using the Launch Panel or a new call container:

34 a. Tap **Redial** in the Launch Panel or tap the **Redial** control in a new call container.

1 Depending on the redial mode, the Collaboration Station displays the Input Panel with  
2 the last dialed number or displays the Recents list.

- 3 b. Tap **Audio Call** or **Video Call** if the dial mode is set to manual, or wait for the  
4 Collaboration Station to initiate the call.

5 2. Redialing using the empty Input Panel:

- 6 a. Tap **Audio Call** or **Video Call**.

7 The Collaboration Station displays the last dialed number in the Input Panel.

- 8 b. Tap **Audio Call** or **Video Call** if the dial mode is set to manual or wait for the  
9 Collaboration Station to initiate the call.

10 **Related Links**

11 [Outgoing call management](#) on page 70

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12

## 13 Adding a participant to an active call

### 14 Procedure

- 15 1. In the active call container, tap **Add Participant**.

16 The Collaboration Station puts the active call on hold and displays a new call container.

- 17 2. In the new call container, make a call to the required contact.

- 18 3. When the contact answers the call, tap **Merge**.

19 The Collaboration Station merges the calls and starts a conference.

---

20

## 21 Calling the alternate number of a contact

### 22 Procedure

- 23 1. Go to the Contacts screen.

- 24 2. Tap the required contact.

25 The Collaboration Station displays the Contact Details screen.

- 26 3. Tap **One-touch Audio Dial** or **One-touch Video Dial** of the required alternate number.

---

27

## 28 Making a call while on another call

### 29 Procedure

- 30 1. Tap **New Conversation**.

- 31 2. In the new call container, tap the **Dial Pad** control.

- 32 3. Enter the number in the Input Panel.

- 1 4. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to
- 2 start the call.
- 3 When the contact answers the call, the Collaboration Station puts the previous call on hold
- 4 and makes the current call the active call.

## 5 Incoming call management

6 The Collaboration Station provides various ways in which you can manage your incoming calls,  
7 such as reject a call or ignore a call. This section describes those methods.

### 8 Related Links

- 9 [Call management](#) on page 53
- 10 [Incoming Call Panel](#) on page 76
- 11 [Answering a call](#) on page 77
- 12 [Ignoring a call](#) on page 77
- 13 [Rejecting a call](#) on page 77
- 14 [Answering a call while on another call](#) on page 78

## 16 Incoming Call Panel



Number	Name	Description
1	<b>Accept Call</b>	Answers the call in the default answering mode.
2	<b>Decline Call</b>	Rejects the call. The calling party hears busy tone.

*Table continues...*

Number	Name	Description
3	<b>Ignore Call</b>	Stops the audio alert. The Collaboration Station displays the ringing call container with the ignored call.

## 1 Related Links

2 [Incoming call management](#) on page 76

---

## 4 Answering a call

### 5 About this task

6 If your answering mode is set to audio, your video transmission is blocked when you answer a call.

### 7 Procedure

8 Perform one of the following actions:

- 9 • In the Incoming Call Panel, tap **Accept Call**.
- 10 • Press **Speaker** for hands free.
- 11 • Press **Headset** to receive the call on the headset.
- 12 • Press the **Call control** button of the wireless headset or the cordless handset.
- 13 • Lift up the wired handset.

---

## 15 Ignoring a call

### 16 About this task

17 Ignoring a call stops audio alerts. The Collaboration Station displays the ringing call container with  
18 the ignored call. Message Waiting Indicator continues to flash until the call is answered, rejected,  
19 ends, or is diverted.

### 20 Procedure

21 In the Incoming Call Panel, tap **Ignore Call**.

---

## 23 Rejecting a call

### 24 About this task

25 Rejecting a call stops audio and video alerts and ends the call.

### 26 Procedure

27 In the Incoming Call Panel, tap **Decline Call**.

1  
2  
3  
4  
5  
6

---

## Answering a call while on another call

### Procedure

In the Incoming Call Panel, tap **Accept Call**.

The Collaboration Station puts the current call on hold and displays an active call container for the new call.

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7

## Monitoring features

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Use the monitoring features to view the status of other Collaboration Stations and perform actions such as calling or answering calls for the monitored station. The Collaboration Station provides the following monitoring features:

- Team Button
- Busy Indicator
- Group Pickup
- Bridged Call Appearance

The Collaboration Station displays the monitoring features on the Monitored Extensions screen. Each monitoring feature displays the monitored stations and the following information:

- Image of the contact associated with the monitored station
- Status of the monitored station
- Redirection status in case of Team Button
- Action buttons based on the feature and the call state of the monitored station

The **Monitor** button on the Navigation Panel lights up if an administrator configures one or more monitoring features for your Collaboration Station. The **Monitor** button flashes when there is any activity on the monitored extension.

### Related Links

[Call management](#) on page 53

# 1 Navigating to the Monitored Extensions screen

## 2 Procedure

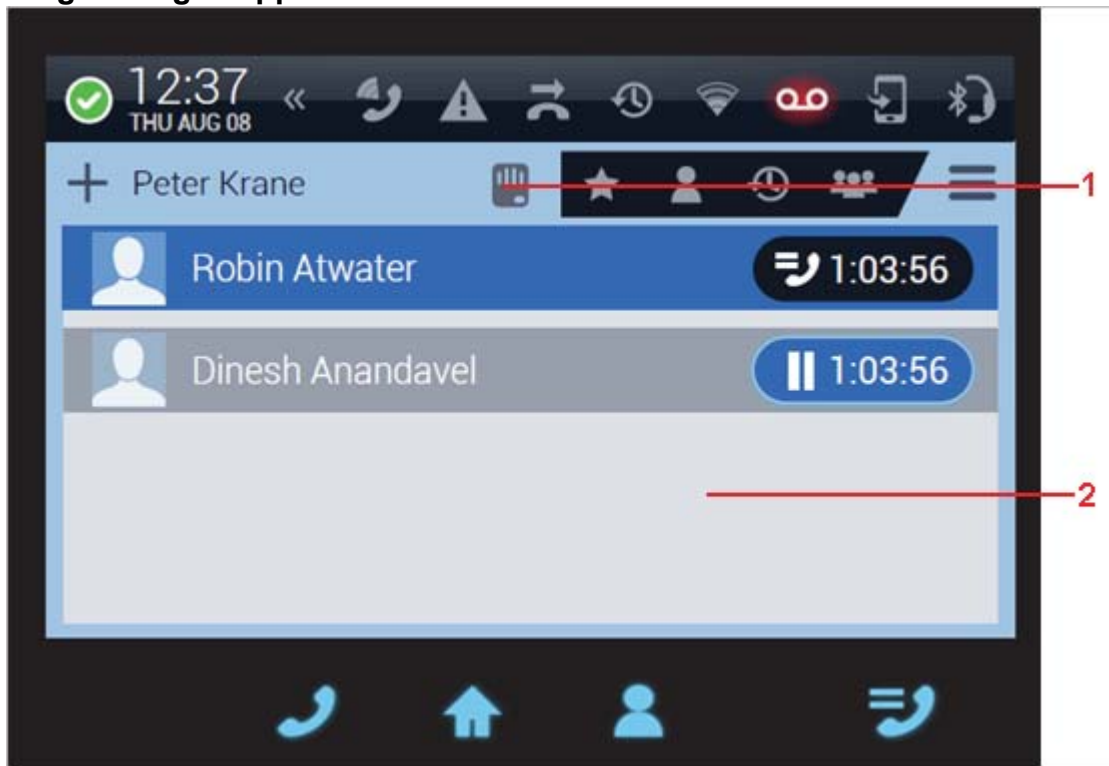


## 3 Related Links

4 [Call management](#) on page 53

# 1 Monitored Extensions screens

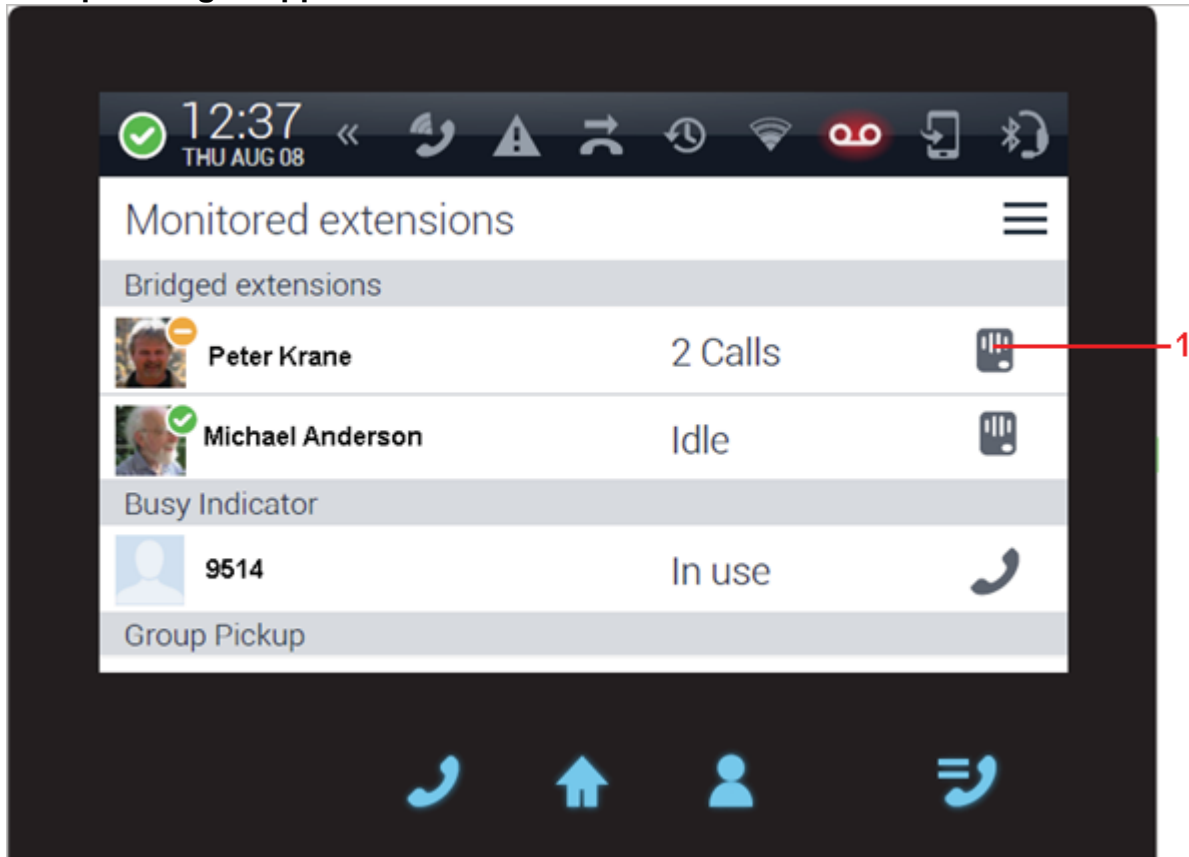
## 2 Single bridged appearance



Number	Name	Description
1	<b>Direct Call</b>	Places a call to the primary extension.
2	Communication screen	The Communication screen of the primary extension.



## 1 Multiple bridged appearances



2

Number	Name	Description
1	Direct Call	Places a call to the primary extension.

### 3 Related Links

4 [Call management](#) on page 53

## 5 Bridged Call Appearance

6 Your administrator can configure one or more call appearances on your Collaboration Station to  
 7 show a call appearance of another station. The call appearance of the other Collaboration Station  
 8 that is configured on your Collaboration Station is called Bridged Call Appearance.

9 If an administrator configured a bridged call appearance on your Collaboration Station, you can:

- 10 • View the status of any non-idle bridge appearance of the primary extension.
- 11 • Answer calls for a bridged call appearance.
- 12 • Join an in-progress call on a bridged call appearance.

1 For example, if the Collaboration Station of a secretary is configured to bridge on to the extension of  
2 a boss, the secretary can:

- 3 • View calls coming on the extension of the boss.
- 4 • Answer or make calls for the boss. The calling person sees that the call is answered or made  
5 from the extension of the boss.
- 6 • Join a call that the boss is already active on.

