Using Avaya H175 Video Collaboration Station

Release 1.0.2
April 2016

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Regulatory Statements

Australia Statements

Handset Magnets Statement

Danger:

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

Handset Amplification Statement

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

Industry Canada (IC) Statements

RSS Standards Statement

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

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

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

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

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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

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

Radiation Exposure Statement

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

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

Japan Statements

Class B Statement

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

Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

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

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México Statement

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

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

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

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

Power over Ethernet (PoE) Statement

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

Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

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

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

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

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

Class B Part 15 Statement

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

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

Radiation Exposure Statement

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

EU Countries

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

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- There is a risk of explosion if you use an incorrect type of battery in the DECT handset. Replace used batteries with the correct battery type: Nickel Metal Hydride (NiMH), rechargeable, size AAA.
  - This product uses NiMH batteries which are recyclable and must not be disposed of as municipal waste to reduce the risk of releasing substances into the environment. At the end of the battery's useful life, remove the rechargeable batteries and take them to the nearest battery collection location to be recycled.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - Limit the power to the device over telecommunications wiring to 36-57 volt DC or ≤ 1.3 ampere DC.

To ensure the EMC Class B compliance when using a Collaboration Station with an external HDMI monitor, the monitor must be of a type with an external AC or DC power supply.

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Chapter 1: Introduction

Purpose

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

Intended audience

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

Related resources

Documentation

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

Support

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

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 conference communications. The Collaboration Station combines the functionality of a business telephone and an executive video conference system.

You can use the Collaboration Station as:

- A traditional video phone by mounting the camera on the device.
- A high-end conference system by mounting the camera on an external monitor.

You can also connect the Collaboration Station and your personal computer to an external monitor to get the picture-in-picture (PiP) functionality as shown in the image below.

Related links

Specifications on page 14
Physical system protection requirements on page 17
Product compatibility on page 18
Supported apps on page 18
Supported widgets on page 19
Supported features on page 19
User Interface on page 22
Using Help on page 44

Specifications

Specification	Category	H175
Hardware	Display	7–inch IPS LCD display, capacitive touchscreen, 16 M colors, and a resolution of 1280 x 800 px.
	Audio	• Wideband audio through handset, headset, and speakerphone. • Supported audio codecs are G.711 A-law/mu-law, G.722, G.729A/AB, G. 726-32.
	Video	• Full HD, two way video calls up to 1080p 30 frames per second. • H.264 AVC baseline and high profile. • Support external monitors with resolutions up to 1080p. • Zero latency, display pass-through with Picture-in-Picture functionality for sharing an external monitor with a computer. • User control for video window size and position. • Dynamic adaptation of incoming bit-rate to the current video window size for bandwidth saving.

Table continues…

	Camera	• Detachable Full HD video camera (1920x1080) optimized for office use. • Bright, f2.0 lens for a superior performance in low light. • Camera that can be mounted on the device or on an external monitor. • Mechanical privacy shutter. • Activity LED.
	Handset	• Wireless handset, which is available in specific countries, supports DECT 6.0 and has call control, mute, and volume buttons. • Optional wired handset.
	Physical security	Kensington security slot.
	Physical buttons and LEDs	• Dialpad: 0-9, *, and #. • Volume up and volume down buttons. • Audio mute and video block buttons. • Speakerphone and headset buttons. • Message Waiting Indicator LED. • LED touch buttons.
	Connectors	• RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port. • RJ45 secondary Gigabit Ethernet (10/100/1000 Mbps) port for personal computer. • USB dedicated camera port. • USB 2.0 charging port with up to 1.5 A power to rapidly recharge smartphones and tablets. • Two USB 2.0 general purpose ports. • USB 2.0 micro AB port. • Digital display video output port capable of supporting a monitor with up to 1080p. • Digital display input port capable of handling digital video from a personal computer for picture-in-picture video overlay support. • RJ9 analog handset port. • RJ9 analog headset port. • SD card slot is not currently supported. • 48 V AC power supply.
	Processor	Freescale i.Mx6 1.0 GHz quad-core ARM Cortex-A9 processor.
	Storage	4GB eMMC flash memory configured as SLC.
	Memory	2 GB of RAM.
Connectivity	Ethernet	Gigabit Ethernet.

Table continues…

	Wi-Fi	Dual-band, 2.4 GHz and 5 GHz, 802.11a/b/g/n.
	Bluetooth	Supports: • Bluetooth 4.0. • Headset profile.
Power	Ethernet	• IEEE 802.3at. • Single Port PoE injector (SPPoE).
	AC power	External 30 W AC power adapter.
Accessory support	-	• USB headset, keyboard, and mouse. • Bluetooth HID-keyboard and mouse. • Bluetooth headsets.
Software features	-	• Android 4.3 operating system. • Avaya Aura® features. - Audio and video call management. - Advanced call management, such as call forwarding, call transfer, call park, and bridged call appearances. • IP Office v10.0 features. - Audio and video call management. - Synchronize user contacts with Avaya one-X® Portal. • Audio and video call with Avaya Scopia® Elite MCU and Avaya Aura® Conferencing with roster control. • Microsoft Exchange Server calendar and contacts integration. - Microsoft Exchange Server calendar integration with built-in click-to-call support. • Contact app - Synchronize contacts with Microsoft Exchange Server . - Synchronize user contacts with Avaya Aura® System Manager. - Synchronize user contacts with Avaya one-X® Portal. • Publish and display presence status with Avaya Aura® Presence Services integration. • Enhanced user interface shared with Avaya Communicator 2.0 optimized for touchscreen. • HTML 5 browser with built-in click-to-call support. • History, Calculator, and Alarm clock apps. • Online help.
Security		• Screen lock facility. • 802.1x EAP-TLS and EAP-MD5 over the Ethernet interface.

Table continues…

		• Wi-Fi WEP, WPA/WPA2 PSK, and 802.1x EAP, where for 802.1x EAP following features are supported: - EAP-PEAP with MSCHAPV2 and EAP-GTC as phase 2 authentication methods. - EAP-TLS. - EAP-TTLS with MSCHAP, MSCHAPV2, and EAP-GTC as phase 2 authentication methods. - EAP-PWD. • Trusted certificate repository configured through the settings file to be used by all applications. • Android built in certificates are used in addition to trusted certificates for the browser and Microsoft Exchange Server. • Identity certificate generation using SCEP. • Support SIP signaling over TLS. • Media encryption (SRTP) using AES-128 and AES-256. • Supports SRTCP (authentication only). • User information, such as MS Exchange credentials, call logs, and browser history, is erased when a new user logs in.

Related links

Avaya H175 Video Collaboration Station overview on page 13

Physical system protection requirements

Ensure that you:

- Use only those HDMI cables that include internal grounding conductivity, which is a required HDMI standard.
- Put the device on a flat surface, such as a table, for proper heat dissipation. The heat from the device dissipates from the lower plastic cover and finally through the space between the rubber foot pads. Therefore, the lower plastic part is relatively warmer.
- Do not keep any object, such as paper or cloth, below the device.
- Do not operate the device near water.
- Do not use the device during a lightning storm.
- Limit the power to the device over telecommunications wiring to 36-57 volt DC or ≤ 1.3 ampere DC.

Related links

Avaya H175 Video Collaboration Station overview on page 13

Product compatibility

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

- Other products, see Compatibility Matrix.
- Headsets, see DevConnect Portal.

Related links

Avaya H175 Video Collaboration Station overview on page 13

Supported apps

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 and download history.
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.

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

Related links

Avaya H175 Video Collaboration Station overview on page 13
All Apps screen on page 28

Supported widgets

Collaboration Station supports the following widgets that display on the Homescreen:

Widget	Purpose
Analog clock	Adds an analog clock.
Bookmark	Adds a shortcut to the URL from the browser bookmark.
Calendar	Provides quick access to the date and upcoming Microsoft Exchange Server calendar events.
Digital clock	Adds a digital clock.
Direct call	Adds a dialer to initiate an audio or video call according to the configurations done under the Outgoing call mode option. Contact selection is available when you add it to the Home screen.
Direct call-video	Adds a dialer to initiate a video call. Contact selection is available when you add it to the Home screen.
Direct call-voice	Adds a dialer to initiate an audio call. Contact selection is available when you add it to the Home screen.
Notifications	Adds a panel for the current notifications.
Photo Gallery	Adds a panel to display images. Image selection is available when you add the widget to the Home screen.
Search	Adds a search panel.
Settings shortcut	Adds a shortcut for the configuration options present in the Settings application.

Related links

Avaya H175 Video Collaboration Station overview on page 13

Supported features

Avaya H175 Video Collaboration Station supports the Avaya Aura® and IP Office environments.

Features	Avaya Aura®	IP Office
Audio and Video calls	Yes	Yes
Audio and Video conference	Yes	Yes
Intercom Group	Yes	No
Call Park/Unpark	Yes	No
Call Exclusion	Yes	No
Priority Call	Yes	No

Table continues…

Features	Avaya Aura®	IP Office
Block/Unblock Calling Party Info	Yes	No
Whisper Page	Yes	No
Enhanced Call Forward	Yes	No
EC500	Yes	No Supports Mobile Twinning through Avaya Aura® Communication Manager
Emergency call	Yes	Yes
Call Transfer	Yes	Yes
Auto Call Back	Yes	No
Malicious Call Trace	Yes	No
Team Button	Yes	No
Busy Indicator	Yes	No
Group Pickup	Yes	No
Bridged Call Appearance	Yes	No
Microsoft Exchange Server calendar and contacts integration	Yes	Yes
Shared Control with Avaya one-X® Communicator	Yes	Yes
Presence	Yes	No
Personalized ringtones	Yes	No

Related links

Avaya H175 Video Collaboration Station overview on page 13

Navigation

Menus

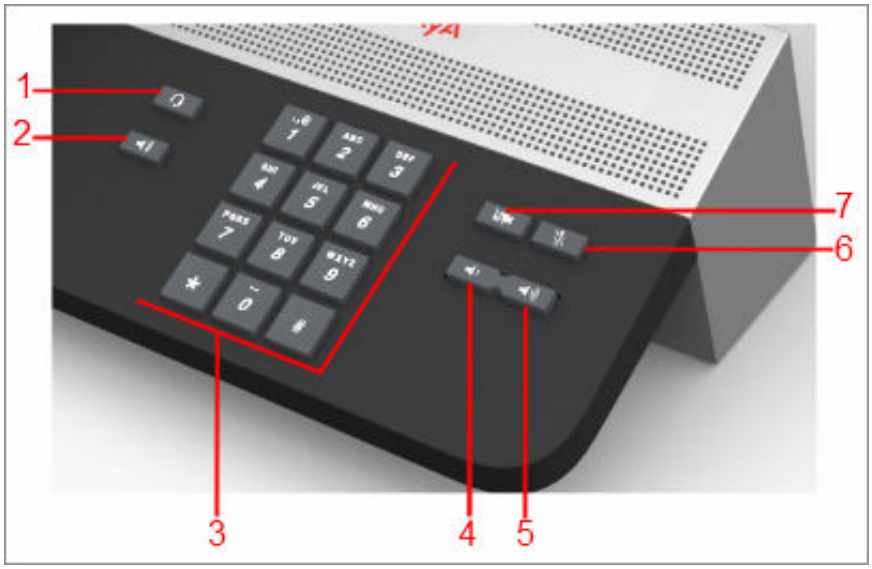
The Collaboration Station provides the following types of menus:

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

Related links

Avaya H175 Video Collaboration Station overview on page 13

Button layout



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

Related links

Avaya H175 Video Collaboration Station overview on page 13

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.

Table continues…

Gesture	Action	Use
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.
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.

Related links

Avaya H175 Video Collaboration Station overview on page 13

User Interface

The Collaboration Station can be configured with the Avaya Aura® and IP Office environments. Depending on the environment, the Collaboration Station user interface can differ.

Related links

Avaya H175 Video Collaboration Station overview on page 13
Lock and Logout panel on page 23
Home screen on page 24
Navigation Panel on page 25
Top Bar on page 25
Top Bar icons and notifications on page 26
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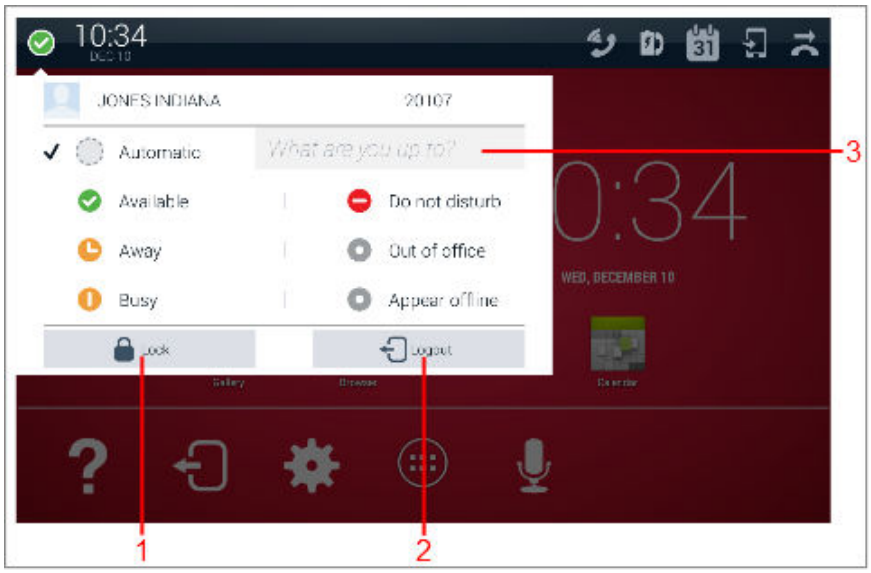
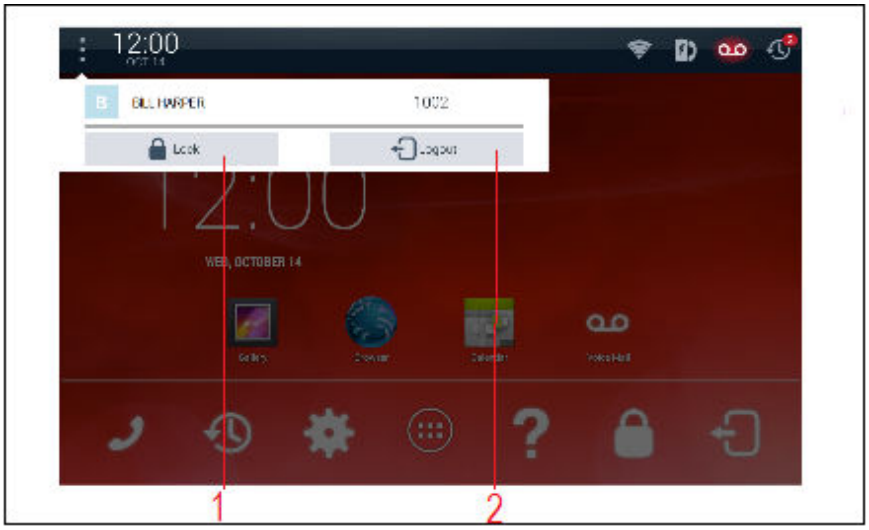
Types of communication containers on page 30
Communication app screens on page 34
Contacts app screen on page 39
Calendar app screen on page 40
Icons on page 41

Lock and Logout panel

Lock and Logout panel in Avaya Aura®



Lock and Logout panel in IP Office



Number	Name	Description
1	**Lock**	Locks the Collaboration Station.
2	**Logout**	Logs you out from the Collaboration Station.
3	**Status Note**	Saves the status note that appears next to your presence status on a watcher's Collaboration Station. This feature is only available in an Avaya Aura® environment.