7 The Collaboration Station displays the Bridged Call Appearance information on the Monitored  
8 Extensions screen in the Bridged Extensions group. Each Bridged Call Appearance has a separate  
9 row and includes the following information:

- 10 • Image of the contact associated with the monitored station
- 11 • Status of the monitored station
- 12 • Action button

### 13 Related Links

- 14 [Call management](#) on page 53
- 15 [Answering a call on a Bridged Call Appearance](#) on page 82
- 16 [Making a call from a Bridged Call Appearance](#) on page 82
- 17 [Joining a call on a Bridged Call Appearance](#) on page 83
- 18 [Excluding others from bridging on to your call](#) on page 68

---

## 20 Answering a call on a Bridged Call Appearance

### 21 Procedure

- 22 • If the Incoming Call Panel display for bridged calls is on:
  - 23 On the Incoming Call Panel, tap **Accept Call**.
  - 24 The Collaboration Station displays the Communication screen of the bridged extension  
25 with the answered call.
- 26 • If the Incoming Call Panel display for bridged calls alert is turned off:
  - 27 1. Go to the Monitored Extensions screen when the **Monitor** button blinks.
  - 28 2. Tap **Pickup** of the bridged extension that has an incoming call you want to answer.

### 29 Related Links

- 30 [Bridged Call Appearance](#) on page 81

---

## 32 Making a call from a Bridged Call Appearance

### 33 Procedure

- 34 1. Go to the Monitored Extensions screen.
- 35 2. Tap the bridged extension from which you want to make the call.

1 The Collaboration Station displays the Communication screen of the bridged extension

2 3. Make a call to the contact by one of the following methods:

- 3 • From the hard dial pad.
- 4 • From the Contacts, Favorites, or Recents list.
- 5 • From the new call container.

6 4. **(Optional)** To include the bridged extension user in the established call, tap **Direct Call**.

#### 7 **Related Links**

8 [Bridged Call Appearance](#) on page 81

---

## 10 **Joining a call on a Bridged Call Appearance**

### 11 **Procedure**

- 12 1. Go to the Monitored Extensions screen.
- 13 2. Tap the bridged extension on which you want to join the call.

14 The Collaboration Station displays the Communication screen of the bridged extension

- 15 3. Tap the call that you want to bridge on to.

#### 16 **Related Links**

17 [Bridged Call Appearance](#) on page 81

---

## 19 **Excluding others from bridging on to your call**

### 20 **About this task**

21 You can use Exclusion to:

- 22 • Prevent a person from bridging on to a call.
- 23 • Drop a person who is bridged on to a call.

### 24 **Procedure**

- 25 • To prevent a person from bridging on to a call:
  - 26 1. Go to the Communication screen.
  - 27 2. Tap **Pre-call Features**.
  - 28 3. Tap **Exclusion**.
- 29 • To drop a person who is bridged on to a call:
  - 30 1. During the call, tap **Mid Call Features**.
  - 31 2. Tap **Exclusion**.

#### 32 **Related Links**

1 [Bridged Call Appearance](#) on page 81

---

## 2 **Team Button**

3 Use the Team Button feature to monitor the station of your team member and make or answer calls  
4 coming to that station.

5 The Collaboration Station displays the Team Button information on the Monitored Extensions screen  
6 in the Team Button group. Each Team Button has a separate row and includes the following  
7 information:

- 8 • Image of the contact associated with the monitored station
- 9 • Status of the monitored station
- 10 • Redirection status
- 11 • Action button

### 12 **Related Links**

13 [Call management](#) on page 53

14 [Answering a call on a Team Button](#) on page 84

---

## 16 **Answering a call on a Team Button**

### 17 **Procedure**

- 18 • If the Incoming Call Panel display for bridged calls is on:

19 On the Incoming Call Panel, tap **Accept Call**.

20 The Collaboration Station displays the Monitored Extensions screen with the answered  
21 call.

- 22 • If the Incoming Call Panel display for bridged calls alert is turned off:

23 1. Go to the Monitored Extensions screen.

24 2. Tap **Pickup** of the monitored extension that has an incoming call you want to answer.

---

## 25 **Busy Indicator**

26 Use the Busy Indicator feature to view the idle or the busy status of a monitored station and to call  
27 that station.

1 The Collaboration Station displays the Busy Indicator information on the Monitored Extensions  
2 screen in the Busy Indicator group. Each Busy Indicator has a separate row and includes the  
3 following information:

- 4 • Image of the contact associated with the monitored station
- 5 • Status of the monitored station
- 6 • The **Call** button

7 The Busy Indicator does not provide incoming call indication and neither provides the **Pickup**  
8 button.

#### 9 **Related Links**

10 [Call management](#) on page 53

---

## 11 **Calling a monitored extension whose busy status is tracked**

### 12 **Procedure**

- 14 1. Go to the Monitored Extensions screen.
- 15 2. Tap **Call** of the monitored extension to which you want to make a call.

#### 16 **Related Links**

17 [Call management](#) on page 53

---

## 18 **Group Pickup**

19 You can be a part of a call pickup group and answer calls for other members in the call pickup  
20 group.

21 If your administrator configured Directed Call Pickup for your Collaboration Station, you can answer  
22 a call for a specific station.

23 If your administrator configured Extended Call Pickup for your Collaboration Station, you can answer  
24 a call for stations belonging to another pickup group.

25 The Collaboration Station displays the Group Pickup information on the Monitored Extensions  
26 screen under the Group Pickup feature type. Each Group Pickup has a separate row and includes  
27 the following information:

- 28 • An icon for the Group Pickup feature
- 29 • Status of the group
- 30 • Action button

#### 31 **Related Links**

- 1 [Call management](#) on page 53
- 2 [Answering a Group Pickup call](#) on page 86

---

## 3 **4 Answering a Group Pickup call**

### 5 **Procedure**

- 6 1. Go to the Monitored Extensions screen.
- 7 2. Tap **Pickup** of the pickup group for which you want to answer the call.

### 8 **Related Links**

- 9 [Group Pickup](#) on page 85

---

## 10 **Speed dialing to a monitored station**

### 11 **Procedure**

- 12 1. Go to the Monitored Extensions screen.
- 13 2. Tap **Call** of the monitored extension to which you want to make a call.

### 14 **Related Links**

- 15 [Call management](#) on page 53

---

## 16 **Assigning a ringtone to a monitored station**

### 17 **About this task**

18 You can assign a ringtone to a monitored station to provide audio alerts for monitoring features.

### 19 **Procedure**

- 20 1. Go to the Contacts screen.
- 21 2. Tap the required contact.
- 22 The Collaboration Station displays the Contact Details screen.
- 23 3. Tap **Called party ringtone**.
- 24 4. Select a ringtone.
- 25 5. Tap **OK**.

### 26 **Related Links**

- 27 [Call management](#) on page 53

---

## 1 Voice mail

2 Your administrator can configure your Collaboration Station to divert all incoming calls to your voice  
3 mail. You can also transfer an active call to your voice mail.

### 4 Related Links

5 [Call management](#) on page 53

6 [Listening to the voice mail](#) on page 87

7 [Transferring a call to voice mail](#) on page 70

---

## 9 Listening to the voice mail

### 10 Procedure

- 11 1. On the Home screen, tap the All Apps menu.
- 12 2. Tap the Voicemail app.
- 13 3. Follow the voice prompts from your voice mail system.

### 14 Related Links

15 [Voice mail](#) on page 87

---

## 17 Transferring a call to voice mail

### 18 About this task

19 You can transfer an active call to your voice mail. For bridged calls, the call is transferred to the  
20 voice mail of the bridged person.

### 21 Procedure

- 22 1. During the call, tap **Mid Call Features**.
- 23 2. Tap **Transfer to Voice Mail**.
- 24 3. In the confirmation dialog box, tap **Transfer**.

25 The Collaboration Station transfers the call and displays a confirmation message.

### 26 Related Links

27 [Voice mail](#) on page 87

28 [Transferring a call](#) on page 69

# Chapter 5: Call forwarding

You can forward incoming calls to another phone number or to your voicemail. Avaya H175 Video Collaboration Station supports the following call forward features:

- **Send All Calls:** Forwards all incoming calls to a preconfigured number that your administrator configured.
- **Forward All Calls:** Forwards all incoming calls to a number that you configure.
- **Forward All Calls When Busy/No answer:** Forwards incoming calls that you do not answer when you are away or busy to a number that you configure.
- **Enhanced Call Forward:** Forwards all incoming calls to a number depending on certain rules that you configure.

The Collaboration Station displays these features only if your administrator configured them for you.

## Related Links

[Enabling and disabling call forwarding](#) on page 88

[Activating and deactivating Send All Calls](#) on page 89

[Activating and deactivating Forward All Calls](#) on page 89

[Activating and deactivating Forward All Calls When Busy/No Answer](#) on page 90

[Activating and deactivating Enhanced Call Forward](#) on page 90

---

## Enabling and disabling call forwarding

### About this task

You must enable call forwarding to use any of the forwarding features that your administrator configured for your Collaboration Station.

### Procedure

1. Go to the Settings screen.
2. Tap **FEATURES > Call Forwarding**.
3. Perform one of the following actions:
  - To enable call forwarding, tap **ON**.
  - To disable call forwarding, tap **OFF**.

## Related Links



1 [Call forwarding](#) on page 88

---

## 2 **Activating and deactivating Send All Calls**

### 3 **Before you begin**

4 Enable call forwarding.

### 5 **About this task**

6 When you activate Send All Calls, the Collaboration Station redirects all incoming calls to a number  
7 that your administrator configured. Incoming calls ring only once at your Collaboration Station and  
8 then the Collaboration Station redirects the call. The redirected number is usually your voicemail.

### 9 **Procedure**

- 10 1. Go to the Settings screen.
- 11 2. Tap **FEATURES > Call Forwarding**.
- 12 3. Perform one of the following actions:
  - 13 • To activate Send All Calls, tap **Send All Calls > ON**.
  - 14 • To deactivate Send All Calls, tap **Send All Calls > OFF**.

### 15 **Related Links**

16 [Call forwarding](#) on page 88

---

## 17 **Activating and deactivating Forward All Calls**

### 18 **Before you begin**

19 Enable call forwarding.

### 20 **About this task**

21 Use this procedure to forward calls to a specified number called the coverage number.

### 22 **Procedure**

- 23 • To activate Forward All Calls:
  - 24 1. Go to the Settings screen.
  - 25 2. Tap **FEATURES > Call Forwarding > Forward all calls**.
  - 26 3. Enter the coverage number in the Forward All Calls panel.
  - 27 4. Tap **Enable**.
- 28 • To deactivate Forward All Calls:
  - 29 1. Go to the Settings screen.

2. Tap **FEATURES > Call Forwarding > Forward all calls > OFF**.

## 2 Related Links

- [Call forwarding](#) on page 88

---

## 4 Activating and deactivating Forward All Calls When 5 Busy/No Answer

### 6 Before you begin

- Enable call forwarding.

### 8 About this task

- Use this procedure to configure a number to which your calls are forwarded when your line is busy or you do not answer calls.

### 11 Procedure

- 12 • To activate Forward All Calls When Busy/No Answer:
  - 13 1. Go to the Settings screen.
  - 14 2. Tap **FEATURES > Call Forwarding > Forward calls when busy / no answer**.
  - 15 3. Enter the number in the Forward Calls When Busy / No panel.
  - 16 4. Tap **Enable**.
- 17 • To deactivate Forward All Calls When Busy/No Answer:
  - 18 1. Go to the Settings screen.
  - 19 2. Tap **FEATURES > Call Forwarding > Forward calls when busy / no answer > OFF**.

## 20 Related Links

- 21 [Call forwarding](#) on page 88

---

## 22 Activating and deactivating Enhanced Call Forward

### 23 About this task

- 24 Use Enhanced Call Forward to forward incoming calls to various destination numbers based on the  
25 call type and call state.

### 26 Procedure

- 27 1. To activate Enhanced Call Forward:
  - 28 a. Go to the Settings screen.
  - 29 b. Tap **FEATURES > Call Forwarding > Enhanced forwarding**.

- 1 c. Select a forwarding rule.
- 2 d. Enter the number in the input panel.
- 3 e. Tap **Enable**.
- 4 f. Repeat Step b to Step d to configure the required rules.
- 5 g. Tap **Apply** in the upper-right corner.
- 6 2. To deactivate Enhanced Call Forward:
  - 7 a. Go to the Settings screen.
  - 8 b. Tap **FEATURES > Call Forwarding > Enhanced forwarding > OFF**.

9 **Related Links**

10 [Call forwarding](#) on page 88

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# Chapter 6: Video call management

The Collaboration Station supports video calls between two contacts and on conference calls made through Avaya Scopia®.

You can also connect an external monitor to the Collaboration Station and view video calls on the connected monitor.

A long tap on the video window displays the video context menu that provides options to:

- Show or hide the self-view window
- Adjust camera settings by opening the Camera app
- Select video window layout options when viewing video in the full screen mode on the Collaboration Station or when connected to an external monitor
- Shift video to an external monitor
- View call statistics page

## Related Links

[Video call container](#) on page 93

[Making a video call](#) on page 74

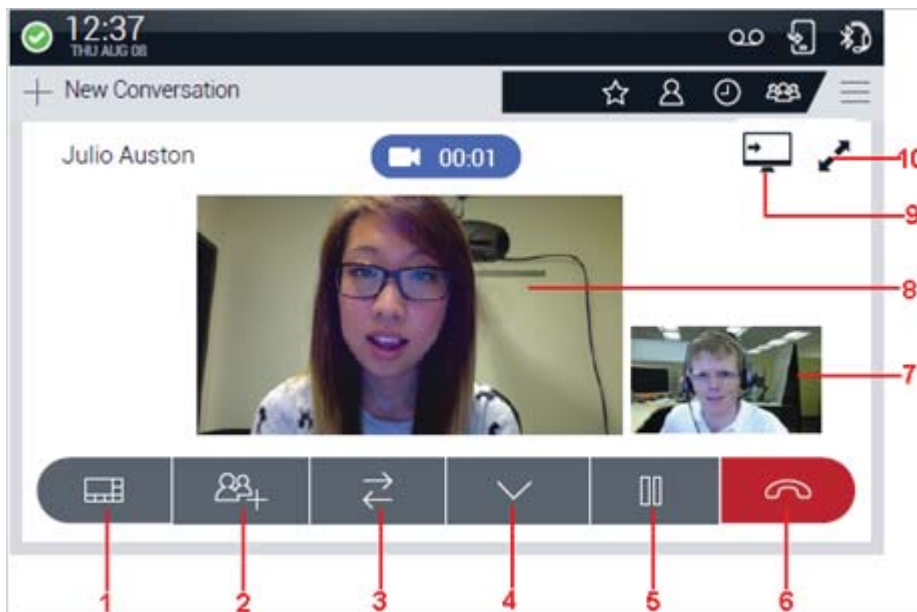
[Adding video to an audio call](#) on page 94

[Blocking and unblocking the video transmission](#) on page 95

[Viewing video windows on an external monitor](#) on page 48

[Changing the size and location of a video window](#) on page 49

# 1 Video call container



2

Number	Name	Description
1	<b>Video Layout Option</b>	Displays the Layout menu to change: <ul style="list-style-type: none"> <li>• The location of the self-view window on an external monitor</li> <li>• The video window layout on an external monitor</li> <li>• The video window layout of a conference call</li> </ul>
2	<b>Add Participant</b>	Adds a contact to the current call.
3	<b>Transfer</b>	Transfers the call to the required number.
4	<b>Mid Call Features</b>	Displays the Mid-call Features menu.
5	<b>Hold</b>	Puts the call on hold.
6	<b>End Call</b>	Ends the call.
7	Self-view window	Displays your video.
8	Far-end video window	Displays the video of the called person.
9	<b>Extend To Monitor</b>	Displays the video on the external monitor.
10	<b>Expand To Full Screen</b>	Expands the video window to fill the entire screen.

## 3 Related Links

4 [Video call management](#) on page 92

## 1 Making a video call

### 2 About this task

3 To add the plus sign (+) at the beginning of the dial string for international calls, long press the zero  
4 key (0) or the or press the asterisk (\*) key twice.

### 5 Procedure

- 6 • To make a call from the hard dial pad:

7 1. Enter the number from the hard dial pad.

8 The Collaboration Station displays the Input Panel with the number that you entered.

9 2. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to  
10 start the call.

- 11 • To make a call from the Contacts list, Favorites list, or Recents list:

12 1. Go to the Communication screen.

13 2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.

14 3. Tap **One-touch Video Dial** of the contact.

- 15 • To dial a contact:

16 1. Go to the Communication screen.

17 2. In the Launch Panel, tap **Dial**.

18 3. Enter the number in the Input Panel.

19 4. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to  
20 start the call.

### 21 Related Links

22 [Outgoing call management](#) on page 70

23 [Video call management](#) on page 92

24 [Making an audio call](#) on page 73

25 [Audio and video calls](#) on page 71

---

## 26 Adding video to an audio call

### 27 Procedure

28 In the active call container, tap **Video Call**.

### 29 Related Links

30 [Video call management](#) on page 92

31 [Blocking and unblocking the video transmission](#) on page 95

---

## 1 Blocking and unblocking the video transmission

### 2 About this task

3 When you block video transmission, the Collaboration Station prevents video transmission for all  
4 calls. For example, after blocking video transmission if you resume a video call, the video  
5 transmission of the call remains blocked.

### 6 Procedure

7 To block or unblock video transmission, press the **Video Block** key on the hard dial pad or tap the  
8 self-view window.

### 9 Related Links

- 10 [Video call management](#) on page 92  
11 [Adding video to an audio call](#) on page 94


---

## 12 Viewing video windows on an external monitor

### 13 Before you begin

14 Ensure that your Collaboration Station is connected to an external monitor.

### 15 Procedure

16 While on the video call, tap  **Extend To Monitor**.

17 The Collaboration Station transfers the video to the monitor and displays the video transmission  
18 message in the video call container.

### 19 Related Links

- 20 [External monitor](#) on page 47  
21 [Video call management](#) on page 92

---

## 22 Changing the size and location of a video window

### 23 About this task

24 You can change:

- 25 • The location of the self-view window on an external monitor
- 26 • The video window layout on an external monitor
- 27 • The video window layout of a conference call

28 You can select a layout by tapping the **Video Layout Option** control. Alternatively, you can tap and  
29 hold any of the video windows and select **Layout options** from the menu that the Collaboration  
30 Station displays.

1 **Procedure**

- 2 1. In the video call container, tap the **Video Layout Option** control.
- 3 2. Perform one of the following actions:
- 4 • To change the location of the self-view window on an external monitor, tap **Self view**.
- 5 • To change the location of video windows on an external monitor, tap **External display**.
- 6 • To change the location of video windows in a conference call, tap **Conference**.
- 7 3. Tap the appropriate layout.

8 **Related Links**

- 9 [External monitor](#) on page 47
- 10 [Video call management](#) on page 92
- 11 [Video call container](#) on page 93

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# Chapter 7: Conferencing

The Collaboration Station supports:

- Audio and video conferencing through Avaya Scopia®
- Only audio conferencing through Avaya Aura® Communication Manager and Avaya Aura® Conferencing

You can start a conference by:

- Adding a participant to an active call
- Setting up a conference by adding contacts in a new call container.

## Related Links

- [Conference setup overview](#) on page 97
- [Setting up and starting a conference](#) on page 99
- [Removing a participant from the conference setup](#) on page 99
- [Selecting the alternate number of a contact](#) on page 99
- [Mid-conference operations](#) on page 100

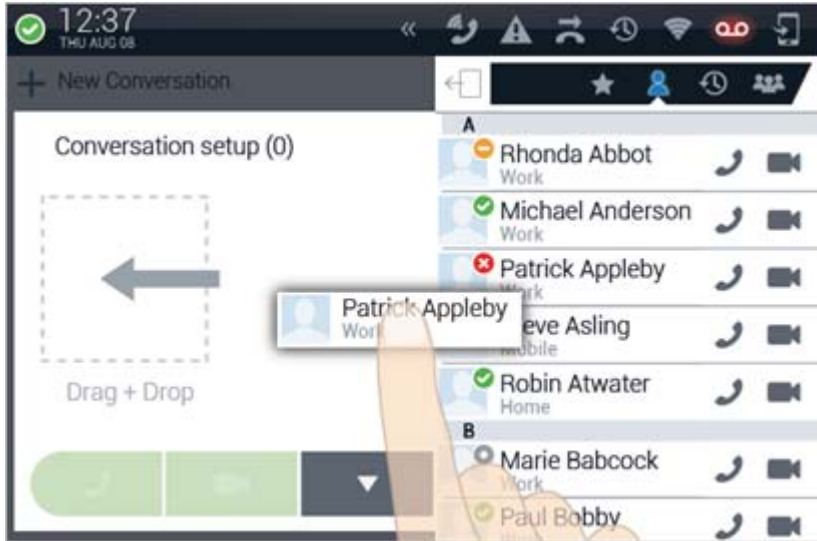
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## Conference setup overview

You can set up a conference by adding contacts in a new call container. You can add contacts by:

- Dragging and dropping contacts from the Contacts, Recents, or Favorites list.
- Entering numbers through the hard dial pad or the **Dial Pad** control.

The following image shows dragging and dropping a contact from the Contacts list.



1

2 Before starting the conference call, you can:

3

- Remove a contact from the setup.
- Select an alternate number of a contact.

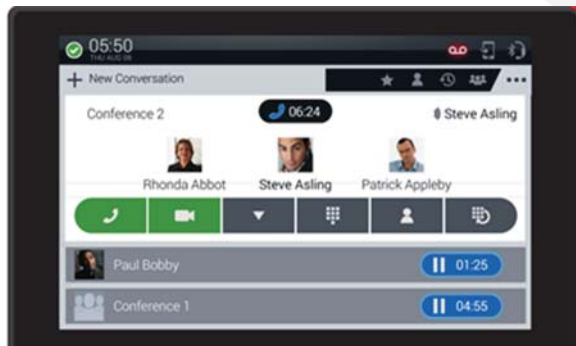
4

5 If a contact fails to answer or declines the call, the contact card displays a call failed icon for a few  
6 seconds. You can use the participant controls menu to open the details view of the contact and  
7 select an alternate number.

7

8 The following image shows an active audio call.

8



9

### 10 Related Links

11 [Conferencing](#) on page 97

12 [Communication containers](#) on page 24

---

## 1 Setting up and starting a conference

### 2 About this task

3 You can set up an audio or a video conference call with Avaya Scopia<sup>®</sup>, but only an audio  
4 conference call with Avaya Aura<sup>®</sup> Conferencing.

5 If you start a conference call, you become the moderator of the conference. As a moderator, you  
6 can control the conference features, such as locking the conference and muting all participants.

### 7 Procedure

- 8 1. Go to the Communication screen.
- 9 2. Add contacts in the new call container by performing one of the following actions:
  - 10 • Drag and drop participants from the Contacts list, Favorites list, or Recents list by tapping
  - 11 **Contacts**, **Favorites**, or **History** in the Launch Panel.
  - 12 • Enter numbers through the hard dial pad or by tapping **Dial** in the Launch Panel.
- 13 3. Tap the **Audio Call** or **Video Call** control.

### 14 Related Links

15 [Conferencing](#) on page 97

---

## 16 Removing a participant from the conference setup

### 17 Procedure

- 18 1. Tap and hold the required contact card.  
19 The Collaboration Station displays the participant control menu.
- 20 2. Tap **Remove from call setup**.