Related links

User Interface on page 22
Logging in and logging out on page 51
Locking and unlocking on page 51

Home screen

Number	Name	Description
1	Top Bar	Displays the available features such as time, date, notifications, and other supported icons.
2	Favorites Tray	Displays the frequently used apps. You can add your favorite or most used apps in the Favorites Tray.
3	All Apps menu	Displays the All Apps screen that contains all apps and widgets available on the Collaboration Station.
4	Launchers	Displays the corresponding apps.
5	Widgets	Displays the corresponding widgets.

Related links

User Interface on page 22

Navigation Panel

Number	Name	Description
1	**Back**	Displays the previous screen where applicable. The button glows when there is a previous screen to go to.
2	**Phone**	Displays the Communication app Launch Panel.
3	**Home**	Displays the Home screen.
4	**Contacts**	Displays the Contacts list.
5	**Monitor**	Displays the Monitored Extensions screen. This feature is only available in an Avaya Aura® environment.

Related links

User Interface on page 22

Top Bar

The Top Bar is a horizontal bar at the top of the screen that displays the time, date, and notifications. The presence information is displayed only in an Avaya Aura® environment.

Top Bar modes

The Top Bar has the following modes:

- Normal mode

- Expanded mode

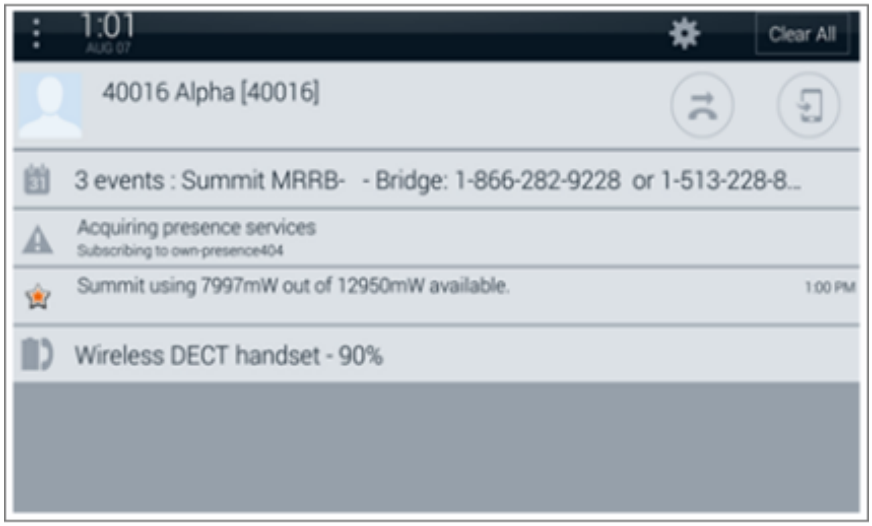
Swiping down the normal mode of the Top Bar displays the expanded mode and swiping up the expanded mode displays the normal mode of the Top Bar.

Normal mode

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

Expanded mode

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



Related links

User Interface on page 22

Top Bar icons and notifications

The Top Bar displays the following icons and notifications.

Icon	Name	Notification
	Error Message	Indicates that one or more apps generated error messages and the number of error messages.
	Ringer Volume Off	Indicates that the ringer volume of the Collaboration Station is at zero level.

Table continues…

Icon	Name	Notification
	Voice Volume Off	Indicates that the voice volume of the Collaboration Station is at zero level. The icon blinks in the Top Bar.
	Call Diversion	Indicates that the redirection feature is active. This feature is only available in an Avaya Aura® environment.
	EC500	Indicates that the EC500 feature is active. This feature is only available in an Avaya Aura® environment.
	Bluetooth Headset	Indicates that a bluetooth-enabled 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: • Charged • 75% – 99% • 50% – 74% • 25% – 54% • 10% – 24% • Low battery
	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.
	Wi-Fi	Indicates Wi-Fi connectivity and the signal strength.
	USB Device	Indicates a USB device connection.
	File Download	Indicates an active file download when the arrow appears as moving down and a completed file download when the arrow stops moving.
	Shared Control Mode	Indicates the shared control mode of the Collaboration Station with a connected computer system.

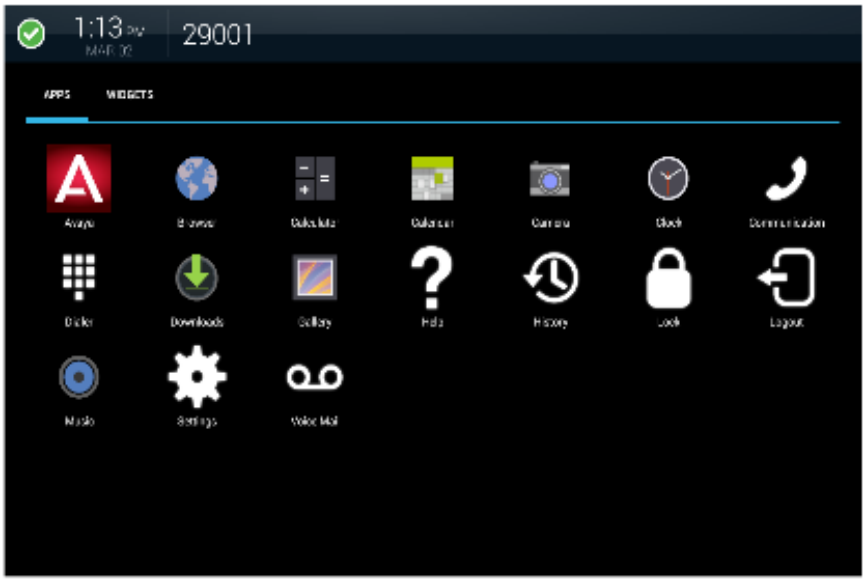
Table continues…

Icon	Name	Notification
	Keyboard Current Language	Indicates the current language that you selected for the connected keyboard.

Related links

User Interface on page 22

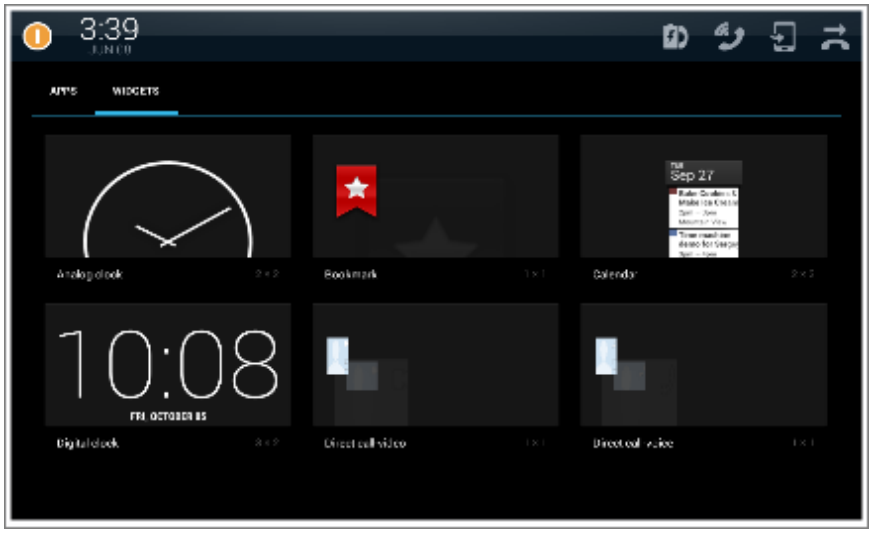
All Apps screen



Related links

User Interface on page 22
Supported apps on page 18

Widgets screen



Related links

User Interface on page 22

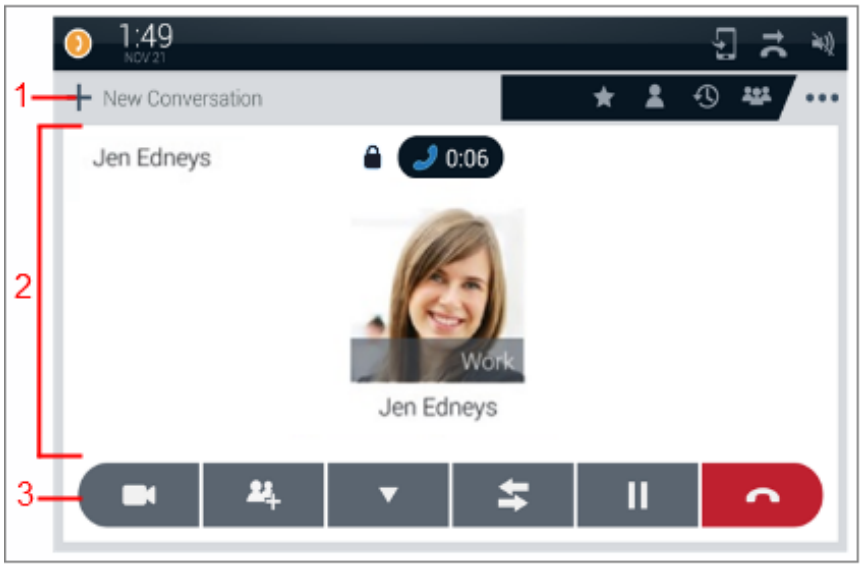
Communication containers

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

Containers provide the following information:

- List of participants.
- Call states, such as active call or call on hold.
- Controls for starting and managing calls.

Parts of a container



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. An end-to-end encrypted call icon ( ) is displayed for audio and video calls if configured.
3	Controls	Displays options for starting audio or video calls. Precall and mid-call features are only active in an Avaya Aura® environment.

States of a container

A container can be in one of the following states:

- Open: Displays the header and body.
- Closed: Displays only the header.

Related links

User Interface on page 22
Call management on page 64

Types of communication containers

Communication containers are of the following types:

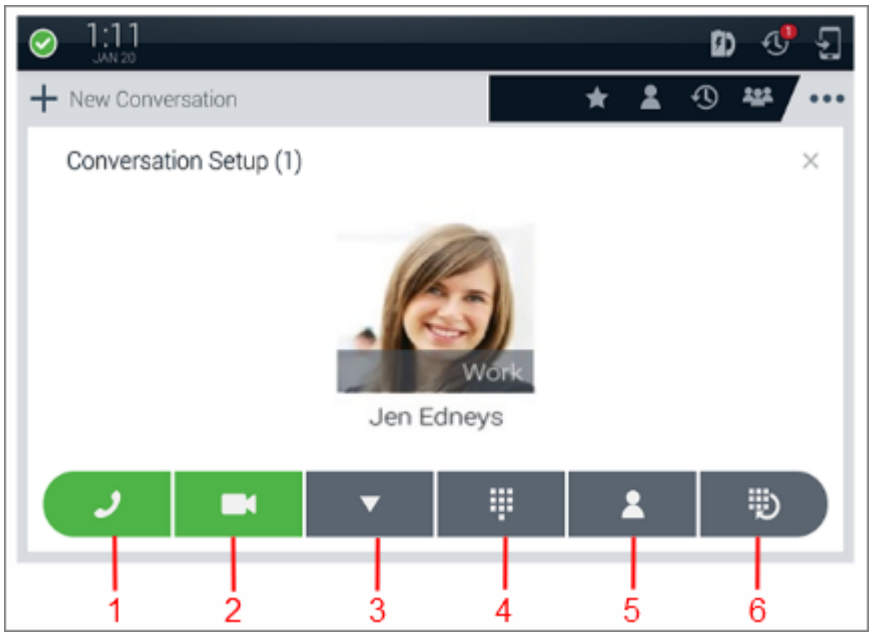
- New call container

- Active call container
- Call on hold container

New call container

A new call container provides:

- A location to add call participants.
- Controls for starting audio or video calls.
- Precall settings. This feature is only active in an Avaya Aura® environment.



Number	Name	Description
1	**Audio Call**	Starts an audio call.
2	**Video Call**	Starts a video call.
3	**Precall Features**	Displays the precall menu. This feature is only active in an Avaya Aura® environment.
4	**Dial Pad**	Displays the soft dial pad.
5	**Contacts**	Displays the Contacts list.
6	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.

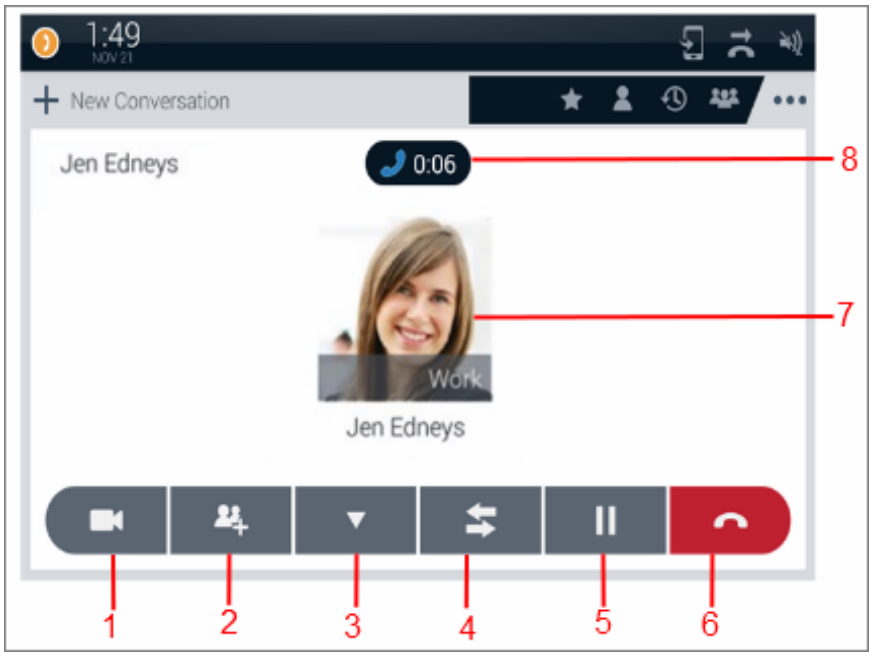
Active call container

An active call container displays:

- Contact cards of participants in the container body.
- An active call icon, a call duration indicator, icons for call state information, and a call quality indicator in the container header.

Tip:

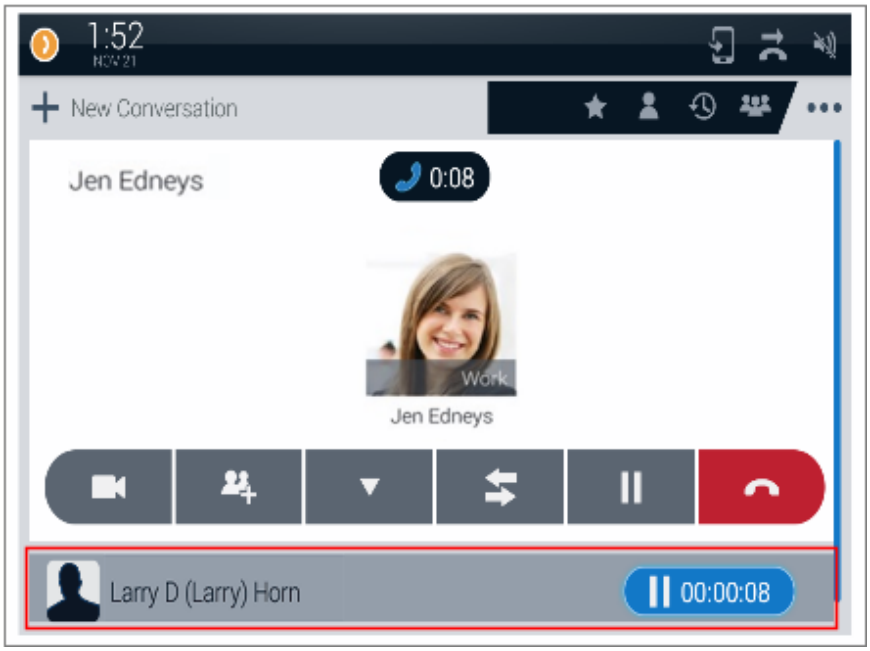
The Collaboration Station displays the call quality indicator only when the call quality deteriorates. Ensure that the feature is enabled by the administrator.