### 21 Related Links

22 [Conferencing](#) on page 97

---

## 23 Selecting the alternate number of a contact

### 24 Procedure

- 25 1. Tap and hold the required contact card.  
26 The Collaboration Station displays the participant control menu.
- 27 2. Tap **Contact details**.  
28 The Collaboration Station displays the Contact Details screen.
- 29 3. Tap the alternate number.

## 1 **Related Links**

2 [Conferencing](#) on page 97

---

## 3 **Mid-conference operations**

4 This section describes the operations that you can perform during an active conference.

### 5 **Related Links**

6 [Conferencing](#) on page 97

7 [Mid-conference moderator operations](#) on page 100

8 [Viewing the conference roster](#) on page 100

9 [Viewing the conference information](#) on page 101

---

## 11 **Mid-conference moderator operations**

12 As a moderator you can control an active conference. The Collaboration Station provides the  
13 following conference controls:

- 14 • Lecture mode: Mutes or unmutes all participants except for the moderator and presenter.
- 15 • Conference lock: Locks or unlocks the conference to prevent additional participants from  
16 joining.
- 17 • Entry tones: Enables or disables a tone that plays when a participant join or leaves the  
18 conference.
- 19 • Continuation: Enables or disables the continuation of the conference when the moderator  
20 drops off the conference.
- 21 • Video: Enables or disables the use of video in the conference.
- 22 • Record: Start or stops the conference recording.
- 23 • End conference: Ends the conference

### 24 **Related Links**

25 [Mid-conference operations](#) on page 100

---

## 27 **Viewing the conference roster**

### 28 **About this task**

29 The Collaboration Station provides conference details in a conference roster. The conference roster  
30 displays a list of all participants with each participant:

- 31 • Image
- 32 • Name

- 1 • Active talkers
- 2 • Role - moderator or presenter
- 3 • Audio mute and video block status

#### 4 **Procedure**

5 Tap **Conference**.

6 The Collaboration Station displays the conference roster.

#### 7 **Related Links**

8 [Mid-conference operations](#) on page 100

---

## 9 **Viewing the conference information**

### 10 **About this task**

11 You can view the conference details such as the duration of the call and call quality.

### 12 **Procedure**

13 Tap the icon in the conference container header.

14 The Collaboration Station displays the conference details.

### 15 **Related Links**

16 [Mid-conference operations](#) on page 100

---

## 17 **Adding a participant to an active conference**

### 18 **About this task**

19 You can add a participant from the:

- 20 • Dial pad
- 21 • Contacts list
- 22 • Held call

### 23 **Procedure**

- 24 1. Tap the **Add Participant** control.

25 The Collaboration Station puts the active conference on hold and displays a new call container.

- 26 2. Perform one of the following actions:

- 27 • Make a call to the contact by tapping the **Dial Pad** control.
- 28 • Make a call to the contact by dragging and dropping the contact from the Contacts list.
- 29 • Tap the header of the held call.

- 1           3. Tap **Merge** when the user answers the call or in the resumed call container.

2

---

## 3 **Dropping a participant from an active conference**

### 4 **About this task**

5 Avaya Aura® Communication Manager supports dropping only the last participant from the  
6 conference whereas Avaya Aura® Conferencing and Avaya Scopia® support dropping any  
7 participant.

### 8 **Procedure**

- 9       • To drop the last participant from an Avaya Aura® Communication Manager conference:
  - 10           1. Tap and hold the conference window until the Collaboration Station displays the  
11            participant control menu.
  - 12           2. Tap **Drop Last Participant**.
- 13       • To drop a participant from an Avaya Aura® Conferencing or Avaya Scopia® conference:
  - 14           1. Tap **Conference**.
  - 15           2. Tap and hold the required contact card until the Collaboration Station displays the  
16            participant control menu.
  - 17           3. Tap **Drop**.

# Chapter 8: Contacts

You can use the Contacts app to manage your contacts. You can:

- Add, delete, edit, sort, and filter contacts.
- Save an aggregate of 5000 contacts on Collaboration Station. The maximum number of contacts that you can save from each source is as follows:
  - 250 Avaya Aura® or local contacts
  - 5000 Microsoft Exchange Server contacts.

## Related Links

- [Navigating to the Contacts list](#) on page 104
- [Contacts app screen](#) on page 29
- [Adding a contact](#) on page 106
- [Contact field descriptions](#) on page 106
- [Adding a contact from the Recents list](#) on page 107
- [Searching for a contact](#) on page 107
- [Viewing account-specific contacts](#) on page 108
- [Sorting the Contacts list](#) on page 108
- [Adding a contact to the Favorites list](#) on page 108
- [Editing contact details](#) on page 109
- [Assigning a ringtone to a contact](#) on page 109
- [Configuring presence tracking of a contact](#) on page 110
- [Deleting a contact](#) on page 110

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# 1 Navigating to the Contacts list

## 2 Procedure



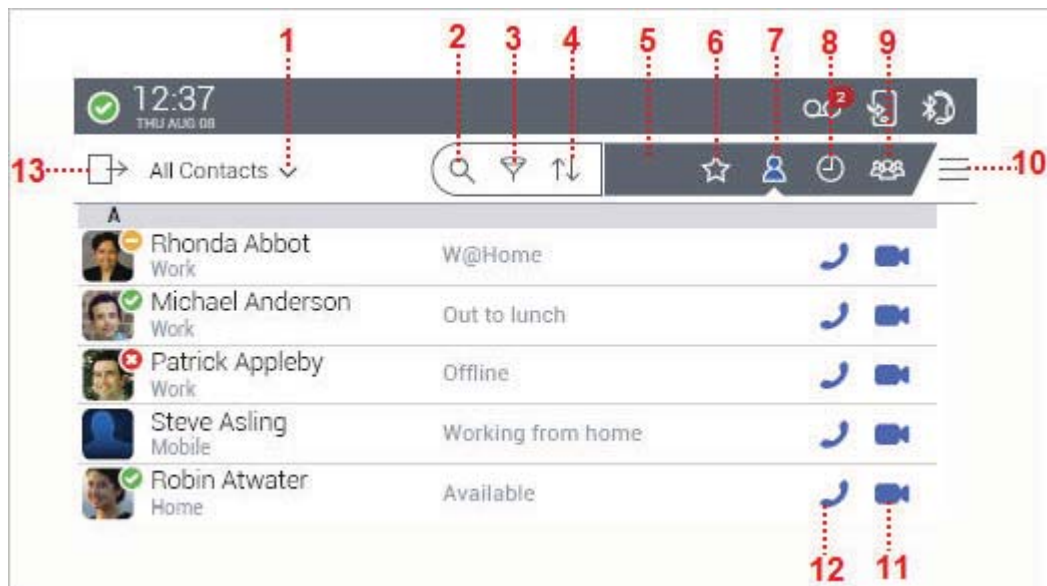
## 3

## 4 Related Links

5 [Contacts](#) on page 103



# 1 Contacts app screen



2

Number	Name	Description
1	<b>Change View</b>	Changes the view of the Contacts screen to display all contacts or contacts with whom you recently communicated.
2	<b>Search</b>	Searches a contact.
3	<b>Filter</b>	Displays account-specific contacts. Select from the following options: <ul style="list-style-type: none"> <li>• Avaya Aura®</li> <li>• Microsoft Exchange Server</li> </ul>
4	<b>Sort</b>	Sorts the Contacts list to display contacts that are ordered by the first or last name.
5	<b>Tab Bar</b>	Contains Favorites, Contacts, Recents, and Conference tabs.
6	<b>Favorites</b>	Displays the Favorites list in the overlay mode.
7	<b>Contacts</b>	Displays the Contacts list in the overlay mode.
8	<b>Recents</b>	Displays the Recents list in the overlay mode.
9	<b>Conference</b>	Displays the Conference list in the overlay mode.
10	<b>Menu</b>	Displays the Contacts menu.
11	<b>One-touch Video Dial</b>	Starts a video call or promotes an audio call to a video call.
12	<b>One-touch Audio Dial</b>	Starts an audio call.
13	<b>Overlay</b>	Changes to the overlay mode.

## 3 Related Links

4 [Contacts](#) on page 103

# 1 Adding a contact

## 2 Procedure

- 3 1. Perform one of the following actions:
  - 4 • Go to the Contacts screen, and tap **Menu > Add new**.
  - 5 • Go to the Communication screen, and tap **Add** in the Launch Panel.
- 6 2. Enter contact details.
- 7 3. To add more details, tap **Add another field**.
- 8 4. Select the required field and enter details.
- 9 5. Tap **Save** in the upper-right corner of the screen.

## 10 Related Links

- 11 [Contacts](#) on page 103
- 12 [Virtual keyboard](#) on page 42

# 13 Contact field descriptions

Name	Description
<b>Given Name</b>	The first name of the contact.
<b>Family Name</b>	The last name of the contact.
<b>Company</b>	The organization of the contact.
<b>Title</b>	The title of the contact.
<b>Phone</b>	The telephone number of the contact. You can enter the following phone numbers: <ul style="list-style-type: none"> <li>• <b>Work</b></li> <li>• <b>Mobile</b></li> <li>• <b>Home</b></li> <li>• <b>Work Fax</b></li> <li>• <b>Pager</b></li> </ul>
<b>Email</b>	The email address of the contact.
<b>Address</b>	The address of the contact.
<b>Notes</b>	The notes for the contact.
<b>Website</b>	The website of the contact.

## 14 Related Links

- 15 [Contacts](#) on page 103

---

## 1 Adding a contact from the Recents list

### 2 Procedure

- 3 1. Go to the Contacts screen.
- 4 2. On **Tab Bar**, tap **Recents**.
- 5 3. Select the required contact.
- 6 4. Tap **Add Contacts**.
- 7 5. Tap **CREATE NEW CONTACT**.
- 8 The Collaboration Station displays the call data in the corresponding fields.
- 9 6. To add more details, tap **Add another field**.
- 10 7. Select the required field and enter details.
- 11 8. Tap **Save** in the upper-right corner of the screen.

### 12 Related Links

13 [Contacts](#) on page 103

---

## 14 Searching for a contact

### 15 Procedure

- 16 1. Perform one of the following actions:
  - 17 • Go to the Contacts screen, and tap **Search** on the **Tab Bar**.
  - 18 • Go the Communication screen, and tap **Search** in the Launch Panel.
- 19 2. Use the on-screen keyboard to type the search string.

20 The Collaboration Station displays the matching results as you type the characters.
- 21 3. Tap **Search**.

### 22 Related Links

23 [Contacts](#) on page 103

24 [Virtual keyboard](#) on page 42

25 [Setting online search on or off](#) on page 142

---

## 1 Viewing account-specific contacts

### 2 About this task

3 You can view contacts of a single account, such as Avaya Aura® or Microsoft Exchange Server, or  
4 aggregated contacts from all accounts.

### 5 Procedure

- 6 1. Go to the Contacts screen.
  - 7 2. On **Tab Bar**, tap **Filter** and select an account from the list.
- 8 The Collaboration Station displays the contacts of the selected account.

### 9 Related Links

10 [Contacts](#) on page 103

---

## 11 Sorting the Contacts list

### 12 About this task

13 You can sort the Contacts list to display contacts that are ordered by the first or last name. Sorting is  
14 case insensitive.

### 15 Procedure

- 16 1. Go to the Contacts screen.
- 17 2. On the **Tab Bar**, tap **Sort** and select one of the following fields:
  - 18 • **First Name**
  - 19 • **Last Name**

20 The Collaboration Station displays the sorted contacts list.

### 21 Related Links

22 [Contacts](#) on page 103

---

## 23 Adding a contact to the Favorites list

### 24 Procedure

- 25 1. Go to the Contacts screen.
  - 26 2. Tap the contact that you want to add to the Favorites list.
  - 27 3. Tap the **Favorites** icon in the upper-right corner of the screen.
- 28 The color of the **Favorites** icon changes from gray to blue.

## 1 Related Links

2 [Contacts](#) on page 103

---

## 3 Editing contact details

### 4 Procedure

- 5 1. Go to the Contacts screen.
- 6 2. Tap the required contact.  
7 The Collaboration Station displays the Contact Details screen.
- 8 3. Tap **Menu > Edit**.
- 9 4. Change the required details.
- 10 5. Tap **Save** in the upper-right corner of the screen.

### 11 Related Links

- 12 [Contacts](#) on page 103
- 13 [Virtual keyboard](#) on page 42
- 14 [Assigning a ringtone to a contact](#) on page 109
- 15 [Configuring presence tracking of a contact](#) on page 110

---

## 16 Assigning a ringtone to a contact

### 17 About this task

18 You can assign the following types of ringtones to a contact:

- 19 • Called party ringtone: Specifies a ringtone that your Collaboration Station plays when a call  
20 originally intended for the contact is diverted to your extension due to a feature such as call  
21 forwarding.
- 22 • Calling party ringtone: Specifies a ringtone that your Collaboration Station plays when the  
23 contact calls you.

24 You can assign the following types of ringtones to a contact:

- 25 • Called party ringtone: Notifies if the call comes to you from the contact through a particular  
26 telephony feature, such as call forwarding, call pickup, or bridged call appearances.
- 27 • Calling party ringtone: Notifies when the call comes to you directly from the contact.

### 28 Procedure

- 29 1. Go to the Contacts screen.
- 30 2. Tap the required contact.  
31 The Collaboration Station displays the Contact Details screen.

- 1 3. Tap **Menu > Edit**.
- 2 4. Perform one of the following actions:
  - 3 a. To assign the called party ringtone, tap the **Called party ringtone** arrow.
  - 4 b. To assign the calling party ringtone, tap the **Calling party ringtone** arrow.
- 5 5. Select a ringtone.
- 6 6. Tap **OK**.

#### 7 **Related Links**

- 8 [Contacts](#) on page 103
- 9 [Editing contact details](#) on page 109
- 10 [Configuring presence tracking of a contact](#) on page 110

---

## 11 **Configuring presence tracking of a contact**

### 12 **Procedure**

- 13 1. On Navigation Panel, tap **Contacts**.
- 14 2. Tap the required contact.

15 The Collaboration Station displays the Contact Details screen.
- 16 3. Under **Track Presence** menu, tap **Expand**.

17 The Collaboration Station displays the **Track Presence** dialog box.
- 18 4. Select one of the following options:
  - 19 • **Yes**: To track contact presence.
  - 20 • **No**: To not track contact presence.

### 21 **Related Links**

- 22 [Contacts](#) on page 103
- 23 [Presence](#) on page 124
- 24 [Editing contact details](#) on page 109
- 25 [Assigning a ringtone to a contact](#) on page 109
- 26 [Editing contact details](#) on page 109

---

## 27 **Deleting a contact**

### 28 **Procedure**

- 29 1. Go to the Contacts screen.
- 30 2. Tap the required contact.

1 The Collaboration Station displays the Contact Details screen.

2 3. Tap **Menu > Delete**.

3 4. In the confirmation box, tap **Delete**.

4 **Related Links**

5 [Contacts](#) on page 103

Draft

# Chapter 9: Communications history

The communications history provides the call logs, that is, the information about all calls made from or received on the Collaboration Station. The call logs include information about the following types of calls:

- Outgoing calls
- Answered calls
- Missed calls
- Conference calls

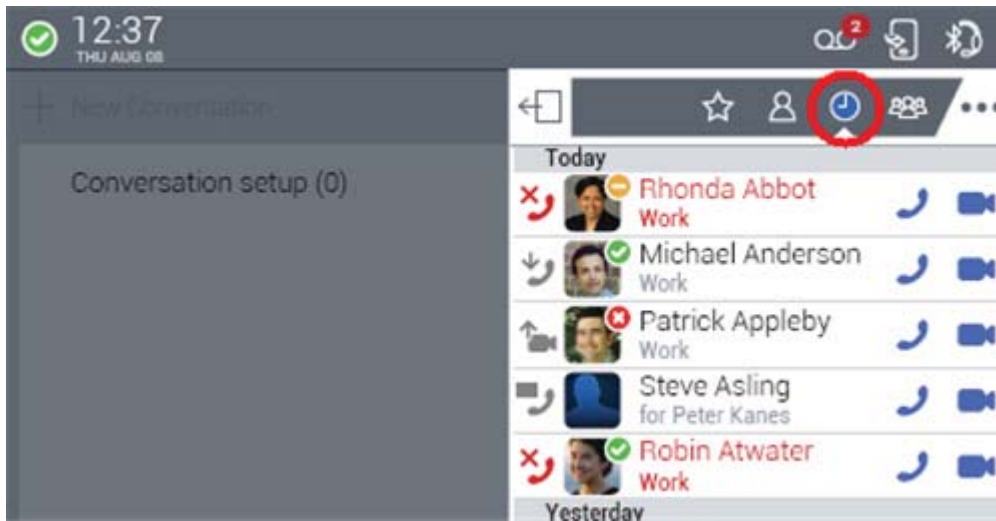
## Related Links

- [Navigating to the Recents list](#) on page 113
- [Communications history icons](#) on page 113
- [Viewing communications history](#) on page 114
- [Changing communications history view](#) on page 114
- [Removing communications history entry](#) on page 115
- [Clearing communications history](#) on page 115
- [Configuring communications history settings](#) on page 115



# 1 Navigating to the Recents list

## 2 Procedure





## 3 Related Links

4 [Communications history](#) on page 112

# 6 Communications history icons

Icon	Name	Description
	Incoming audio call	Shows an answered audio call.
	Outgoing audio call	Shows an outgoing audio call.
	Missed audio call	Shows a missed audio call.
	Incoming video call	Shows an incoming video call.
	Outgoing video call	Shows an outgoing video call.
	Bridged audio call	Shows a bridged call.
	Forwarded call	Shows a forwarded call.
	Intercom call	Shows an intercom call
	Transfer recall	Shows a transferred call.

Table continues...

Icon	Name	Description
	Priority call	Shows a priority call.
	Auto callback call	Shows an auto call back call.

1 **Related Links**

2 [Communications history](#) on page 112

---

3 **Viewing communications history**

4 **Procedure**

- 5 1. On the Tabbar, tap **Recents**.
- 6 The Collaboration Station displays the communication history.
- 7 2. Tap a call to view call details.

8 **Related Links**

9 [Communications history](#) on page 112

---

10 **Changing communications history view**

11 **Procedure**

- 12 1. On the Tabbar, tap **Recents**.
- 13 The Collaboration Station displays the communication history.
- 14 2. Tap the **Change View** arrow and select from the following options:
- 15 • **All Calls**
  - 16 • **Missed**
  - 17 • **Outgoing**
  - 18 • **Incoming**

19 **Related Links**

20 [Communications history](#) on page 112

---

## 1 Removing communications history entry

### 2 Procedure

- 3 1. On the Tabbar, tap **Recents**.

4 The Collaboration Station displays the communication history.

- 5 2. Tap a call to view call details.

- 6 3. Tap **Menu > Delete this history**.

### 7 Related Links

8 [Communications history](#) on page 112

---

## 9 Clearing communications history

### 10 Procedure

- 11 1. On the Tabbar, tap **Recents**.

12 The Collaboration Station displays the communication history.

- 13 2. Change view to **All Calls**.

- 14 3. Tap **Menu > Clear all calls**.

15 The Collaboration Station displays the confirmation dialog box.

- 16 4. Tap **OK**.

### 17 Related Links

18 [Communications history](#) on page 112

---

## 19 Configuring communications history settings

### 20 Procedure

- 21 1. On the Tabbar, tap **Recents**.

22 The Collaboration Station displays the communication history.

- 23 2. Tap **Menu > Settings**.

- 24 3. Select or clear the **Log calls** and **Log bridged calls** check boxes as required.

### 25 Related Links

26 [Communications history](#) on page 112

# Chapter 10: Calendar

You can configure your Exchange calendar account on the Collaboration Station. After configuring the account, you can use the Calendar app to create, view, or change the Exchange calendar events.

## Related Links

- [Navigating to the Calendar screen](#) on page 117
- [Calendar app screen](#) on page 30
- [Viewing event details](#) on page 118
- [Creating an event](#) on page 119
- [Event field descriptions](#) on page 119
- [Deleting an event](#) on page 120
- [Changing event details](#) on page 120
- [Changing the calendar view](#) on page 121
- [Configuring the calendar settings](#) on page 121
- [Calendar settings field descriptions](#) on page 122
- [Viewing a calendar notification](#) on page 122
- [Calling through click-to-dial](#) on page 123

# 1 Navigating to the Calendar screen

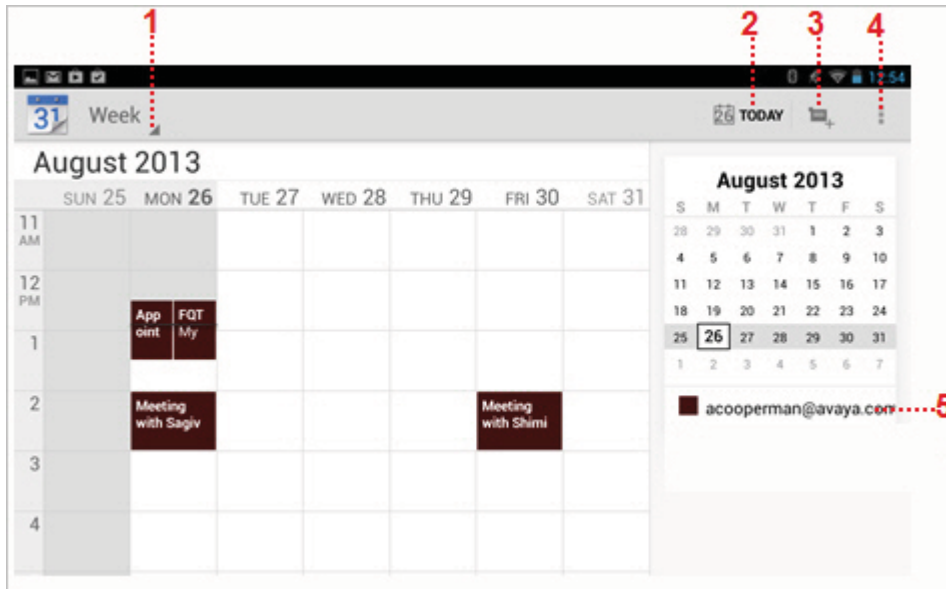
## 2 Procedure



## 3 Related Links

4 [Calendar](#) on page 116

# 1 Calendar app screen



2

Number	Name	Description
1	<b>Change view</b>	Changes the view of the Calendar screen to display the day, week, or month of the calendar.
2	<b>Today</b>	Displays the current day events.
3	<b>Add Event</b>	Adds an event.
4	<b>Menu</b>	Displays the Calendar menu.
5	<b>Account name</b>	Displays the email address of the account that you configured for the Calendar app.

## 3 Related Links

- 4 [Calendar](#) on page 116
- 5 [Viewing event details](#) on page 118

# 6 Viewing event details

## 7 Procedure

- 8 1. Tap the Calendar app.
- 9 The Collaboration Station displays the Calendar screen.
- 10 2. Tap the event to view the details.

## 11 Related Links

- 12 [Calendar](#) on page 116

1 [Calendar app screen](#) on page 30

---

## 2 **Creating an event**

### 3 **Procedure**

- 4 1. Tap the Calendar app.
- 5 The Collaboration Station displays the Calendar screen.
- 6 2. Double tap the required time slot.
- 7 The Collaboration Station displays the New event window.
- 8 3. Enter the event details.
- 9 4. Tap **Done** on the upper-right corner of the screen.