Number	Name	Description
1	**Video Call**	Starts a video call.
2	**Add Participant**	Adds another contact to an active call.
3	**Mid Call Features**	Displays the mid-call menu. This feature is only active in an Avaya Aura® environment.
4	**Transfer**	Transfers the active call.
5	**Hold**	Puts the active call on hold.
6	**End Call**	Ends the call.
7	**Contact Card**	The contact card of the called person.
8	**Call Details Area**	Displays the call type icon, call duration, and call quality indicator.

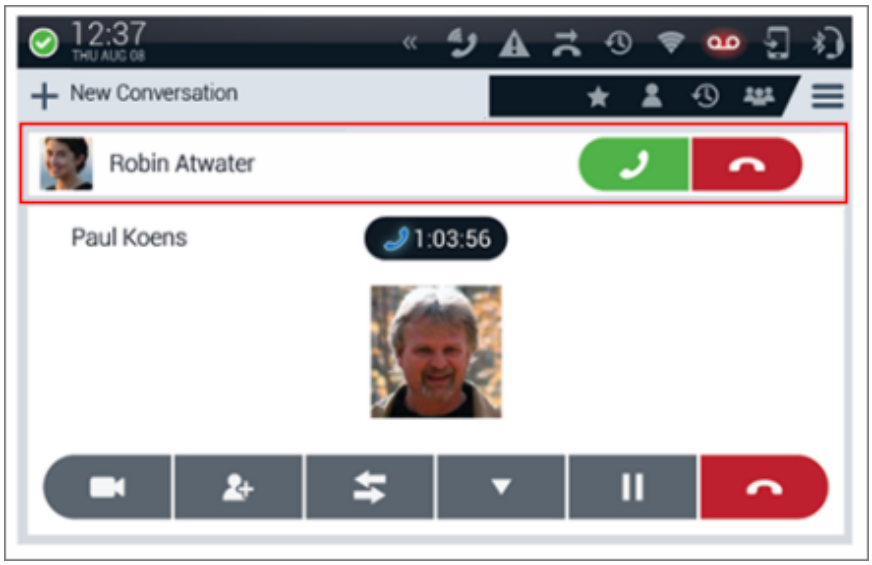
Call on hold container

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.



Ringing call container

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

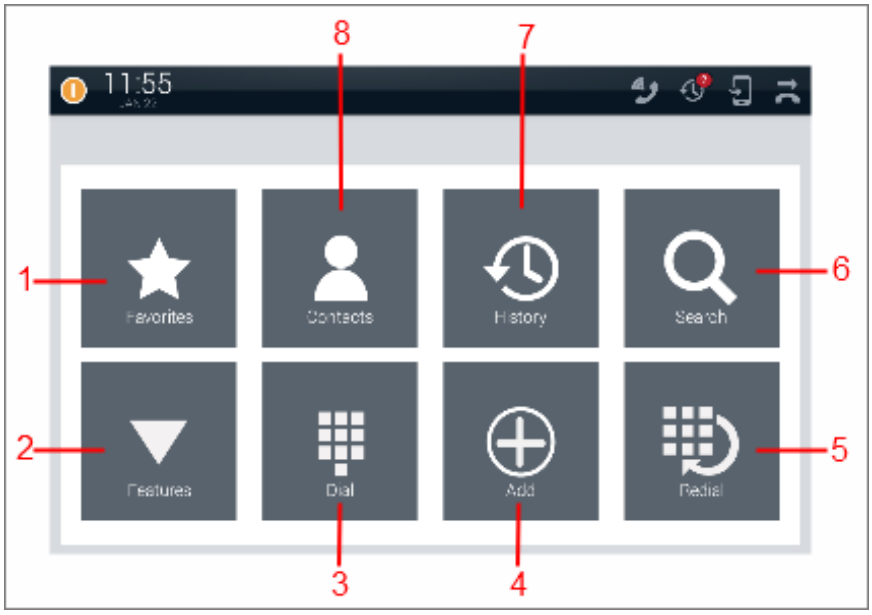


Related links

User Interface on page 22
Call management on page 64

Communication app screens

Idle Communication screen in Avaya Aura®

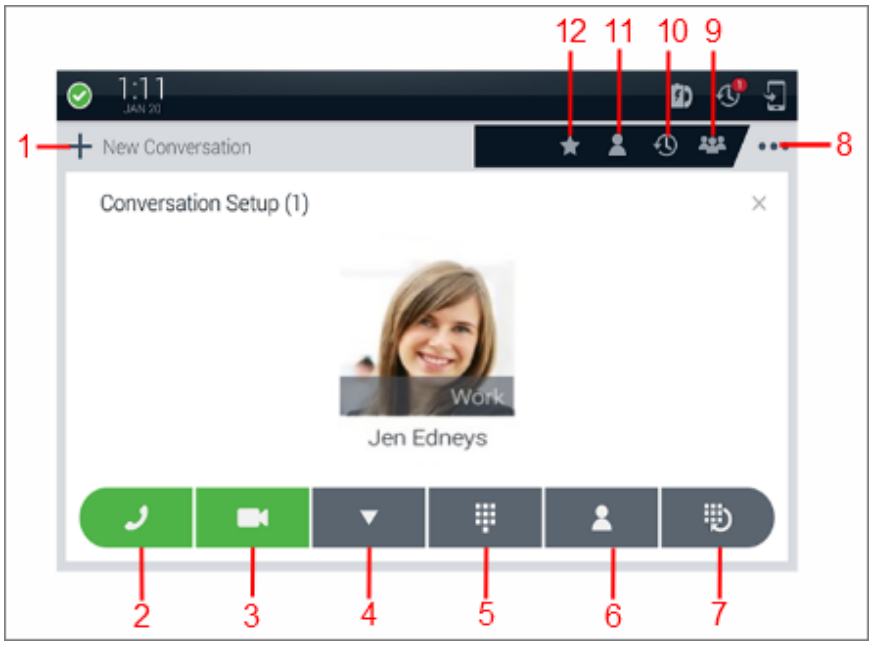


Idle Communication screen in IP Office

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	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment. **Note:** The Calendar icon is displayed in an IP Office environment.
2	**Features**	Displays the Precall features menu. This feature is only available in an Avaya Aura® environment. **Note:** The Settings icon is displayed in an IP Office environment.
3	**Dial**	Opens a new call container, and displays the Input Panel.
4	**Add**	Displays the Add New Contact screen.
5	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.
6	**Search**	Displays the Contacts Search screen in the full-screen mode.
7	**History**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
8	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.

Precall Communication screen

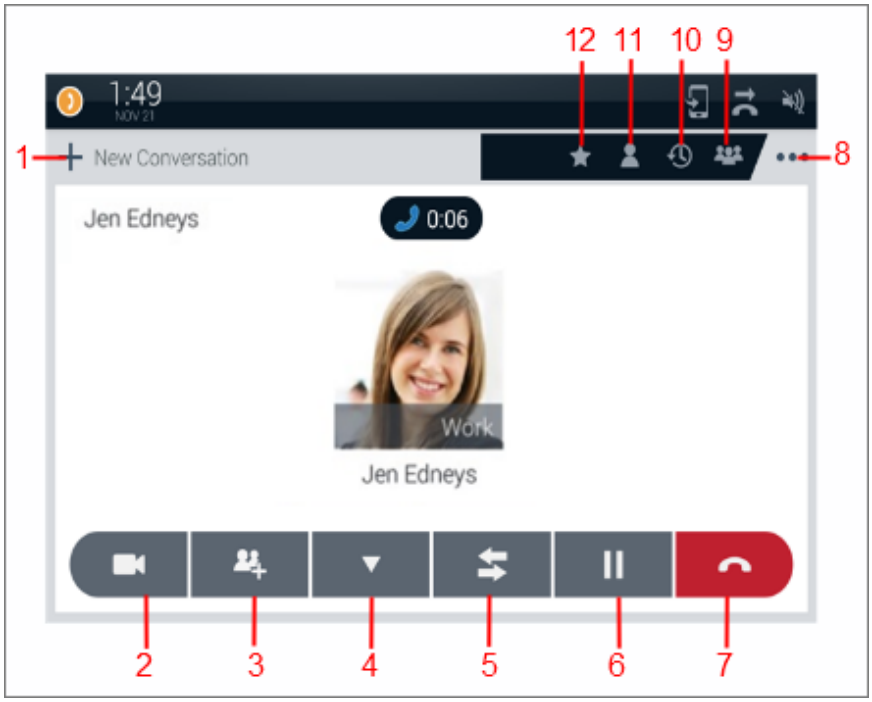


Number	Name	Description
1	**New Conversation**	Opens a new conversation container.
2	**Audio Call**	Starts an audio call.
3	**Video Call**	Starts a video call or promotes an audio call to a video call.
4	**Precall Features**	Displays the Precall features menu. This feature is only active in an Avaya Aura® environment.
5	**Dial Pad**	Displays the Input Panel.
6	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
7	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.
8	**Menu**	Displays the Phone menu.
9	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
10	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**

Table continues…

Number	Name	Description
11	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
12	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.

Mid-call Communication screen



Number	Name	Description
1	**New Conversation**	Opens a new conversation container.
2	**Video Call**	Starts a video call or promotes an audio call to a video call.
3	**Add Contact**	Adds a contact to the current call.

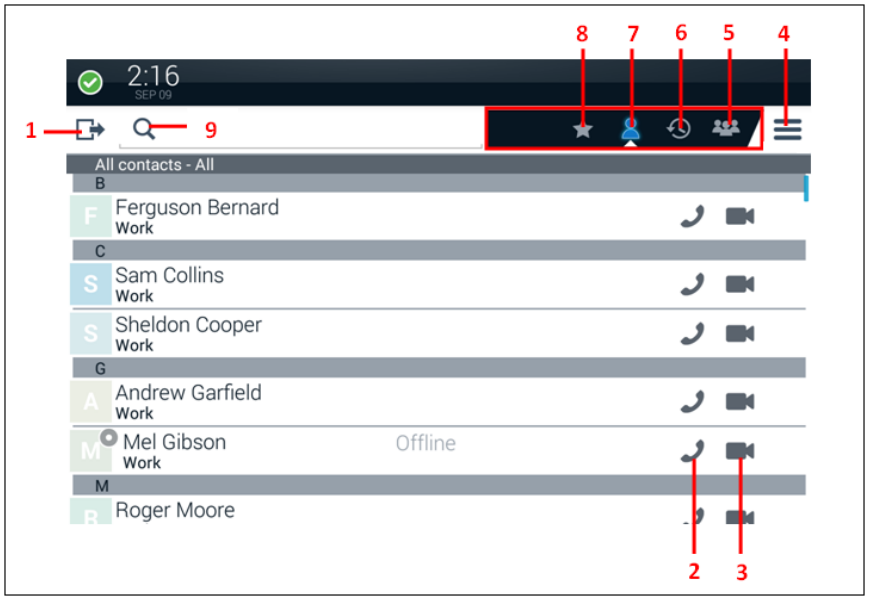
Table continues…

Number	Name	Description
4	**Mid Call Features**	Displays the Mid-call Features menu. This feature is only active in an Avaya Aura® environment.
5	**Transfer**	Transfers the call to the required number.
6	**Hold**	Puts the call on hold.
7	**End Call**	Ends the call.
8	**Menu**	Displays the Phone menu.
9	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
10	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
11	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
12	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.

Related links

User Interface on page 22
Call management on page 64

Contacts app screen



Number	Name	Description
1	**Overlay**	Changes to the overlay mode.
2	**One-touch Audio Dial**	Starts an audio call.
3	**One-touch Video Dial**	Starts a video call or promotes an audio call to a video call.
4	**Menu**	Displays the options for the current overlay.
5	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
6	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
7	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name. Add or edit contacts from the following options: • **Avaya Aura**: Appears only in an Avaya Aura® environment.

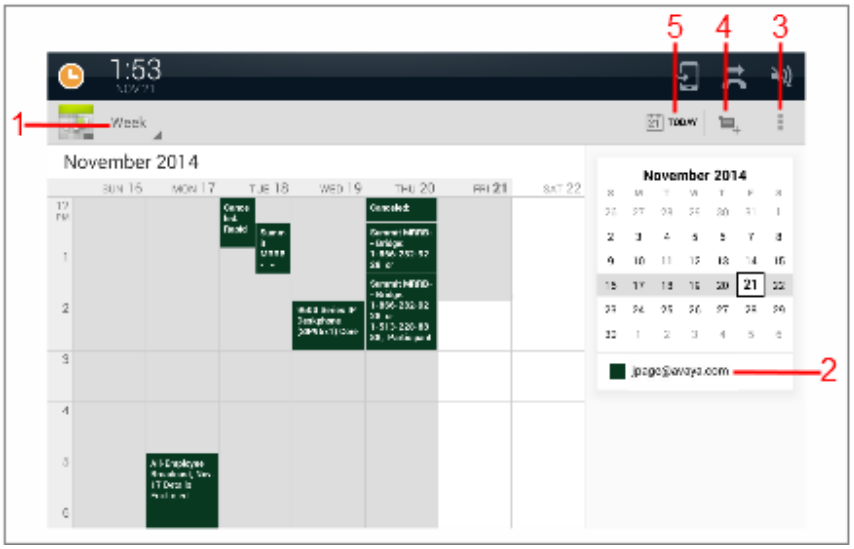
Table continues…

Number	Name	Description
		• one-X Portal: Appears only in an IP Office environment. • **Microsoft Exchange Server**
8	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.
9	**Search**	Searches a contact. When you tap the **Search** bar, the system displays an active cursor with a keyboard.

Related links

User Interface on page 22
Contacts on page 117

Calendar app screen



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

Related links

User Interface on page 22
Calendar on page 131

Icons

Icon	Name	Description
Topbar		
	Error Message	Indicates that one or more apps generated error messages and the number of error messages.
	Ringer Volume Off	Indicates that the ringer volume of the Collaboration Station is at zero level.
	Voice Volume Off	Indicates that the voice volume of the Collaboration Station is at zero level. The icon blinks in the Top Bar.
	Call Diversion	Indicates that a redirection feature is active. This feature is only available in an Avaya Aura® environment.
	EC500	Indicates that the EC500 feature is active. This feature is only available in an Avaya Aura® environment.
	Bluetooth Headset	Indicates that a Bluetooth-enabled 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.
	Wireless Handset	Indicates the wireless handset connection and the battery level of the connected wireless handset.
	Wireless Handset Amplified Mode	Indicates that the amplified mode is active for the wireless handset.