### 10 **Related Links**

11 [Calendar](#) on page 116

---

## 12 **Event field descriptions**

Name	Description
<b>Calendar</b>	Displays your email address.
<b>What</b>	Specifies the event name.
<b>Where</b>	Specifies the event location.
<b>From</b>	Specifies the start date and time of the event.
<b>To</b>	Specifies the end date and time of the event.
<b>All day</b>	Specifies an all day event.
<b>Time zone</b>	Specifies the time zone.
<b>Guests</b>	Specifies the attendees.
<b>Description</b>	Specifies the event description.
<b>Repetition</b>	Specifies the frequency of the event.
<b>Reminders</b>	Specifies reminder time and notification type.
<b>Show me as</b>	Specifies your availability for the event. Select one of the following options: <ul style="list-style-type: none"> <li>• <b>Busy</b></li> <li>• <b>Available</b></li> <li>• <b>Tentative</b></li> </ul>

*Table continues...*

Name	Description
<b>Privacy</b>	Specifies the event privacy options. Select one of the following options: <ul style="list-style-type: none"> <li>• <b>Default</b></li> <li>• <b>Private</b></li> <li>• <b>Public</b></li> </ul>

### 1 Related Links

2 [Calendar](#) on page 116

---

## 3 Deleting an event

### 4 Procedure

- 5 1. Tap the Calendar app.  
6 The Collaboration Station displays the Calendar screen.
- 7 2. Tap the appointment that you want to delete.  
8 The Collaboration Station displays a window with the appointment details.
- 9 3. Tap **Delete** on the upper-right corner of the window.  
10 The Collaboration Station displays the confirmation dialog box.
- 11 4. If the appointment is recurring, tap **Only this event** or **All events** as required.
- 12 5. Tap **OK**.

### 13 Related Links

14 [Calendar](#) on page 116

---

## 15 Changing event details

### 16 Procedure

- 17 1. Tap the Calendar app.  
18 The Collaboration Station displays the Calendar screen.
- 19 2. Tap the required event.  
20 The deskphone displays the event details window.
- 21 3. Tap **Edit** on the upper-right corner of the window.  
22 The deskphone displays the Edit event window.
- 23 4. Change the required details.



1 5. Tap **Done** on the upper-right corner of the window.

## 2 **Related Links**

3 [Calendar](#) on page 116

---

## 4 **Changing the calendar view**

### 5 **Procedure**

6 1. Tap the Calendar app.

7 The Collaboration Station displays the Calendar screen.

8 2. On the top-left corner, tap the view menu.

9 3. Tap to select from the following options:

10 • **Day**

11 • **Week**

12 • **Month**

13 • **Agenda**

## 14 **Related Links**

15 [Calendar](#) on page 116

---

## 16 **Configuring the calendar settings**

### 17 **Procedure**

18 1. Tap the Calendar app.

19 The Collaboration Station displays the Calendar screen.

20 2. Tap **Menu**.

21 3. Tap **Settings**.

22 The Collaboration Station displays the Settings window.

23 4. Tap **General settings**.

24 The Collaboration Station displays the General settings screen.

25 5. Configure the required settings.

## 26 **Related Links**

27 [Calendar](#) on page 116

## 1 Calendar settings field descriptions

Name	Description
<b>Hide declined events</b>	Specifies if the Collaboration Station hides the declined events.
<b>Show week numbers</b>	Specifies if the Collaboration Station displays the week number.
<b>Week starts on</b>	Specifies the start day of the week. Select one of the following options: <ul style="list-style-type: none"> <li>• <b>Locale default</b></li> <li>• <b>Saturday</b></li> <li>• <b>Sunday</b></li> <li>• <b>Monday</b></li> </ul>
<b>Use home time zone</b>	Specifies if the Collaboration Station uses the home time zone.
<b>Home time zone</b>	Specifies the home time zone.
<b>Clear search history</b>	Clears search history.
<b>Notifications</b>	Specifies if the Collaboration Station displays the notification.
<b>Sound</b>	Specifies the notification sound.
<b>Pop-up notification</b>	Specifies if the Collaboration Station displays the pop-up notification for an incoming event.
<b>Default reminder time</b>	Specifies the default reminder time.

### 2 Related Links

3 [Calendar](#) on page 116

## 4 Viewing a calendar notification

### 5 Procedure

- 6 1. Swipe down Topbar.
- 7 The Collaboration Station displays the expanded view of Topbar.
- 8 2. Tap the calendar notification entry that you want to view.
- 9 The Collaboration Station displays the **Calendar notifications** window.
- 10 3. Tap the event to view the details.

### 11 Related Links

12 [Calendar](#) on page 116

---

# 1 Calling through click-to-dial

## 2 About this task

3 If the event is a meeting that includes a phone number, the Collaboration Station displays the  
4 number and an option to call that number.

## 5 Procedure

6 1. Tap the Calendar app.

7 The Collaboration Station displays the Calendar screen.

8 2. Tap the event to view the details.

9 3. Tap **Connect**.

10 The Collaboration Station displays the Communication app to make the call.

## 11 Related Links

12 [Calendar](#) on page 116

Draft

# Chapter 11: Presence

If your administrator enabled the Presence feature for your Collaboration Station, you can view your presence information in the Top bar. With the Presence feature, you can:

- Track the presence status of a contact for whom you enabled presence tracking.
- Change your presence status.







You can view the presence information of a contact in the Contacts list. The presence status of a contact provides information about whether the contact is busy, available, away, or offline. Similarly, other users can also view the similar information about you.

## Related Links



- [Presence icons](#) on page 124
- [Changing your presence status](#) on page 125
- [Configuring presence tracking of a contact](#) on page 110
- [Checking the contact presence](#) on page 126
- [Editing your presence note](#) on page 126
- [Approving presence tracking requests](#) on page 126

---

## Presence icons

Icon	Name	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.
	Busy	Contact is busy.
	Away	Contact is away.
	Do not Disturb	Contact does not want to communicate.
	Out of Office/Offline	Out of Office: Contact is not in the office. Offline: Contact wants to appear offline.

*Table continues...*

Icon	Name	Description
	Unknown	The presence status of the contact is unknown.
	Automatic	The Collaboration Station updates the status automatically.

### 1 Related Links

2 [Presence](#) on page 124

---

## 3 Changing your presence status

### 4 Procedure

- 5 1. On the Top Bar, tap the Presence icon.
- 6 The Collaboration Station displays the presence panel.
- 7 2. Tap the required status.
- 8 3. To save the status, tap anywhere on the screen outside the presence panel.

### 9 Related Links

10 [Presence](#) on page 124

11 [Top Bar](#) on page 18

---

## 12 Configuring presence tracking of a contact

### 13 Procedure

- 14 1. On Navigation Panel, tap **Contacts**.
- 15 2. Tap the required contact.
- 16 The Collaboration Station displays the Contact Details screen.
- 17 3. Under **Track Presence** menu, tap **Expand**.
- 18 The Collaboration Station displays the **Track Presence** dialog box.
- 19 4. Select one of the following options:
  - 20 • **Yes**: To track contact presence.
  - 21 • **No**: To not track contact presence.

### 22 Related Links

23 [Contacts](#) on page 103

24 [Presence](#) on page 124

25 [Editing contact details](#) on page 109

1 [Assigning a ringtone to a contact](#) on page 109

2 [Editing contact details](#) on page 109

---

## 3 **Checking the contact presence**

### 4 **About this task**

5 You can check the presence of only those contacts who approved your presence tracking request.

### 6 **Procedure**

- 7 1. On the Tabbar, tap **Contacts**.
- 8 2. Scroll to the required contact.

9 You can view the presence status on the contact image.

### 10 **Related Links**

11 [Presence](#) on page 124

---

## 12 **Editing your presence note**

### 13 **Procedure**

- 14 1. On the Top Bar, tap the Presence icon.

15 The Collaboration Station displays the presence panel.

- 16 2. In the text box, enter the note.
- 17 3. To save the note, tap anywhere on the screen outside the presence panel.

### 18 **Related Links**

19 [Presence](#) on page 124

---

## 20 **Approving presence tracking requests**

### 21 **About this task**

22 If your administrator configured your system to manually approve the presence tracking requests,  
23 the Collaboration Station displays all pending requests in the Presence Pending-Watcher-Requests  
24 panel. You can select from the following options:

- 25 • Accept: To accept the tracking request.
- 26 • Reject: To reject the tracking request.
- 27 • Accept all: To accept all tracking requests.

1 **Procedure**

- 2 1. In the Top Bar, tap the Presence pending-watcher notification.
- 3 The Collaboration Station displays the Presence Pending-Watcher-Requests panel.
- 4 2. Tap the appropriate option for the request.

5 **Related Links**

- 6 [Presence](#) on page 124

Draft

# Chapter 12: Browser

The Collaboration Station supports an HTML 5 web browser. Use the browser to view and interact with the content and applications available on the Internet or your enterprise intranet. The browser supports the following media types:

- JPEG
- GIF
- PNG
- BMP
- H.264 AVC
- VP8
- MPEG 4
- WAV

## Related Links

[Navigating to the Browser screen](#) on page 129

[Opening the browser](#) on page 129



---

## 1 Navigating to the Browser screen

### 2 Procedure



### 3 Related Links

4 [Browser](#) on page 128

---

## 6 Opening the browser

### 7 Procedure

- 8 1. Go to the Home screen.
- 9 2. Tap **Browser**.

### 10 Related Links

11 [Browser](#) on page 128

# Chapter 13: SIP telephony

---

## Shared control

The Collaboration Station supports shared control with Avaya one-X<sup>®</sup> Communicator. In the shared control mode, you can use Avaya one-X<sup>®</sup> Communicator to control the following features on the Collaboration Station:

- Start an audio call.
- End an audio or a video call.
- Put or remove a call on hold.
- Put the Collaboration Station on mute.
- Perform attended and unattended transfer.
- Start a conference by:
  - Merging two calls.
  - Adding a contact to an active call.
- Use Dual Tone Multi-Frequency (DTMF) to avail conference features.

---

## Group paging

Using the group paging feature, you can make a call to a group of users that your administrator sets up for you. A group page supports one-way audio, that is, when you send a group page, only you can speak. The called members cannot respond to your page. The page continues until you end it. However, the members can drop out from the page if required.

The Collaboration Station treats an answered group page call as a normal call. You cannot perform operations such as hold and transfer on the group page call. A group page member can receive a page only if:

- All call appearances on the Collaboration Station are idle.
- The Collaboration Station is not playing any audio.

Use the group pilot number to send a group page. Contact your administrator to know about the group pilot.

# Chapter 14: Configuration

You can use the Settings app to configure your Collaboration Station and manage settings of various apps and features, such as Communication app and bluetooth.

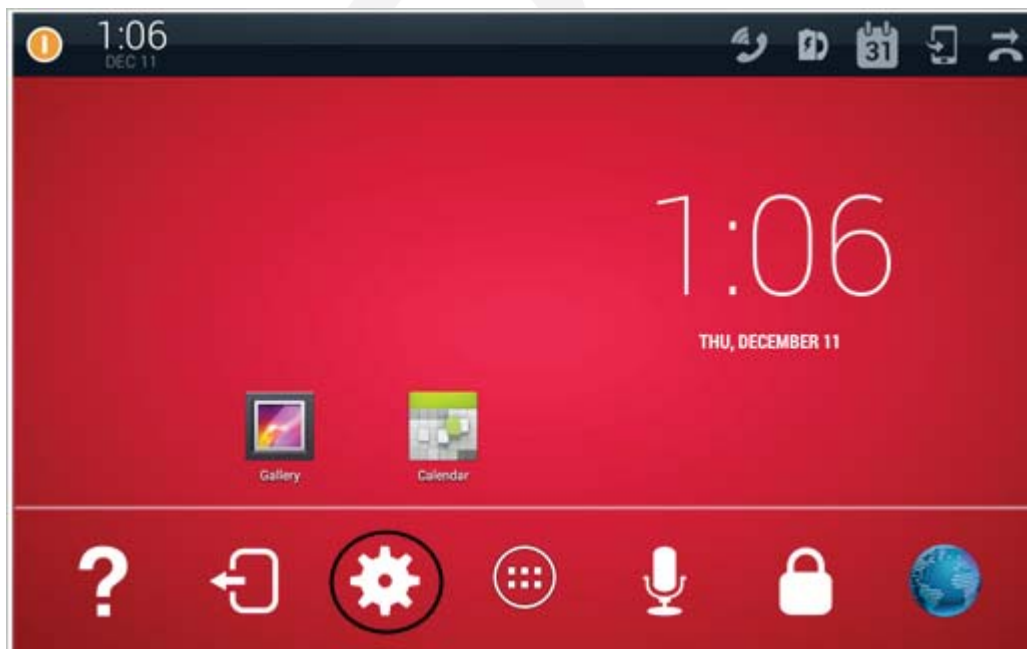
## Related Links

- [Navigating to the Settings screen](#) on page 131
- [Configuring an Exchange account](#) on page 132
- [Wi-Fi and network settings](#) on page 132
- [Bluetooth](#) on page 135
- [Call settings](#) on page 137
- [Contacts settings](#) on page 141
- [Configuring call logging](#) on page 142
- [Setting screen lock time](#) on page 143

---

## Navigating to the Settings screen

### Procedure



1 **Related Links**

2 [Configuration](#) on page 131

---

3 **Configuring an Exchange account**

4 **Procedure**

5 1. Go to the Settings screen.