Table continues…

Icon	Name	Description
	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 when the arrow appears moving downwards and a completed file download when the arrow stops moving.
	Shared Control Mode	Indicates that the Collaboration Station is connected to a computer system in a shared control mode.
Apps		
	Lock	Locks the screen.
	Logout	Logs out the user.
	History	Displays the History app in the overlay mode.
	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.
Presence This feature is only available in an Avaya Aura® environment.		
	Available	Indicates that the user is available and can communicate.
	On a call	Indicates that the user is on a call.
	Busy	Indicates that the user is busy.
	Away	Indicates that the user is away.
	Do not Disturb	Indicates that the user does not want to communicate.
	Out of Office/Offline	Indicates that the user is either not in the office or wants to appear offline.

Table continues…

Icon	Name	Description
	Unknown	Indicates that the user status is unknown.
	Automatic	Indicates that the status is updated automatically.
Communications history		
	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. This feature is only available in an Avaya Aura® environment.
	Forwarded call	Shows a forwarded call. This feature is only available in an Avaya Aura® environment.
	Intercom call	Shows an intercom call. This feature is only available in an Avaya Aura® environment.
	Transfer recall	Shows a transferred call. This feature is only available in an Avaya Aura® environment.
	Priority call	Shows a priority call. This feature is only available in an Avaya Aura® environment.
	Auto callback call	Shows an auto call back call. This feature is only available in an Avaya Aura® environment.
General		
	Favorites	Indicates a favorite contact or a feature.
	Ringer and Notification On	Indicates that the ringer and notification volume is at a positive level.
	Ringer and Notification Off	Indicates that the ringer and notification volume is at zero level.
	Media volume On	Indicates that the media volume is at a positive level.
	Voice volume Off	Indicates that the voice volume is at zero level.
	Bridged Call Appearance	Indicates a bridged appearance call. This feature is only available in an Avaya Aura® environment.

Table continues…

Icon	Name	Description
	Ringing	Indicates an incoming call on a monitored extension. This feature is only available in an Avaya Aura® environment.
	Call quality indicator	Indicates that the wideband codec is used during the call.
	Encrypted call	Indicates that the call is encrypted. This icon is displayed only for a two-party call between SIP endpoints. This feature is only available in an Avaya Aura® environment.

Related links

User Interface on page 22

Using Help

Procedure

Perform one of the following actions to view the Help:

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

Related links

Avaya H175 Video Collaboration Station overview on page 13

Chapter 3: Setting up H175 Video Collaboration Station

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 45
Physical layout on page 46
Connectors and controls on page 47
Connecting the Collaboration Station to the network on page 49
Connecting a wired handset on page 49
Mounting and connecting the camera on page 50
Logging in and logging out on page 51
Locking and unlocking on page 51
Tilting the display on page 51

Packaged components

Ensure that the package contains the following parts:

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

The camera and USB cable are packaged in a separate box.

The package might also contain the following optional components:

- Wired handset with a handset cord
- Charging pins cover

You might also get a package of an AC power adapter and cord if you ordered one for the device.

Related links

Hardware setup and login on page 45

Physical layout

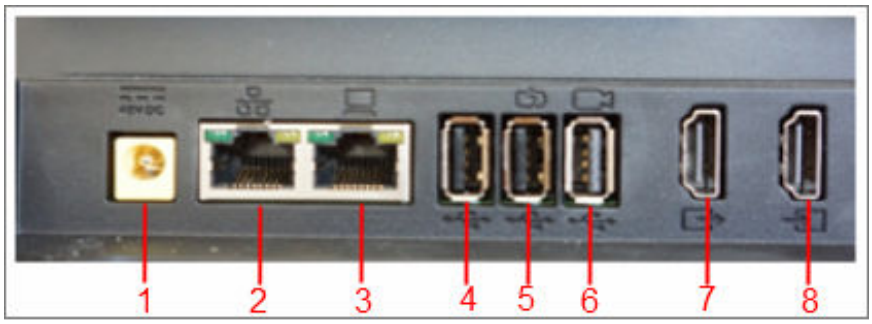
Number	Name
1	**Wireless handset**
2	**Headset**
3	**Speaker**
4	**Dial pad**
5	**Volume Down**
6	**Volume Up**
7	**Audio Mute**
8	**Video Block**
9	**Navigation Panel**
10	**Capacitive touch screen**
11	**Message waiting indicator**
12	**Camera**

Related links

Hardware setup and login on page 45

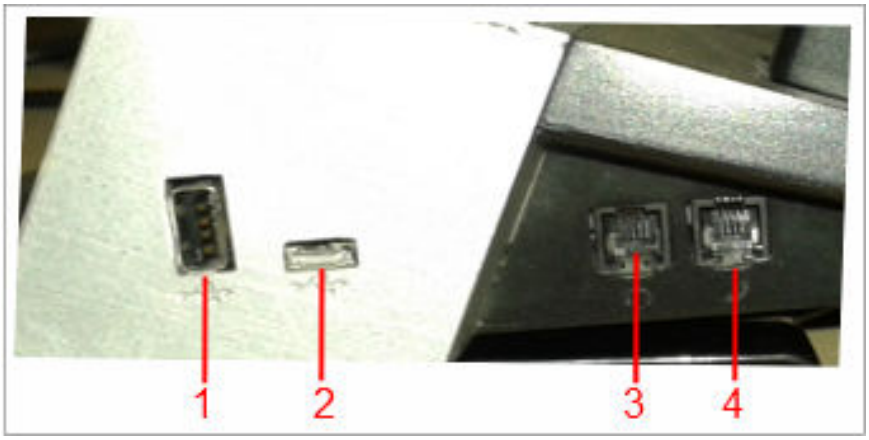
Connectors and controls

Rear Panel



Number	Name
1	Power connector
2	RJ45 10/100/1000 Mbps Gigabit Ethernet connector
3	RJ45 10/100/1000 Mbps Gigabit 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

Side panel



Number	Name
1	USB 2.0 connector
2	USB 2.0 micro AB connector
3	RJ9 analog headset connector
4	RJ9 analog handset connector

Front panel

Number	Name
1	SD card slot that is currently not supported

Related links

Hardware setup and login on page 45
Checking the port information and status on page 48

Checking the port information and status

About this task

Use the following procedure to check the following port information:

- Port name and its physical location on the device
- Name of the device plugged into a port and the power required for the device
- Indication if a device is not authorized for a particular port
- Available power

Procedure

1. Go to the Settings screen.
2. Tap **DEVICE** > **USB**.

   The Collaboration Station displays the port information under **USB DEVICES**.

Related links

Connectors and controls on page 47

Connecting the Collaboration Station to the network

About this task

You can connect your Collaboration Station to an Ethernet or a Wi-Fi network. The Wi-Fi option is enabled by default in the settings file.

If you connect to a Wi-Fi network that has a Captive portal enabled, the Collaboration Station displays a notification in the Top Bar to sign into to the Wi-Fi network. Tapping the notification in the Top Bar opens the Captive portal page where you need to provide the login details to login to the network.

Procedure

1. If your are connecting the deskphone to a wireless network or a wired network that does not have a 802.3at PoE or 802.3af PoE injector specification, connect the power adapter to the 48–V DC power connector at the back of the Collaboration Station and plug the power adapter into an electrical outlet.
2. Perform one of the following actions:
   - To connect to a wired network, plug one end of an Ethernet cable into the LAN connector at the back of the Collaboration Station. Plug the other end into an available LAN port.
   - To connect to a wireless network:
     a. Wait for the deskphone to initialize and display the LOGIN screen.
     b. Tap the Settings icon.
     c. Tap **WIRELESS & NETWORKS** > **Network** > **Network mode** > **Wi-Fi**.
     d. Tap **Wi-Fi** and select a network from the list of networks.
     e. Enter the login credentials that the Collaboration Station displays if the Wi-Fi network is a secured network.

Related links

Hardware setup and login on page 45

Connecting a wired handset

About this task

If you bought the Collaboration Station with a wireless handset and now want to replace the wireless handset with a wired handset, then you must cover the pins as described in this task. If you ordered the Collaboration Station with a wired handset, the charging pins are covered and you only need to connect the handset.

You cannot use the wireless handset if you connect a wired handset.

Procedure

1. Perform the following steps only if you are replacing the wireless handset with the wired handset, else skip the steps.
   a. From the back of the device, remove the screw that is below the charging pins bushing.
   b. Remove the charging bushing plastic.
   c. Attach the blind bushing plastic cover from the top and secure it with a screw.
2. Plug non-spiral end of the handset cord into the handset connector on the Collaboration Station.
3. Plug the other end into the connector in the handset.
4. Disable the wireless handset.

Related links

Hardware setup and login on page 45

Mounting and connecting the camera

Procedure

- For integrated mount:
  1. Position the camera on the Collaboration Station.
  2. Fold the camera leg and insert the camera latch in the twist lock at the back of the Collaboration Station.
  3. 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.
- For external mount:
  1. Position the camera on the external monitor and open the camera leg to balance the 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 45
Camera on page 60

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 45
Locking and unlocking on page 51
Lock and Logout panel on page 23

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

Hardware setup and login on page 45
Logging in and logging out on page 51
Lock and Logout panel on page 23

Tilting the display

Procedure

1. Press the screen lock button at the back of the display.

2. While pressing the button, tilt the display at the required angle.
3. Release the screen lock button to lock the display in position.

Related links

Hardware setup and login on page 45

Virtual keyboard

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

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.

Wireless handset

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

Check with your administrator if the wireless handset is supported for your country and whether the administrator enabled the wireless handset for you.

Related links

Wireless handset layout on page 53
Installing the wireless handset on page 54
Enabling and disabling the wireless handset usage on page 54
Pairing and re-pairing a wireless handset on page 55
Wireless handset notifications on page 55
Answering and ending a call on page 56
Charging the wireless handset battery on page 56
Enabling the wireless handset amplification on page 56

Wireless handset layout

Number	Name
1	**Mute**
2	**Volume up**

Table continues…

Number	Name
3	**Volume down**
4	**Battery slot**
5	**Charging pins**
6	**Mute LED**
7	**Call control**

Related links

Wireless handset on page 52

Installing the wireless handset

Before you begin

Ensure that the administrator configured the country settings and enabled the DECT menu option for the wireless handset. Once you have installed the wireless handset, the batteries will take around 16 hours to get fully charged for the first time.

Procedure

1. Install the batteries in the battery slot by matching the poles as shown in the slot label.

   Danger:

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

2. Put the wireless handset in the cradle.

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

Related links

Wireless handset on page 52

Enabling and disabling the wireless handset usage

About this task

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

Procedure

1. Go to the Settings screen.
2. Perform one of the following actions:
   - To enable the wireless handset usage, tap **WIRELESS & NETWORKS** > **DECT** > **ON**.
   - To disable the wireless handset usage, tap **WIRELESS & NETWORKS** > **DECT** > **OFF**.

Related links

Wireless handset on page 52

Pairing and re-pairing a wireless handset

About this task

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

Procedure

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

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

Related links

Wireless handset on page 52

Wireless handset notifications

The wireless handset provides the following notifications.

Wireless handset LED notifications	The **Call Control LED** flashes green to indicate an incoming call.
	The **Call Control LED** and **Mute LED** flashes red on a loss of signal.
	The **Mute LED** is steady red if the wireless handset is put on mute.
	The **Mute LED** flashes red if the battery is low.
Top Bar notifications	The six levels of battery level information: • Charged • 75%-99% • 50%-74% • 25%-54% • 10%-24% • Low battery
	The battery charging information.
	The wireless handset pairing information.
	The software upgrade progress information of the wireless handset in percentage.
Audio notifications	During a low signal strength when you are about to lose connectivity.
	During the low battery.

Related links

Wireless handset on page 52

Answering and ending a call

Procedure

- To answer a call, perform one of the following actions:
  - Press **Call control** if the handset is out of the cradle.
  - Lift up the handset if the handset is in the cradle.

  There is a delay of approximately one second, when you switch an active call from the speaker to the wireless handset. This delay is the time required to establish the wireless connection between the phone and the handset.
- To end a call, perform one of the following actions:
  - Press **Call control**.
  - Return the handset to the cradle.

Related links

Wireless handset on page 52

Charging the wireless handset battery

Procedure

Put the handset on the cradle.

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

Related links

Wireless handset on page 52

Enabling the wireless handset amplification

About this task

Perform this task to increase the volume level of the wireless handset.

Procedure

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

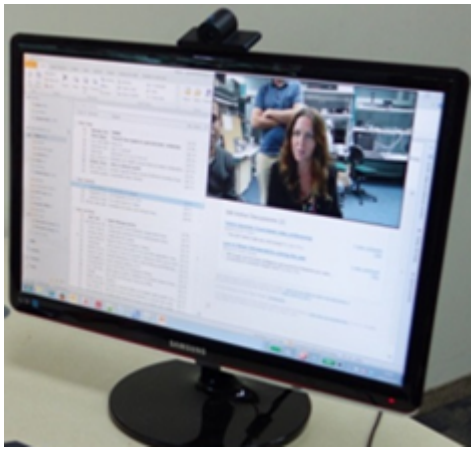
Related links

Wireless handset on page 52

External monitor

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

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



Collaboration Station supports HDMI 1.2 specification with:

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

Note:

To ensure the EMC Class B compliance when using a Collaboration Station with an external HDMI monitor, the monitor must be of a type with an external AC or DC power supply.

Supported resolutions

Resolution	Aspect ratio	Name
1920 x 1080	16:9	FHD, 1080p
1920 x 1200	16:10	WUXGA
1600 x 1200	4:3	UXGA

Table continues…

Resolution	Aspect ratio	Name
1600 x 900	16:9	HD+
1440 x 900	16:10	WXGA+
1366 x 768	16:9	
1280 x 1024	4:3	
1280 x 800	16:10	
1280 x 768	4:3	WXGA
1280 x 720	16:9	HD, 720p
1024 x 768	4:3	XGA
800 x 600	4:3	SVGA
720 x 576	5:4	PAL
720 x 480	3:2	
640 x 480	4:3	VGA

Related links

Connecting the Collaboration Station to an external monitor and a computer on page 58
Viewing video windows on an external monitor on page 59
Changing the size and location of a video window on page 59
Viewing the deskphone screen on an external monitor on page 60

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 57

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 57
Video call management on page 105

Changing the size and location of a video window

About this task

You can change:

- The location of the **Self-view Pane** on an external monitor
- The video window layout on an external monitor
- The video window layout of a conference call

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

Procedure

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

Related links

External monitor on page 57
Video call management on page 105
Video call container on page 106

Viewing the deskphone screen on an external monitor

About this task

Use the following procedure to view the screen of your Collaboration Station on an external monitor. For example, you might want to use the feature to view the browser on a bigger screen. Do not use the feature to view video calls.

Before you begin

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

Procedure

1. Go to the Settings screen.
2. Tap **DEVICE** > **Display**.
3. Under **EXTERNAL MONITOR**, select the **Clone internal display** check box.

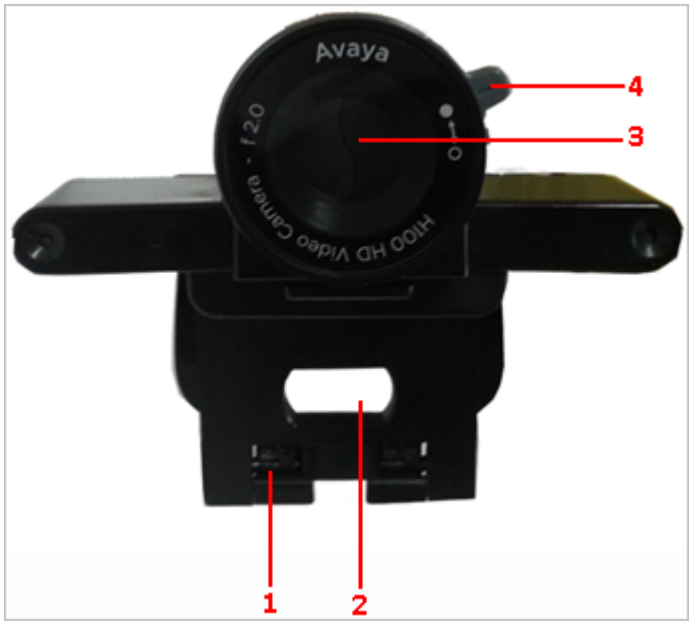
Related links

External monitor on page 57

Camera

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

- Bright, F2.0 lens
- Video resolution up to of 1080p, 30 ips
- Focus range of 40 cm to 3 m
- 1/3 inches CMOS sensor and advanced ISP
- Horizontal field view up to 70 degrees
- Mechanical privacy shutter
- Manual tilt mechanism
- Activity LED
- Integrated or external monitor mount



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.

Related links

Camera mount on page 61
Mounting and connecting the camera on page 50
Camera LED states on page 63
Camera notifications on page 63

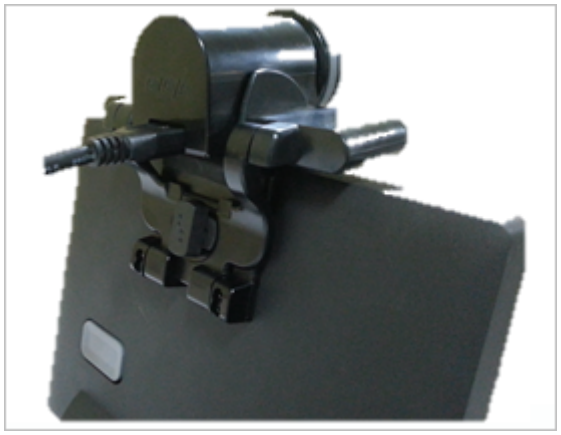
Camera mount

The camera supports the following mount options:

- Integrated mount
- External mount

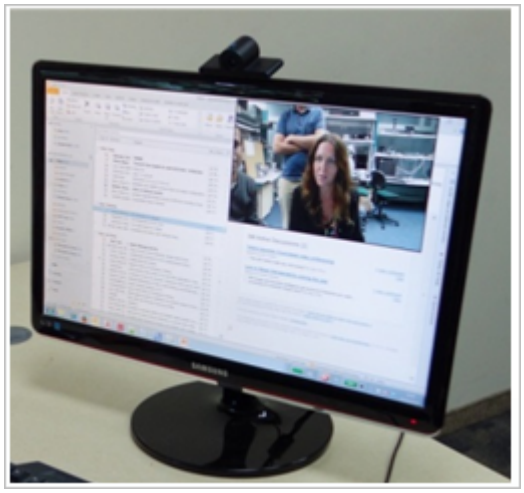
Integrated mount

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



External mount

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



Related links

Camera on page 60

Mounting and connecting the camera

Procedure

- For integrated mount:
  1. Position the camera on the Collaboration Station.
  2. Fold the camera leg and insert the camera latch in the twist lock at the back of the Collaboration Station.
  3. 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.

- For external mount:
  1. Position the camera on the external monitor and open the camera leg to balance the 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 45
Camera on page 60

Camera LED states

The front panel of the camera contains a red LED that turns on when the camera is capturing 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.

Related links

Camera on page 60

Camera notifications

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.

Related links

Camera on page 60

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 65
Communication app screens on page 34
Communication containers on page 29
Types of communication containers on page 30
Making an emergency call on page 75
Precall operations on page 75
Mid-call operations on page 79
Outgoing call management on page 84
Incoming call management on page 89
Monitoring features on page 91
Navigating to the Monitored Extensions screen on page 92
Monitored Extensions screens on page 93
Bridged Call Appearance on page 94
Team Button on page 97
Busy Indicator on page 97
Group Pickup on page 98
Speed dialing to a monitored station on page 99
Assigning a ringtone to a monitored station on page 99
Voice mail on page 100

Navigating to the Communication screen

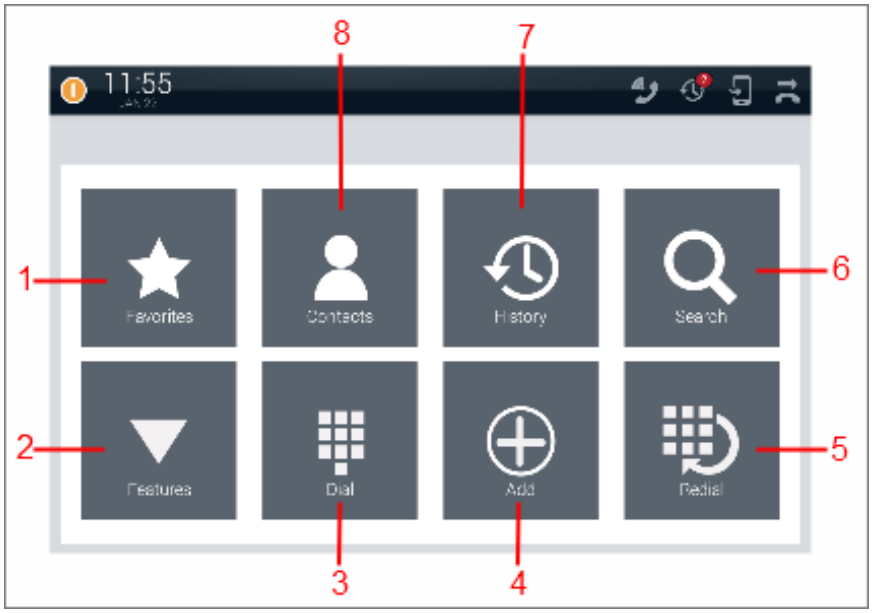
Procedure

Related links

Call management on page 64

Communication app screens

Idle Communication screen in Avaya Aura®

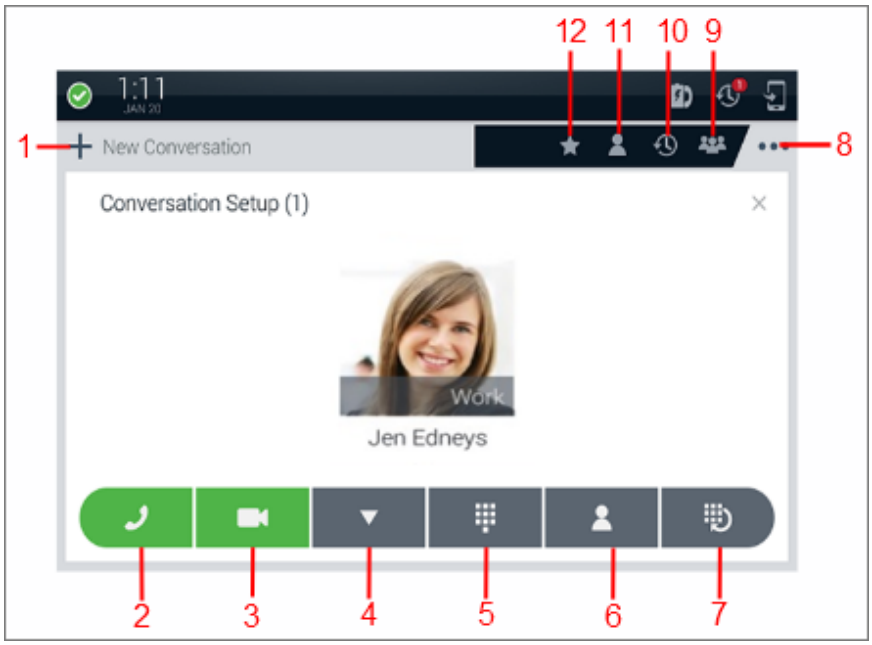


Idle Communication screen in IP Office

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	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment. **Note:** The Calendar icon is displayed in an IP Office environment.
2	**Features**	Displays the Precall features menu. This feature is only available in an Avaya Aura® environment. **Note:** The Settings icon is displayed in an IP Office environment.
3	**Dial**	Opens a new call container, and displays the Input Panel.
4	**Add**	Displays the Add New Contact screen.
5	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.
6	**Search**	Displays the Contacts Search screen in the full-screen mode.
7	**History**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
8	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.

Precall Communication screen

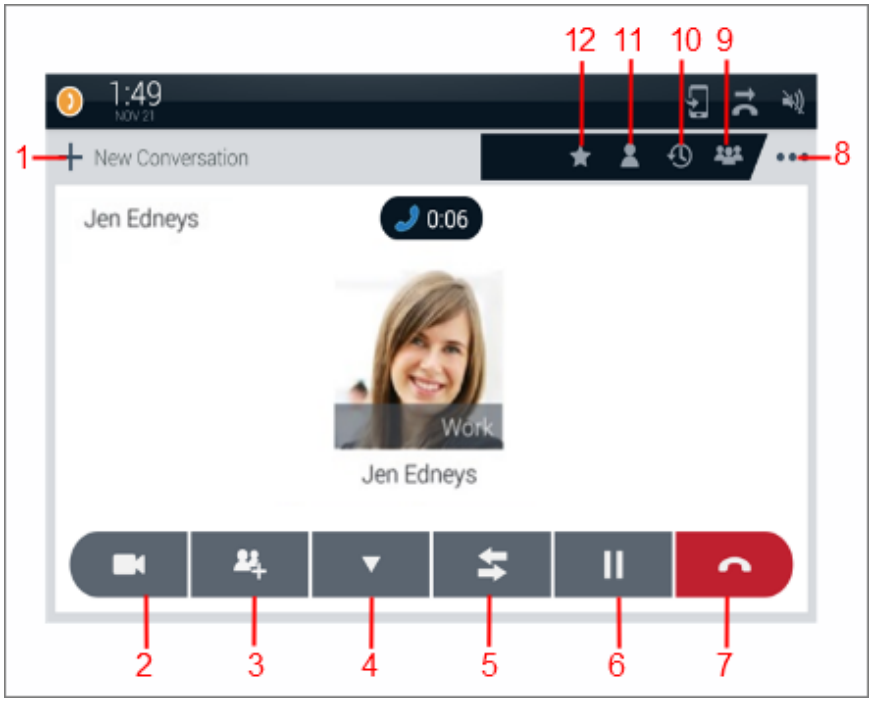


Number	Name	Description
1	**New Conversation**	Opens a new conversation container.
2	**Audio Call**	Starts an audio call.
3	**Video Call**	Starts a video call or promotes an audio call to a video call.
4	**Precall Features**	Displays the Precall features menu. This feature is only active in an Avaya Aura® environment.
5	**Dial Pad**	Displays the Input Panel.
6	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
7	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.
8	**Menu**	Displays the Phone menu.
9	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
10	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**

Table continues…

Number	Name	Description
11	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
12	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.

Mid-call Communication screen



Number	Name	Description
1	**New Conversation**	Opens a new conversation container.
2	**Video Call**	Starts a video call or promotes an audio call to a video call.
3	**Add Contact**	Adds a contact to the current call.

Table continues…

Number	Name	Description
4	**Mid Call Features**	Displays the Mid-call Features menu. This feature is only active in an Avaya Aura® environment.
5	**Transfer**	Transfers the call to the required number.
6	**Hold**	Puts the call on hold.
7	**End Call**	Ends the call.
8	**Menu**	Displays the Phone menu.
9	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
10	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
11	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name.
12	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.

Related links

User Interface on page 22
Call management on page 64

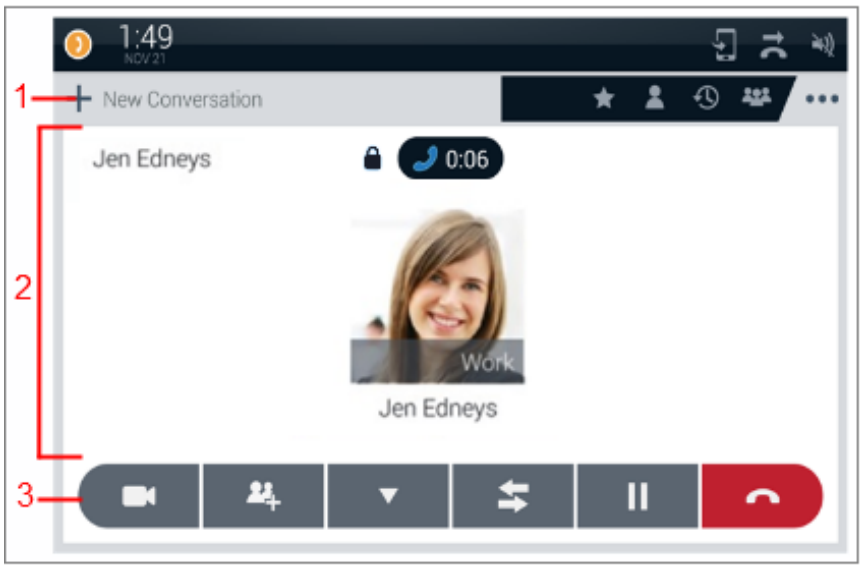
Communication containers

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

Containers provide the following information:

- List of participants.
- Call states, such as active call or call on hold.
- Controls for starting and managing calls.

Parts of a container



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. An end-to-end encrypted call icon ( ) is displayed for audio and video calls if configured.
3	Controls	Displays options for starting audio or video calls. Precall and mid-call features are only active in an Avaya Aura® environment.

States of a container

A container can be in one of the following states:

- Open: Displays the header and body.
- Closed: Displays only the header.

Related links

User Interface on page 22
Call management on page 64

Types of communication containers

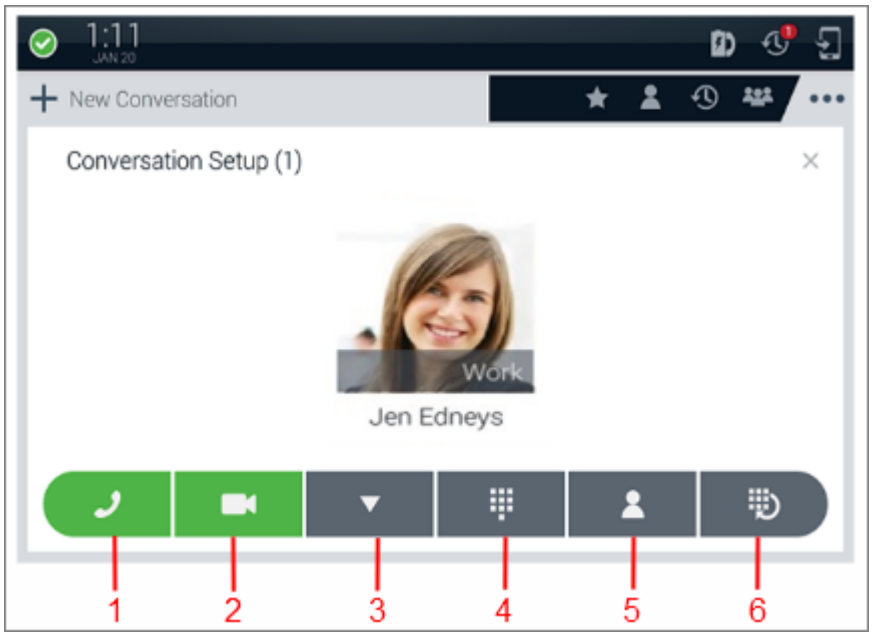
Communication containers are of the following types:

- New call container
- Active call container
- Call on hold container

New call container

A new call container provides:

- A location to add call participants.
- Controls for starting audio or video calls.
- Precall settings. This feature is only active in an Avaya Aura® environment.