6 2. Tap **ACCOUNTS > Add account > Exchange**.

7 The Collaboration Station displays the Add an Exchange account screen.

8 3. In the **Email address** field and the **Password** field, enter the Exchange email address and  
9 the password.

10 4. Press **Next**.

11 The Collaboration Station retrieves the account information, checks the server settings, and  
12 displays the Remote security administration dialog box.

13 5. Tap **OK**.

14 The Collaboration Station displays the Account Settings screen.

15 6. Select the appropriate account options and tap **Next**.

16 The Collaboration Station displays the message `Your account is set up!`.

17 7. Tap **Next**.

18 The Collaboration Station might get a notification from the system for security updates.

19 8. Perform the following steps if the Collaboration Station gets a notification from the system for  
20 security updates.

21 a. Tap the security updates notification in the Top Bar.

22 b. When the Collaboration Station displays the Security update dialog box, tap **OK**.

23 c. When the Collaboration Station displays the Activate device administrator dialog box,  
24 tap **Activate**.

25 d. Set the permission to change the security settings when the Collaboration Station  
26 provides the notification.

27 **Related Links**

28 [Configuration](#) on page 131

---

29 **Wi-Fi and network settings**

30 This section describes the network-related configurations.

## 1 Related Links

- 2 [Configuration](#) on page 131
- 3 [Selecting an Ethernet or a Wi-Fi network](#) on page 133
- 4 [Configuring the Ethernet settings](#) on page 133
- 5 [Ethernet settings field descriptions](#) on page 134
- 6 [Wi-Fi network](#) on page 134
- 7 [Connecting to a Wi-Fi network](#) on page 135

---

## 9 Selecting an Ethernet or a Wi-Fi network

### 10 About this task

11 You can connect your Collaboration Station to an Ethernet or a Wi-Fi network. The Wi-Fi option is  
12 available only if your administrator enabled the option.

### 13 Procedure

- 14 1. Go to the Settings screen.
- 15 2. Tap **WIRELESS & NETWORKS > Network > Network mode**.
- 16 3. Select one of the following options:
  - 17 • **Ethernet**
  - 18 • **Wi-Fi**

### 19 Related Links

- 20 [Wi-Fi and network settings](#) on page 132

---

## 22 Configuring the Ethernet settings

### 23 About this task

24 You can configure the Ethernet settings only if you have the administrative-login privilege.

### 25 Procedure

- 26 1. Go to the Settings screen.
- 27 2. Tap **WIRELESS & NETWORKS > Network > Ethernet**.
- 28 3. Tap **Menu > Admin**.
- 29 4. Enter the administrator password.
- 30 5. Update the Ethernet fields.
- 31 6. To save the updates, quit the Settings app.

### 32 Related Links

- 33 [Wi-Fi and network settings](#) on page 132

1

## 2 Ethernet settings field descriptions

Name	Description
<b>Interfaces</b>	
<b>Ethernet</b>	Specifies the Ethernet mode.
<b>PC Ethernet</b>	Specifies the PC Ethernet mode.
<b>IEEE 802.1x authentication</b>	
<b>Supplicant mode</b>	Specifies the supplicant mode.
<b>Pass through mode</b>	Specifies the pass through mode.
<b>EAP Type</b>	Specifies the EAP type.
<b>802.1x credentials</b>	Specifies the 802.1x credentials-identity and password.
<b>VLAN</b>	
<b>VLAN tagging (802.1Q)</b>	Specifies the VLAN tagging mode.
<b>VLAN</b>	Specifies the VLAN ID.
<b>VLAN test timer</b>	Specifies the VLAN test timer.
<b>IP interface</b>	
<b>Use DHCP</b>	Specifies whether to use DHCP to automatically generate the IP address.
<b>Static IP settings</b>	Specifies the fields for assigning static IP address.

3

### Static IP settings

Name	Description
<b>IP Address</b>	Specifies the IP address.
<b>Netmask</b>	Specifies the netmask.
<b>Default router</b>	Specifies the default router.

### 4 Related Links

5 [Wi-Fi and network settings](#) on page 132

6

## 7 Wi-Fi network

8 You can connect your Collaboration Station to a Wi-Fi network if your administrator enabled the Wi-Fi option. You can select from the list of scanned networks that might include secured networks or manually connect to a hidden network. To connect the Collaboration Station to a:

- 11 • Secured network, provide a password.
- 12 • Hidden network, provide the network SSID.

### 13 Related Links

1 [Wi-Fi and network settings](#) on page 132

---

## 2 **Connecting to a Wi-Fi network**

### 3 **About this task**

4 You can connect the to the Wi-Fi network only if your administrator enabled the Wi-Fi option.

### 5 **Before you begin**

6 Ensure that you have changed the network mode to Wi-Fi.

### 7 **Procedure**

- 8 • To connect to an open Wi-Fi network:
  - 9 1. Go to the Settings screen.
  - 10 2. Tap **WIRELESS & NETWORKS > Network > Wi-Fi**.
  - 11 3. Tap the open network.
- 12 • To connect to a secured network:
  - 13 1. Go to the Settings screen.
  - 14 2. Tap **WIRELESS & NETWORKS > Network > Wi-Fi**.
  - 15 3. Tap the secured network.
  - 16 4. Enter the password.
  - 17 5. Tap **Connect**.
- 18 • To connect to a hidden network:
  - 19 1. Go to the Settings screen.
  - 20 2. Tap **WIRELESS & NETWORKS > Network > Wi-Fi**.
  - 21 3. Tap **Add network** in the upper-right corner of the screen.
  - 22 4. In the **Network SSID** field, enter the network SSID.
  - 23 5. In the **Security** field, tap the appropriate security setting.
  - 24 6. Tap **Save**.

### 25 **Related Links**

26 [Wi-Fi and network settings](#) on page 132

---

## 27 **Bluetooth**

28 This section describes bluetooth-related configurations.

### 29 **Related Links**

- 1 [Configuration](#) on page 131
  - 2 [Turning Bluetooth on](#) on page 136
  - 3 [Pairing a Bluetooth device](#) on page 136
  - 4 [Renaming a paired Bluetooth device](#) on page 136
  - 5 [Unpairing a device](#) on page 137
  - 6 [Changing a connection profile](#) on page 137
- 

## 8 Turning Bluetooth on

### 9 Procedure

- 10 1. Go to the Settings screen.
- 11 2. Tap **WIRELESS & NETWORKS > Bluetooth > ON**.

### 12 Related Links

- 13 [Bluetooth](#) on page 135
- 

## 15 Pairing a Bluetooth device

### 16 Before you begin

17 Ensure that you have put the Bluetooth device in the pairing mode.

### 18 Procedure

- 19 1. Go to the Settings screen.
- 20 2. Tap **WIRELESS & NETWORKS > Bluetooth**.
- 21 3. Tap **SEARCH FOR DEVICES**.

22 The Collaboration Station displays a list of all available Bluetooth devices.

- 23 4. Tap the device that you want to pair.
- 24 5. When the Collaboration Station displays the Bluetooth pairing request dialog box, tap **Pair**.
- 25 6. When the device displays the Bluetooth pairing request dialog box, tap **Pair**.
- 26 7. Provide the password if the device requests for one.

### 27 Related Links

- 28 [Bluetooth](#) on page 135
- 

## 30 Renaming a paired Bluetooth device

### 31 Procedure

- 32 1. Go to the Settings screen.



- 1 2. Tap **WIRELESS & NETWORKS > Bluetooth**.
- 2 3. In the **PAIRED DEVICES** list, tap **Settings** for the required device.
- 3 4. Tap **Rename**.
- 4 5. Type a new name after deleting the old name.
- 5 6. Tap **OK**.

#### 6 **Related Links**

7 [Bluetooth](#) on page 135

---

## 9 **Unpairing a device**

### 10 **Procedure**

- 11 1. Go to the Settings screen.
- 12 2. Tap **WIRELESS & NETWORKS > Bluetooth**.
- 13 3. In the **PAIRED DEVICES** list, tap **Settings** for the required device.
- 14 4. Tap **Unpair**.

#### 15 **Related Links**

16 [Bluetooth](#) on page 135

---

## 18 **Changing a connection profile**

### 19 **Procedure**

- 20 1. Go to the Settings screen.
- 21 2. Tap **WIRELESS & NETWORKS > Bluetooth**.
- 22 3. In the **PAIRED DEVICES** list, tap **Settings** for the required device.
- 23 4. In the **PROFILES** list, select the required profile.

#### 24 **Related Links**

25 [Bluetooth](#) on page 135

---

## 26 **Call settings**

27 This section describes call-related configurations.

#### 28 **Related Links**

29 [Configuration](#) on page 131

30 [Configuring the redial option](#) on page 138

- 1 [Setting the audio path](#) on page 138
- 2 [Configuring the wireless headset signaling](#) on page 138
- 3 [Setting the dial mode](#) on page 139
- 4 [Setting the Call Pickup Group indication](#) on page 139
- 5 [Configuring Automatic Gain Control](#) on page 140
- 6 [Setting the headset profile](#) on page 140

7

---

## 8 **Configuring the redial option**

### 9 **Procedure**

- 10 1. Go to the Settings screen.
- 11 2. Tap **PERSONAL > Call settings > Redial**.
- 12 3. Select one of the following options:
  - 13 • **Recents**: To redial a number from a list of recently dialed numbers.
  - 14 • **One number**: To redial the last dialed number.

### 15 **Related Links**

- 16 [Call settings](#) on page 137

17

---

## 18 **Setting the audio path**

### 19 **About this task**

20 Use this procedure to set your Collaboration Station to go off-hook on the speaker or a headset  
21 when you make a call.

### 22 **Procedure**

- 23 1. Go to the Settings screen.
- 24 2. Tap **PERSONAL > Call settings > Default audio path**.
- 25 3. Select one of the following options:
  - 26 • **Speaker**
  - 27 • **Headset**

### 28 **Related Links**

- 29 [Call settings](#) on page 137

30

---

## 31 **Configuring the wireless headset signaling**

### 32 **About this task**

33 Perform this task to specify whether the wireless headset must provide incoming call alerts.

## 1 Procedure

- 2 1. Go to the Settings screen.
- 3 2. Tap **PERSONAL > Call settings > Headset signaling**.
- 4 3. Select one of the following options:
  - 5 • **None**: Disables signaling between the wireless headset and the Collaboration Station. To
  - 6 use the handset, you must press the **Headset** button on the Collaboration Station and
  - 7 then the **Call control** button on the headset.
  - 8 • **Switchhook &Alerting**: Generates incoming call alerts on the headset. You can activate
  - 9 or deactivate the **Call control** button on the headset by pressing the **Headset** button on
  - 10 the Collaboration Station.
  - 11 • **Switching only**: Disables incoming call alerts on the headset. You can activate or
  - 12 deactivate the **Call control** button on the headset by pressing the **Headset** button on the
  - 13 Collaboration Station.