Number	Name	Description
1	**Audio Call**	Starts an audio call.
2	**Video Call**	Starts a video call.
3	**Precall Features**	Displays the precall menu. This feature is only active in an Avaya Aura® environment.
4	**Dial Pad**	Displays the soft dial pad.
5	**Contacts**	Displays the Contacts list.
6	**Redial**	Displays the Input Panel with the last dialed number or the Recents list.

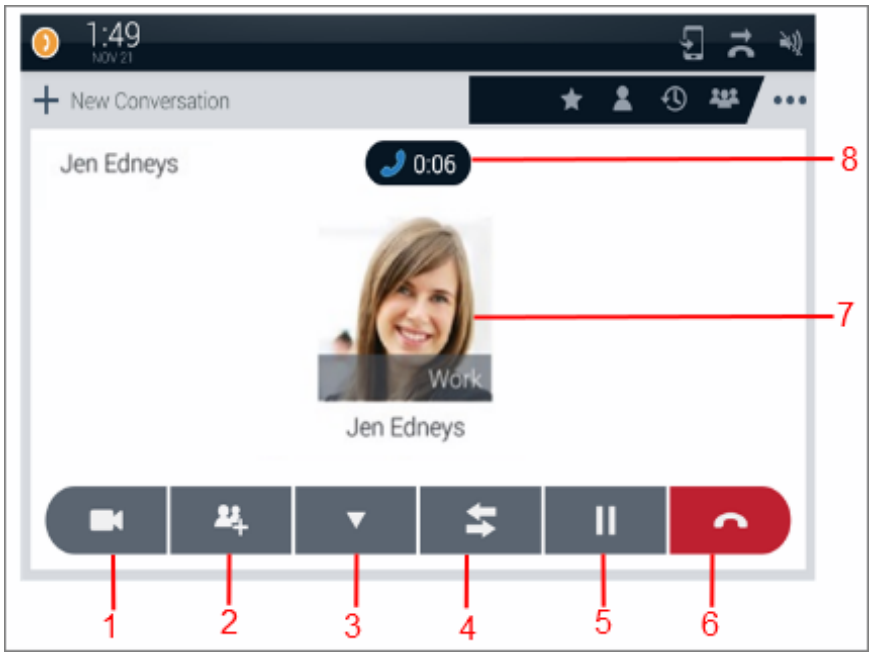
Active call container

An active call container displays:

- Contact cards of participants in the container body.
- An active call icon, a call duration indicator, icons for call state information, and a call quality indicator in the container header.

Tip:

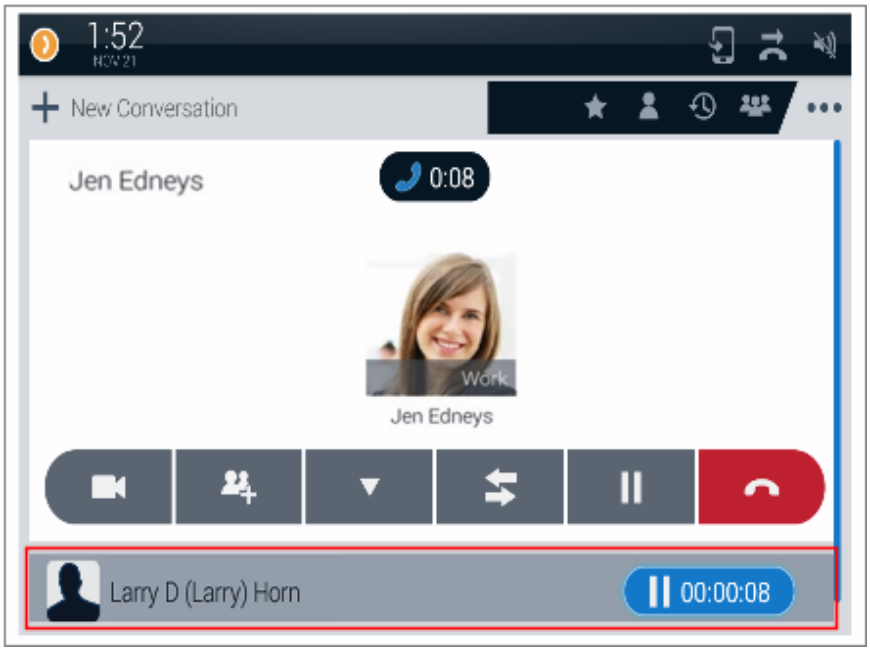
The Collaboration Station displays the call quality indicator only when the call quality deteriorates. Ensure that the feature is enabled by the administrator.



Number	Name	Description
1	**Video Call**	Starts a video call.
2	**Add Participant**	Adds another contact to an active call.
3	**Mid Call Features**	Displays the mid-call menu. This feature is only active in an Avaya Aura® environment.
4	**Transfer**	Transfers the active call.
5	**Hold**	Puts the active call on hold.
6	**End Call**	Ends the call.
7	**Contact Card**	The contact card of the called person.
8	**Call Details Area**	Displays the call type icon, call duration, and call quality indicator.

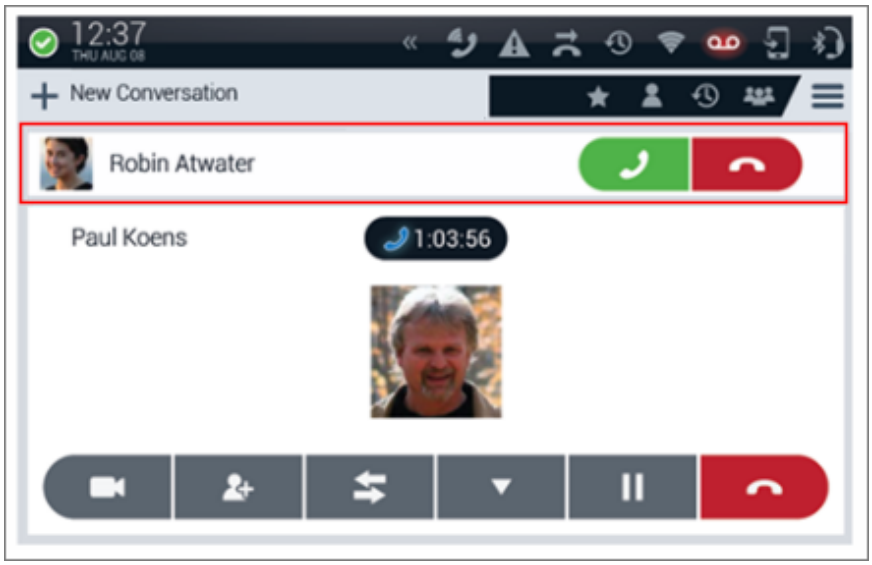
Call on hold container

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.



Ringing call container

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



Related links

User Interface on page 22
Call management on page 64

Making an emergency call

About this task

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

- Auto dial: Automatically dials a preconfigured number.
- Manual dial: Provides the facility to manually dial the number.

Procedure

1. On the LOGIN or the UNLOCK screen, tap **Emergency call** in the lower-right corner.

   In an IP Office environment, **Emergency call** is available only on the LOCK screen.
2. Perform one of the following actions:
   - Tap **Auto - Dial** to automatically dial a preconfigured emergency number.
   - Tap **Manual Dial** to manually dial the emergency number.

Related links

Call management on page 64

Precall operations

This feature is only active in an Avaya Aura® environment. The Collaboration Station provides a menu of precall features that you can apply to outgoing calls:

- Call Unpark
- Exclusion
- Priority Call
- Block Calling Party Info
- Unblock Calling Party Info
- Whisper Page
- Auto Intercom
- Dial Intercom

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

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

Related links

Call management on page 64
Whisper Page on page 76
Sending a whisper page on page 76
Blocking and unblocking your caller information on page 77
Calling an intercom group member on page 77
Making a priority call on page 78
Unparking a call on page 78

Whisper Page

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

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

Related links

Precall operations on page 75
Sending a whisper page on page 76

Sending a whisper page

Procedure

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

Related links

Precall operations on page 75
Whisper Page on page 76

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 75

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

Related links

Precall operations on page 75

Making a priority call

About this task

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

Procedure

1. Go to the Communication screen.
2. Tap **New Conversation**.
3. Tap **Precall Features**.
4. Tap **Priority Call**.

   The Collaboration Station displays the `This will be a priority call` message.
5. Make a call to the required contact.

Related links

Precall operations on page 75

Unparking a call

About this task

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

Procedure

1. Go to the Communication screen.
2. Tap **New Conversation**.
3. Tap **Precall Features**.
4. Tap **Unpark Call**.

5. In the Unpark Call panel, enter the extension on which the call is parked.
6. Tap **OK**.

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

Related links

Precall operations on page 75

Mid-call operations

This feature is only active in an Avaya Aura® environment. The Collaboration Station provides a menu of mid-call features that you can apply to active calls:

- Automatic Call Back
- Call Park
- Exclusion
- Extend Call
- Malicious Call Trace
- One Touch Recording
- Transfer To Voicemail

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

Related links

Call management on page 64
Muting and unmuting a call on page 80
Putting and resuming a call on hold on page 80
Parking a call on page 80
Setting Auto Call Back on page 81
Excluding others from bridging on to your call on page 81
Extending a call to your mobile phone on page 82
Turning Malicious Call Trace on or off on page 82
Starting and stopping a call recording on page 82
Transferring a call on page 83
Transferring a call to voice mail on page 83

Muting and unmuting a call

About this task

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

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

Procedure

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

Putting and resuming a call on hold

Procedure

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

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

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

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

Parking a call

Before you begin

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

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

Procedure

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

Related links

Mid-call operations on page 79

Setting Auto Call Back

About this task

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

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

Procedure

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

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

Related links

Mid-call operations on page 79

Excluding others from bridging on to your call

About this task

You can use Exclusion to:

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

Procedure

- To prevent a person from bridging on to a call:
  1. Go to the Communication screen.
  2. Tap **Precall Features**.
  3. Tap **Exclusion**.
- To drop a person who is bridged on to a call:
  1. During the call, tap **Mid Call Features**.
  2. Tap **Exclusion**.

Related links

Bridged Call Appearance on page 94

Extending a call to your mobile phone

About this task

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

Procedure

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

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

Related links

Mid-call operations on page 79

Turning Malicious Call Trace on or off

About this task

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

Procedure

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

Related links

Mid-call operations on page 79

Starting and stopping a call recording

About this task

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

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

Procedure

- To record a call:
  1. During the call, tap **Mid Call Features**.

2. Tap **Record**.

- To stop recording, end the call or tap **Record** again.

Related links

Mid-call operations on page 79

Transferring a call

About this task

You can transfer an active call to a:

- Contact
- Call on hold
- Number

Procedure

- To transfer a call to any contact:
  1. In the active call container, tap **Transfer**.

     The Collaboration Station puts the active call on hold and displays a new call container.
  2. In the new call container, make a call to the required contact.
  3. Tap **Complete Transfer** to transfer without announcing the call, or announce the call when the contact answers, and then tap **Complete Transfer**.
- To transfer a call to a call on hold:
  1. Select the held call.
  2. Tap **Complete Transfer**.

Related links

Transferring a call to voice mail on page 83

Transferring a call to voice mail

About this task

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

Procedure

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

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

Related links

Voice mail on page 100
Transferring a call on page 83

Outgoing call management

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

Related links

Call management on page 64
Dialing modes on page 84
Audio and video calls on page 85
Input Panel on page 85
Making an audio call on page 86
Making a video call on page 87
Redialing a number on page 88
Adding a participant to an active call on page 88
Calling the alternate number of a contact on page 88
Making a call while on another call on page 89

Dialing modes

The Avaya H175 Video Collaboration Station supports two dialing modes:

- Manual: After you enter a number, you must manually start the call by tapping or pressing the appropriate button. You can:
  - Edit the number that you enter.
  - Call multiple contacts.
  - Select the call media − audio or video.
- Automatic: After you enter a number, the Collaboration Station automatically starts the call . You cannot select the call media because the Collaboration Station uses the default media to make the call. You can:
  - Delete, but not edit, the number that you enter.
  - Call only one contact.

Automatic dial mode is the default mode.

Related links

Outgoing call management on page 84
Setting the dial mode on page 155

Audio and video calls

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

- Hard dial pad
- Launch Panel
  - By selecting a contact from the Contacts list, Favorites list, or Recents list
  - By dialing a contact

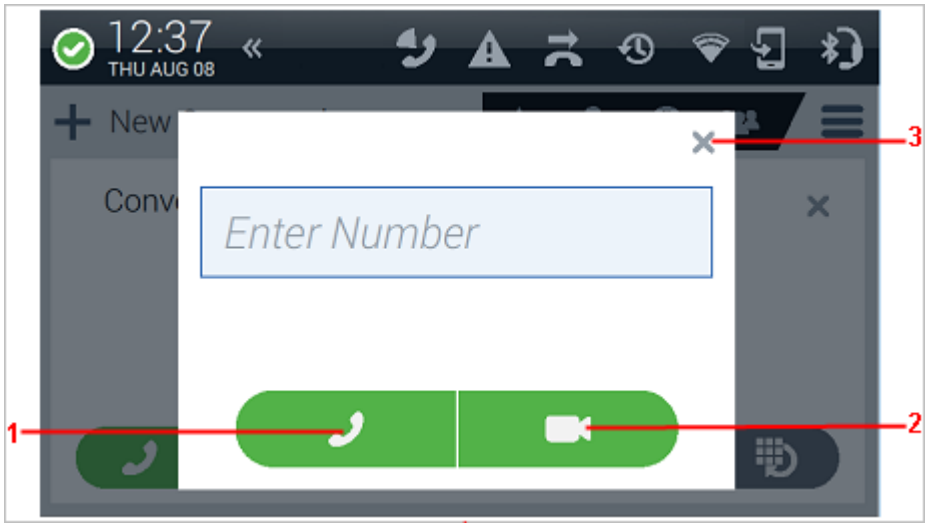
You can also add video to an active audio call.