## 14 Related Links

15 [Call settings](#) on page 137

---

## 17 Setting the dial mode

### 18 About this task

19 Use this procedure to change between the manual and automatic dial modes.

### 20 Procedure

- 21 1. Go to the Settings screen.
- 22 2. Tap **PERSONAL > Call settings > Dialing option**.
- 23 3. Select one of the following options:
  - 24 • **Automatic**: Sets the automatic dial mode.
  - 25 • **Manual**: Sets the manual dial mode.

## 26 Related Links

27 [Call settings](#) on page 137

28 [Dialing modes](#) on page 71

---

## 30 Setting the Call Pickup Group indication

### 31 About this task

32 Use this procedure to configure your Collaboration Station to provide a visual or an audio alert when  
33 a member in your call pickup group receives a call.

## 1 Procedure

- 2 1. Go to the Settings screen.
- 3 2. Tap **PERSONAL > Call settings > Call-Pickup indication**.
- 4 3. Select one of the following options:
  - 5 • **No indication**: Provides no alert.
  - 6 • **Audible only**: Provides an audio alert.
  - 7 • **Visual only**: Provides a visual alert by blinking the **Monitor** button on the Navigation
  - 8 Panel.
  - 9 • **Audible and Visual**: Provides both audio alert and visual alert.

## 10 Related Links

11 [Call settings](#) on page 137

---

## 13 Configuring Automatic Gain Control

### 14 About this task

15 Automatic Gain Control provides consistently high-quality audio by automatically adjusting and  
16 maintaining a constant level of the audio output of the handset, headset, or speaker.

### 17 Procedure

- 18 1. Go to the Settings screen.
- 19 2. Tap **PERSONAL > Call settings > ADVANCED > Auto Gain Control (AGC)**.
- 20 3. Select one of the following options:
  - 21 • **Handset Auto Gain Control**
  - 22 • **Headset Auto Gain Control**
  - 23 • **Speaker Auto Gain Control**

## 24 Related Links

25 [Call settings](#) on page 137

---

## 27 Setting the headset profile

### 28 About this task

29 Use the procedure to select a headset profile that best matches the acoustics of your Collaboration  
30 Station with your headset. For more information about the headset acoustic profiles that are  
31 customized for the specific models, see [DevConnect Portal](#).

32 select a headset acoustic profile customized for the vendor and model specific headset being used  
33 with the collaboration station

## 1 Procedure

- 2 1. Go to the Settings screen.
- 3 2. Tap **PERSONAL > Call settings > ADVANCED > Headset profile**.
- 4 3. If the name of your headset appears in the list of profiles, select it. If the name does not  
5 appear, you may test various profiles to find the one that sounds best. Otherwise, contact  
6 your headset manufacturer for recommendation.

## 7 Related Links

8 [Call settings](#) on page 137

---

## 9 Contacts settings

10 This section describes the contacts-related configurations.

## 11 Related Links

12 [Configuration](#) on page 131

13 [Setting a default contacts store](#) on page 141

14 [Setting online search on or off](#) on page 142

15 [Configuring contacts name display](#) on page 142

---

## 17 Setting a default contacts store

### 18 About this task

19 You can select the account that the Collaboration Station uses to automatically save any new  
20 contact that you add.

### 21 Procedure

- 22 1. Go to the Settings screen.
- 23 2. Tap **PERSONAL > Contacts settings > Default contacts store**.
- 24 3. Select from the following options:
  - 25 • **Aura**
  - 26 • **Exchange**

## 27 Related Links

28 [Contacts settings](#) on page 141

---

## Setting online search on or off

### About this task

You can configure your Collaboration Station to initially provide search result from synchronized accounts and continue to search the default account in the background.

### Procedure

1. Go to the Settings screen.
2. Tap **PERSONAL > Contacts settings**.
3. Select or clear the **Online search** check box to activate or deactivate online search.

### Related Links

- [Contacts settings](#) on page 141
- [Searching for a contact](#) on page 107

---

## Configuring contacts name display

### About this task

You can configure the format that Collaboration Station uses to display contacts names in the contacts list.

### Procedure

1. Go to the Settings screen.
2. Tap **PERSONAL > Contacts settings > Contacts name display**.
3. Select from the following options:
  - **First name Last name**
  - **Last name followed by comma and first name**

### Related Links

- [Contacts settings](#) on page 141

---

## Configuring call logging

### Procedure

1. Go to the Settings screen.
2. Tap **PERSONAL > Call history**.
3. Select or clear the **Log calls** and **Log bridged calls** check boxes to activate or deactivate call logging.

1 **Related Links**

2 [Configuration](#) on page 131

---

3 **Setting screen lock time**

4 **Procedure**

- 5 1. Go to the Settings screen.
- 6 2. Tap **PERSONAL > Security > Automatically lock**.
- 7 3. Select an appropriate time in which the Collaboration Station locks the screen in case of
- 8 inactivity.

9 **Related Links**

10 [Configuration](#) on page 131

Draft

# Chapter 15: Personalization

You can change various settings of the Collaboration Station to suit your requirements. For example, add a widget on the Homescreen or change the font size of the text.

## Related Links

[Adding a widget or an app on the launch panel](#) on page 144

[Adjusting the volume settings](#) on page 145

[Personalizing ringtones](#) on page 145

[Personalizing the notification sound](#) on page 146

[Turning the button click sound on or off](#) on page 146

[Turning the touch sound on or off](#) on page 146

[Turning the screen lock sound on or off](#) on page 147

[Adjusting the screen brightness](#) on page 147

[Choosing the initial screen](#) on page 147

[Changing the wallpaper](#) on page 148

[Setting the timer to switch off the backlight](#) on page 148

[Changing the font size](#) on page 148

[Changing the date format](#) on page 149

[Changing to the 24-hour time format](#) on page 149

---

## Adding a widget or an app on the launch panel

### Procedure

1. On the Home screen, tap the All Apps menu.
2. Perform one of the following actions:
  - To add an app, tap and hold the app on the **APPS** tab.
  - To add a widget, tap the **WIDGETS** tab and tap and hold the widget.
3. Drag and drop the app or widget to the required launch panel.

### Related Links

[Personalization](#) on page 144



---

## 1 Adjusting the volume settings

### 2 About this task

3 Use the following procedure to adjust the volume for music, media, ringtone, notifications, and  
4 alarms.

### 5 Procedure

- 6 1. Go to the Settings screen.
- 7 2. Tap **DEVICE > Sound > Volumes**.
- 8 3. Tap and drag the slider bars to assign a volume level to any of the following options:
  - 9 • **Music, video, games, & other media**
  - 10 • **Ringtone & notifications**
  - 11 • **Alarms**

### 12 Related Links

13 [Personalization](#) on page 144

---

## 14 Personalizing ringtones

### 15 Procedure

- 16 1. Go to the Settings screen.
- 17 2. Tap **DEVICE > Sound > CALL RINGTONES > Personalized ringing**.
- 18 3. Select one of the following call types:
  - 19 • **Inside calls**
  - 20 • **Outside calls**
  - 21 • **Priority calls**
  - 22 • **Intercom calls**
  - 23 • **Forwarded calls**
  - 24 • **Bridged calls**
  - 25 • **Team button calls**
  - 26 • **Call-Pickup Group**
- 27 4. Select the required ringtone.
- 28 5. Tap **OK**.

### 29 Related Links

30 [Personalization](#) on page 144

---

## 1 Personalizing the notification sound

### 2 About this task

3 You can select a ringtone that the Collaboration Station plays for a notification, such as the  
4 notification for an upcoming event.

### 5 Procedure

- 6 1. Go to the Settings screen.
- 7 2. Tap **DEVICE > Sound > SYSTEM > Default notification sound**.
- 8 3. Select the required ringtone.
- 9 4. Press **OK**.

### 10 Related Links

11 [Personalization](#) on page 144

---

## 12 Turning the button click sound on or off

### 13 Procedure

- 14 1. Go to the Settings screen.
- 15 2. Tap **DEVICE > Sound**.
- 16 3. Select or clear the **Button clicks** check box to turn the sound on or off.

### 17 Related Links

18 [Personalization](#) on page 144

---

## 19 Turning the touch sound on or off

### 20 Procedure

- 21 1. Go to the Settings screen.
- 22 2. Tap **DEVICE > Sound**.
- 23 3. Select or clear the **Touch sounds** check box to turn the sound on or off.

### 24 Related Links

25 [Personalization](#) on page 144

---

## 1 Turning the screen lock sound on or off

### 2 About this task

3 You can select a ringtone that the Collaboration Station while unlocking.

### 4 Procedure

- 5 1. Go to the Settings screen.
- 6 2. Tap **DEVICE > Sound**.
- 7 3. Select or clear the **Screen lock sound** check box to turn the sound on or off.

### 8 Related Links

9 [Personalization](#) on page 144

---

## 10 Adjusting the screen brightness

### 11 Procedure

- 12 1. Go to the Settings screen.
- 13 2. Tap **DEVICE > Display > Brightness**.
- 14 3. Tap and drag the slider bar to assign the required brightness.

### 15 Related Links

16 [Personalization](#) on page 144

---

## 17 Choosing the initial screen

### 18 About this task

19 You can select the screen that the Collaboration Station displays after you log in.

### 20 Procedure

- 21 1. Go to the Settings screen.
- 22 2. Tap **DEVICE > Display > Initial screen**.
- 23 3. Select one of the following options:
  - 24 • **Phone screen**
  - 25 • **Home screen**

### 26 Related Links

27 [Personalization](#) on page 144

## 1 Changing the wallpaper

### 2 About this task

3 You can select a wallpaper that the Collaboration Station displays on the Home screen.

### 4 Procedure

- 5 1. Go to the Settings screen.
- 6 2. Tap **DEVICE > Display > Wallpaper**.
- 7 3. Select from the following options:
  - 8 • **Gallery**
  - 9 • **Live Wallpapers**
  - 10 • **Wallpapers**
- 11 4. Select the required wallpaper.

### 12 Related Links

13 [Personalization](#) on page 144

---

## 14 Setting the timer to switch off the backlight

### 15 Procedure

- 16 1. Go to the Settings screen.
- 17 2. Tap **DEVICE > Display > Sleep**.
- 18 3. Select the required time.

### 19 Related Links

20 [Personalization](#) on page 144

---

## 21 Changing the font size

### 22 Procedure

- 23 1. Go to the Settings screen.
- 24 2. Tap **DEVICE > Display > Font size**.
- 25 3. Select from the following options:
  - 26 • **Normal**
  - 27 • **Large**

### 28 Related Links

1 [Personalization](#) on page 144

---

## 2 **Changing the date format**

### 3 **Procedure**

- 4 1. Go to the Settings screen.
- 5 2. Tap **SYSTEM > Date and time > Choose date format**.
- 6 3. Select the required format.
- 7 4. Tap **OK**.

### 8 **Related Links**

9 [Personalization](#) on page 144

---

## 10 **Changing to the 24–hour time format**

### 11 **Procedure**

- 12 1. Go to the Settings screen.
- 13 2. Tap **SYSTEM > Date and time**.
- 14 3. Select the **Use 24–hour format** check box.

### 15 **Related Links**

16 [Personalization](#) on page 144

# 1 Chapter 16: Troubleshooting

---

## 2 Camera not working

### 3 Camera not working

4 Camera is not capturing video images or the camera LED is not lighted up.

### 5 Camera cable not connected properly

6 Camera has a dedicated USB in the Collaboration Station and works only if the camera cable is  
7 connected to the dedicated USB.

### 8 Solution

9 Ensure that the camera cable is connected to the dedicated camera USB in the Collaboration  
10 Station and you have opened the privacy shutter of the camera.

---

## 11 Video not showing on the external monitor

### 12 Video not showing on the external monitor

13 The video is not getting transferred to the external monitor.

### 14 Video transfer not initiated by tapping **Extend To Monitor**

15 The video starts transferring to the external monitor only when you tap **Extend To Monitor**.

### 16 Solution

17 While in the call, tap **Extend To Monitor**.

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