Related links

Outgoing call management on page 84
Making an audio call on page 86
Making a video call on page 87

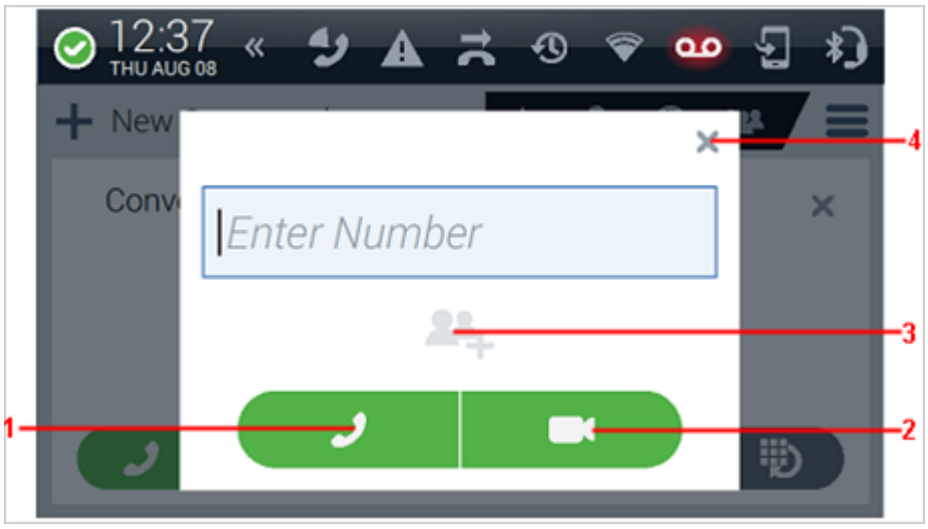
Input Panel

Input Panel for the automatic dial mode



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

Input Panel for the manual dial mode



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

Related links

Outgoing call management on page 84

Making an audio call

About this task

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

Procedure

- To make a call from the hard dial pad:
  1. Enter the number from the hard dial pad.

     The Collaboration Station displays the Input Panel with the number that you entered.
  2. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.
- To make a call from the Contacts list, Favorites list, or Recents list:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.

3. Tap **One-touch Audio Dial** of the contact.

- To dial a contact:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Dial**.
  3. Enter the number in the Input Panel.
  4. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.

Related links

Making a video call on page 87
Audio and video calls on page 85

Making a video call

About this task

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

Procedure

- To make a call from the hard dial pad:
  1. Enter the number from the hard dial pad.

     The Collaboration Station displays the Input Panel with the number that you entered.
  2. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.
- To make a call from the Contacts list, Favorites list, or Recents list:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.
  3. Tap **One-touch Video Dial** of the contact.
- To dial a contact:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Dial**.
  3. Enter the number in the Input Panel.
  4. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.

Related links

Outgoing call management on page 84
Video call management on page 105
Making an audio call on page 86

Audio and video calls on page 85

Redialing a number

About this task

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

Procedure

1. Redialing using the Launch Panel or a new call container:
   a. Tap **Redial** in the Launch Panel or tap the **Redial** control in a new call container.

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

   b. Tap **Audio Call** or **Video Call** if the dial mode is set to manual, or wait for the Collaboration Station to initiate the call.
2. Redialing using the empty Input Panel:
   a. Tap **Audio Call** or **Video Call**.

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

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

Related links

Outgoing call management on page 84

Adding a participant to an active call

Procedure

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

   The Collaboration Station puts the active call on hold and displays a new call container.
2. In the new call container, make a call to the required contact.
3. When the contact answers the call, tap **Merge**.

   The Collaboration Station merges the calls and starts a conference.

Calling the alternate number of a contact

Procedure

1. Go to the Contacts screen.

2. Tap the required contact.

   The Collaboration Station displays the Contact Details screen.

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

Making a call while on another call

Procedure

1. Tap **New Conversation**.
2. In the new call container, tap the **Dial Pad** control.
3. Enter the number in the Input Panel.
4. Tap **Audio Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.

   When the contact answers the call, the Collaboration Station puts the previous call on hold and makes the current call the active call.

Incoming call management

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

Related links

Call management on page 64
Incoming Call Panel on page 90
Answering a call on page 90
Ignoring a call on page 91
Rejecting a call on page 91
Answering a call while on another call on page 91

Incoming Call Panel

Number	Name	Description
1	**Accept Call**	Answers the call in the default answering mode.
2	**Decline Call**	Rejects the call. The calling party hears busy tone.
3	**Ignore Call**	Stops the audio alert. The Collaboration Station displays the ringing call container with the ignored call.

Related links

Incoming call management on page 89

Answering a call

About this task

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

Procedure

Perform one of the following actions:

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

Ignoring a call

About this task

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

Procedure

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

Rejecting a call

About this task

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

Procedure

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

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.

Monitoring features

This feature is only available in an Avaya Aura® environment. 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 64

Navigating to the Monitored Extensions screen

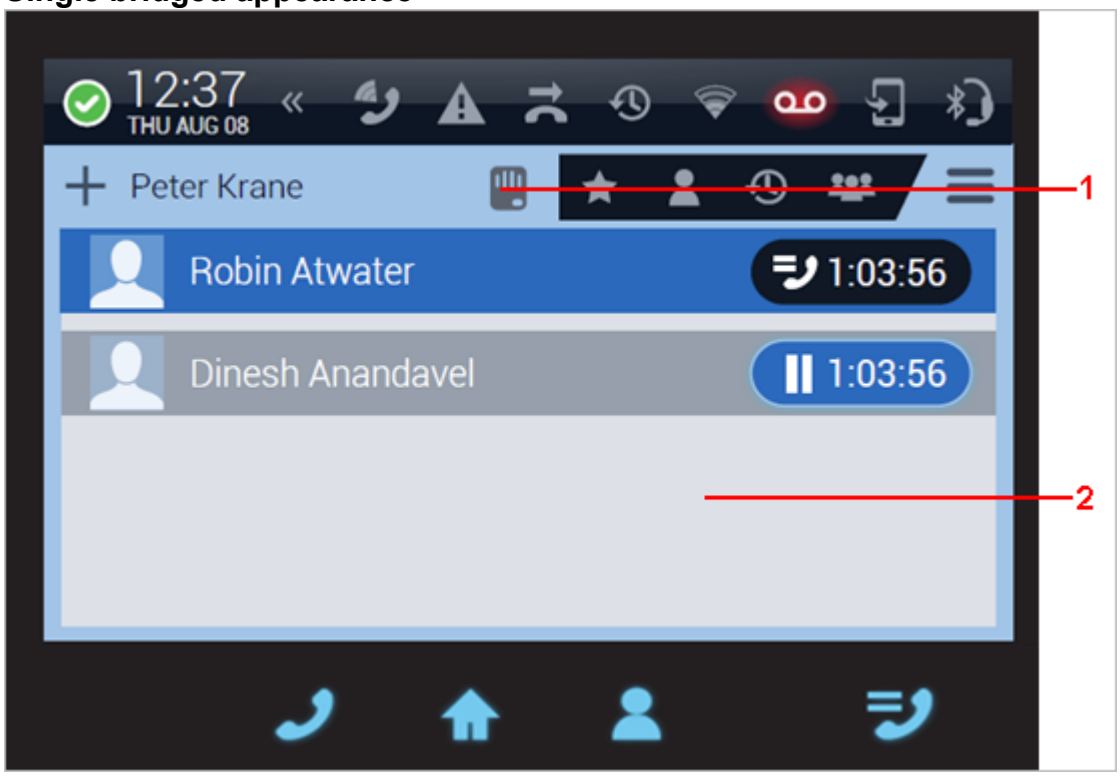
Procedure

Related links

Call management on page 64

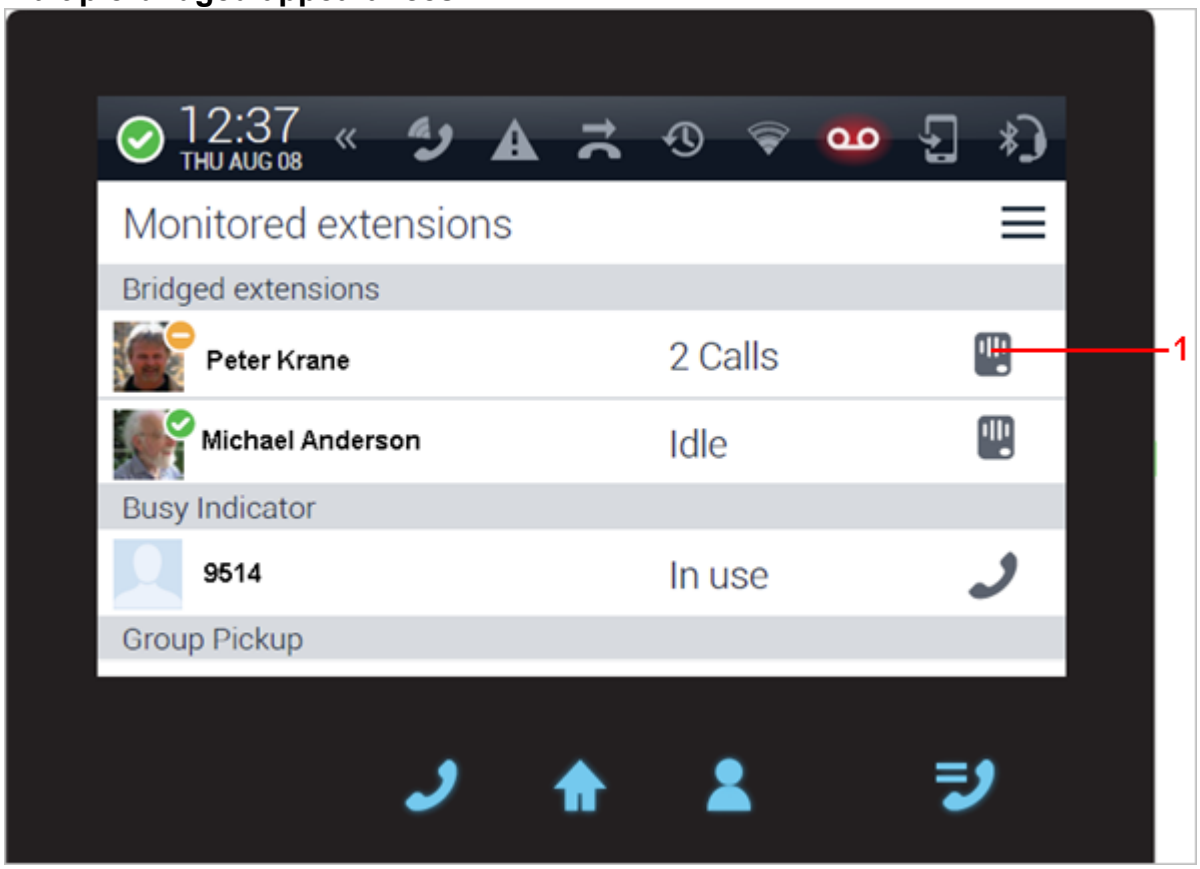
Monitored Extensions screens

Single bridged appearance



Number	Name	Description
1	**Direct Call**	Places a call to the primary extension.
2	Communication screen	The Communication screen of the primary extension.

Multiple bridged appearances



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

Related links

Call management on page 64

Bridged Call Appearance

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

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

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

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

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

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

- Image of the contact associated with the monitored station
- Status of the monitored station
- Action button

Related links

Call management on page 64
Answering a call on a Bridged Call Appearance on page 95
Making a call from a Bridged Call Appearance on page 95
Joining a call on a Bridged Call Appearance on page 96
Excluding others from bridging on to your call on page 81

Answering a call on a Bridged Call Appearance

Procedure

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

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

  The Collaboration Station displays the Communication screen of the bridged extension with the answered call.

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

  1. Go to the Monitored Extensions screen when the **Monitor** button blinks.
  2. Tap **Pickup** of the bridged extension that has an incoming call you want to answer.

Related links

Bridged Call Appearance on page 94

Making a call from a Bridged Call Appearance

Procedure

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

The Collaboration Station displays the Communication screen of the bridged extension

3. Make a call to the contact by one of the following methods:
   - From the hard dial pad.
   - From the Contacts, Favorites, or History.
   - From the new call container.
4. **(Optional)** To include the bridged extension user in the established call, tap **Direct Call**.

Related links

Bridged Call Appearance on page 94

Joining a call on a Bridged Call Appearance

Procedure

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

   The Collaboration Station displays the Communication screen of the bridged extension
3. Tap the call that you want to bridge on to.

Related links

Bridged Call Appearance on page 94

Excluding others from bridging on to your call

About this task

You can use Exclusion to:

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

Procedure

- To prevent a person from bridging on to a call:
  1. Go to the Communication screen.
  2. Tap **Precall Features**.
  3. Tap **Exclusion**.
- To drop a person who is bridged on to a call:
  1. During the call, tap **Mid Call Features**.
  2. Tap **Exclusion**.

Related links

Bridged Call Appearance on page 94

Team Button

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

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

- Image of the contact associated with the monitored station
- Status of the monitored station
- Redirection status
- Action button

Related links

Call management on page 64
Answering a call on a Team Button on page 97

Answering a call on a Team Button

Procedure

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

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

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

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

  1. Go to the Monitored Extensions screen.
  2. Tap **Pickup** of the monitored extension that has an incoming call you want to answer.

Busy Indicator

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

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

- Image of the contact associated with the monitored station
- Status of the monitored station
- The **Call** button

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

Related links

Call management on page 64
Calling a monitored extension whose busy status is tracked on page 98

Calling a monitored extension whose busy status is tracked

Procedure

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

Related links

Busy Indicator on page 97

Group Pickup

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

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

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

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

- An icon for the Group Pickup feature
- Status of the group
- Action button

Related links

Call management on page 64

Answering a Group Pickup call on page 99

Answering a Group Pickup call

Procedure

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

Related links

Group Pickup on page 98

Speed dialing to a monitored station

Procedure

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

Related links

Call management on page 64

Assigning a ringtone to a monitored station

About this task

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

Procedure

1. Go to the Contacts screen.
2. Tap the required contact.

   The Collaboration Station displays the Contact Details screen.
3. Tap **Called party ringtone**.
4. Select a ringtone.
5. Tap **OK**.

Related links

Call management on page 64

Voice mail

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

Related links

Call management on page 64
Listening to the voice mail on page 100
Transferring a call to voice mail on page 83

Listening to the voice mail

Procedure

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

Related links

Voice mail on page 100

Transferring a call to voice mail

About this task

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

Procedure

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

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

Related links

Voice mail on page 100
Transferring a call on page 83

Chapter 5: Call forwarding

Use this feature for forwarding incoming calls in an Avaya Aura® environment. In an IP Office environment, your administrator can configure call route using short codes. For more information, see *Administering Avaya IP Office™ Platform Voicemail Pro*.

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 101
Activating and deactivating Send All Calls on page 102
Activating and deactivating Forward All Calls on page 102
Activating and deactivating Forward All Calls When Busy/No Answer on page 103
Activating and deactivating Enhanced Call Forward on page 103

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

Call forwarding on page 101

Activating and deactivating Send All Calls

Before you begin

Enable call forwarding.

About this task

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

Procedure

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

Related links

Call forwarding on page 101

Activating and deactivating Forward All Calls

Before you begin

Enable call forwarding.

About this task

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

Procedure

- To activate Forward All Calls:
  1. Go to the Settings screen.
  2. Tap **FEATURES** > **Call Forwarding** > **Forward all calls**.

3. Enter the coverage number in the Forward All Calls panel.
4. Tap **Enable**.

- To deactivate Forward All Calls:
  1. Go to the Settings screen.
  2. Tap **FEATURES** > **Call Forwarding** > **Forward all calls** > **OFF**.

Related links

Call forwarding on page 101

Activating and deactivating Forward All Calls When Busy/No Answer

Before you begin

Enable call forwarding.

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.

Procedure

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

Related links

Call forwarding on page 101

Activating and deactivating Enhanced Call Forward

About this task

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

Procedure

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

Related links

Call forwarding on page 101

Chapter 6: Video call management

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

In an IP Office environment, video conference is supported through Avaya Scopia®.

In a video call, you can view one of the following video windows:

- **Self-view Pane**: Shows your video. The pane automatically activates when there is a change in the call state.
  - New video call/conference.
  - Incoming video call/conference.
  - Call unhold.
  - Escalating audio call to a video call.
- **Incoming Video Pane**: Shows the video of the person you called.

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

A long tap on the **Self-view Pane** or the **Incoming Video Pane** displays the video context menu that provides options to:

- Change between the **Self-view Pane** and **Incoming Video Pane**.
- Show or hide the **Self-view Pane**.
- 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.

Note:

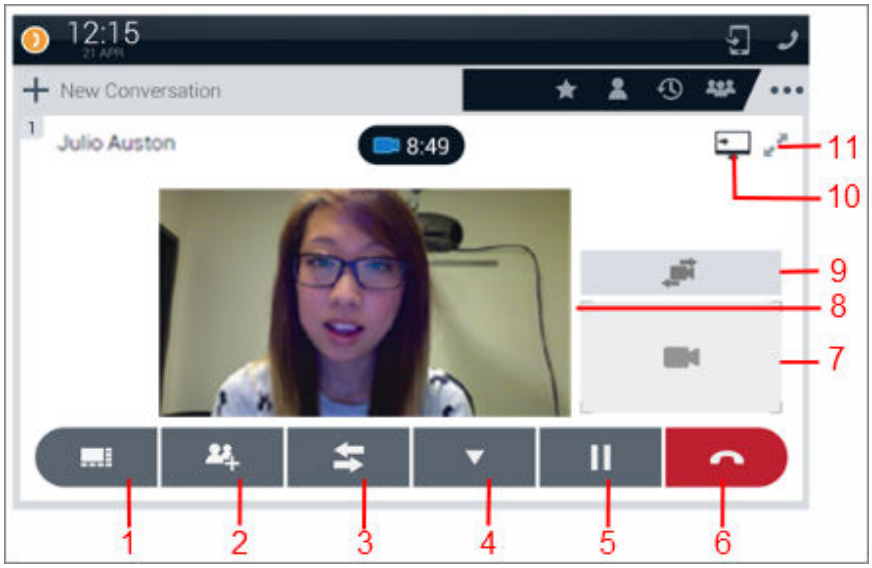
The **Self-view Pane** shows your video for two minutes and then fades away. To view the pane again, tap the preview button located on top of the preview area. The **Self-view Pane** then appears for another two minutes.

Related links

Video call container on page 106
Making a video call on page 87

[Adding video to an audio call](#) on page 108
[Blocking and unblocking the video transmission](#) on page 108
[Viewing video windows on an external monitor](#) on page 59
[Changing the size and location of a video window](#) on page 59

Video call container



Number	Name	Description
1	**Video Layout Option**	Displays the Layout menu to change: • The location of the **Self-view Pane** on an external monitor • The video window layout on an external monitor • The video window layout of a conference call
2	**Add Participant**	Adds a contact to the current call.
3	**Transfer**	Transfers the call to the required number.
4	**Mid Call Features**	Displays the Mid-call Features menu.
5	**Hold**	Puts the call on hold.
6	**End Call**	Ends the call.
7	**Self-view Pane**	Displays your video. A tap on the pane blocks and unblocks the video transmission. A tap and hold on the pane displays the video context menu. If the **Self-view Pane** is selected and the outgoing video is: • Blocked, the **Self-view Pane** displays a semitransparent overlay on your video and the Video Blocked icon.

Table continues…

Number	Name	Description
		• Unblocked, the **Self-view Pane** displays your video. If the **Incoming Video Pane** is selected and the outgoing video is: • Blocked, the **Self-view Pane** displays a semitransparent overlay and the Video Unblocked icon. • Unblocked, the **Self-view Pane** displays the Video Unblocked icon.
8	**Incoming Video Pane**	Displays the video of the called person. A tap on the pane expands the video pane to full screen. A tap and hold on the pane displays the video context menu.
9	**Switch Video Pane**	Changes video display between the **Self-view Pane** or the **Incoming Video Pane** depending on the current selection.
10	**Extend To Monitor**	Displays the video on the external monitor.
11	**Expand To Full Screen**	Expands the **Incoming Video Pane** to full screen.

Related links

Video call management on page 105

Making a video call

About this task

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

Procedure

- To make a call from the hard dial pad:
  1. Enter the number from the hard dial pad.

     The Collaboration Station displays the Input Panel with the number that you entered.
  2. Tap **Video Call** if you are in the manual dial mode, or wait for the Collaboration Station to start the call.
- To make a call from the Contacts list, Favorites list, or Recents list:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Contacts**, **Favorites**, or **History**.
  3. Tap **One-touch Video Dial** of the contact.
- To dial a contact:
  1. Go to the Communication screen.
  2. In the Launch Panel, tap **Dial**.
  3. Enter the number in the Input Panel.

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

Related links

Outgoing call management on page 84
Video call management on page 105
Making an audio call on page 86
Audio and video calls on page 85

Adding video to an audio call

Procedure

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

Related links

Video call management on page 105
Blocking and unblocking the video transmission on page 108

Blocking and unblocking the video transmission

About this task

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

Procedure

To block or unblock video transmission, press the **Video Block** key on the hard dial pad or tap the **Self-view Pane**.

Related links

Video call management on page 105
Adding video to an audio call on page 108

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 57
Video call management on page 105

Changing the size and location of a video window

About this task

You can change:

- The location of the **Self-view Pane** on an external monitor
- The video window layout on an external monitor
- The video window layout of a conference call

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

Procedure

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

Related links

External monitor on page 57
Video call management on page 105
Video call container on page 106

Chapter 7: Conferencing

The Collaboration Station supports:

- Audio and video conference through Avaya Scopia®.
- Audio and video conference through Avaya Aura® Conferencing with up to 720p resolution (active-speaker).

  In an IP Office environment, video conference is supported through Avaya Scopia®.
- Only audio conference through Avaya Aura® Communication Manager in an Avaya Aura® environment.
- Local audio conference using a third-party server for survivability mode.

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

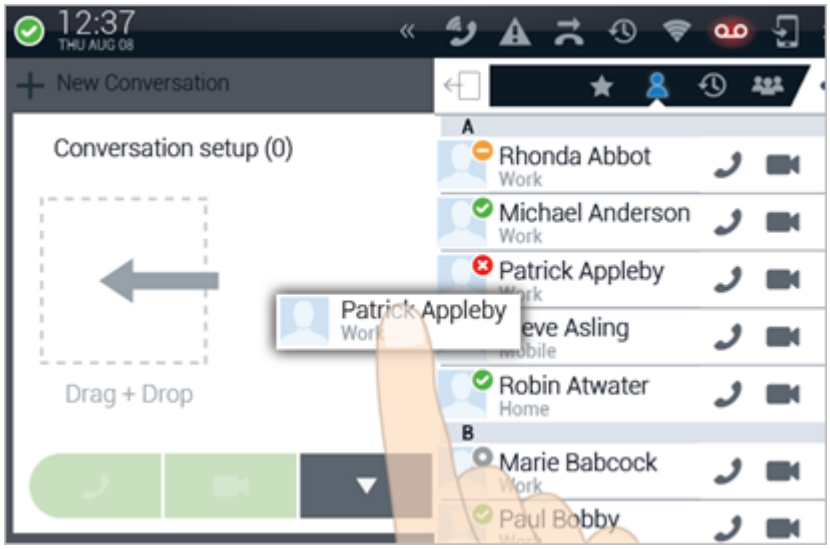
Conference setup overview on page 110
Setting up and starting a conference on page 112
Removing a participant from the conference setup on page 113
Selecting the alternate number of a contact on page 113
Mid-conference operations on page 113

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.

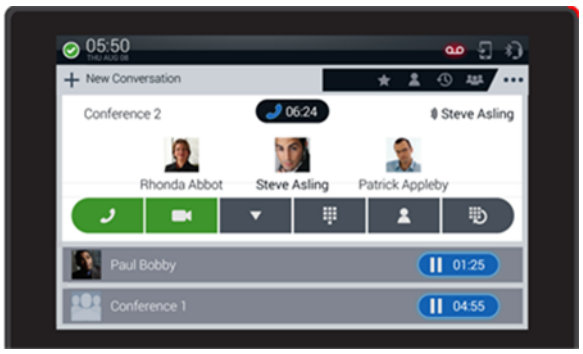


Before starting the conference call, you can:

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

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

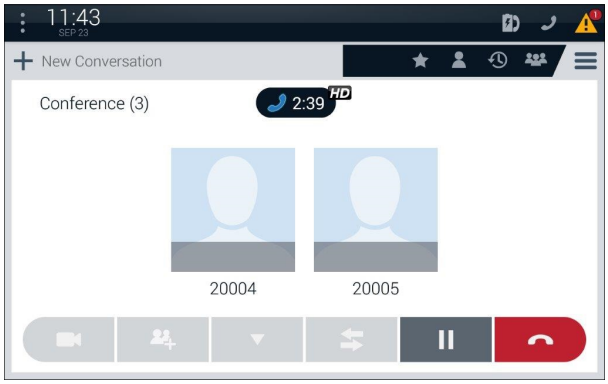
The following image shows an active audio call.



Local audio conference

For survivability mode, you can set up a local three-way audio conference by adding a participant to an active point to point call. You can revert to a point to point call by dropping the third participant.

The following image shows a local three-way audio conference in survivability mode.



Note:

In survivability mode, only **Hold** and **End Call** controls are active. Tap and hold the contact card to see the audio statistics during an active conference.

Related links

Conferencing on page 110
Communication containers on page 29

Setting up and starting a conference

About this task

You can set up an audio or a video conference call with Avaya Scopia® and Avaya Aura® Conferencing.

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

Procedure

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

Related links

Conferencing on page 110

Removing a participant from the conference setup

Procedure

1. Tap and hold the required contact card.

   The Collaboration Station displays the participant control menu.

2. Tap **Remove from call setup**.

Related links

Conferencing on page 110

Selecting the alternate number of a contact

Procedure

1. Tap and hold the required contact card.

   The Collaboration Station displays the participant control menu.

2. Tap **Contact details**.

   The Collaboration Station displays the Contact Details screen.

3. Tap the alternate number.

Related links

Conferencing on page 110

Mid-conference operations

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

Related links

Conferencing on page 110
Mid-conference moderator operations on page 113
Viewing the conference roster on page 114
Viewing the conference information on page 114

Mid-conference moderator operations

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

- Lecture mode: Mutes or unmutes all participants except for the moderator and presenter.

- Conference lock: Locks or unlocks the conference to prevent additional participants from joining.
- Entry tones: Enables or disables a tone that plays when a participant joins or leaves the conference.
- Continuation: Enables or disables the continuation of the conference when the moderator drops off the conference.
- Video: Enables or disables the use of video in the conference.

  This feature is only available in an Avaya Aura® environment.
- Record: Start or stops the conference recording.

  This feature is only available in an Avaya Aura® environment.
- End conference: Ends the conference

Related links

Mid-conference operations on page 113

Viewing the conference roster

About this task

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

- Image
- Name
- Active talkers
- Role - moderator or presenter
- Audio mute and video block status

Procedure

Tap **Conference**.

The Collaboration Station displays the conference roster.

Related links

Mid-conference operations on page 113

Viewing the conference information

About this task

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

Procedure

Tap the icon in the conference container header.

The Collaboration Station displays the conference details.

Related links

Mid-conference operations on page 113

Adding a participant to an active conference

About this task

You can add a participant from the:

- Dial pad
- Contacts list
- Held call

Procedure

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

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

2. Perform one of the following actions:
   - Make a call to the contact by tapping the **Dial Pad** control.
   - Make a call to the contact by dragging and dropping the contact from the Contacts list.
   - Tap the header of the held call.
3. Tap **Merge** when the user answers the call or in the resumed call container.

Dropping a participant from an active conference

About this task

Avaya Aura® Communication Manager supports dropping only the last participant from the conference whereas Avaya Aura® Conferencing and Avaya Scopia® support dropping any participant. You can drop any participant from an active conference in an IP Office environment.

Procedure

- To drop the last participant from an Avaya Aura® Communication Manager conference:
  1. Tap and hold the conference window until the Collaboration Station displays the participant control menu.
  2. Tap **Drop Last Participant**.

- To drop a participant from an Avaya Aura® Conferencing or Avaya Scopia® conference:
  1. Tap **Conference**.
  2. Tap and hold the required contact card until the Collaboration Station displays the participant control menu.
  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. If an image is available, you can see it in the contact card, the contact list, recents, call containers, conference call rosters, incoming call containers, compact call containers, monitoring panel records, lock screen, call forwarding, presence status panel, and the expanded top bar. Otherwise, the initial letter of the name or avatar (if the contact is stored without a name) is displayed. You can:

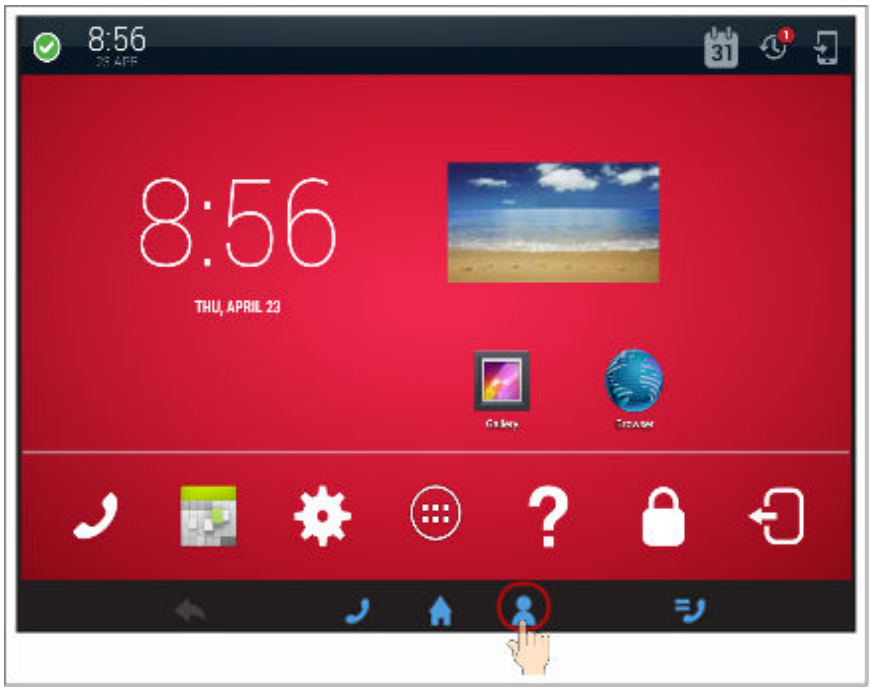
- Save an aggregate of 5000 contacts on Collaboration Station. The maximum number of contacts that you can save from each source is as follows:
  - 250 Avaya Aura® in an Avaya Aura® environment.
  - 250 Avaya one-X® Portal in an IP Office environment.
  - 5000 Microsoft Exchange Server contacts.

Related links

Navigating to the Contacts list on page 118
Contacts app screen on page 39
Adding a contact on page 120
Contact field descriptions on page 121
Adding a contact from the call history on page 121
Searching for a contact on page 122
Viewing account-specific contacts on page 122
Sorting the Contacts list on page 123
Adding a contact to the Favorites list on page 123
Editing contact details on page 123
Assigning a ringtone to a contact on page 124
Configuring presence tracking of a contact on page 125
Deleting a contact on page 125

Navigating to the Contacts list

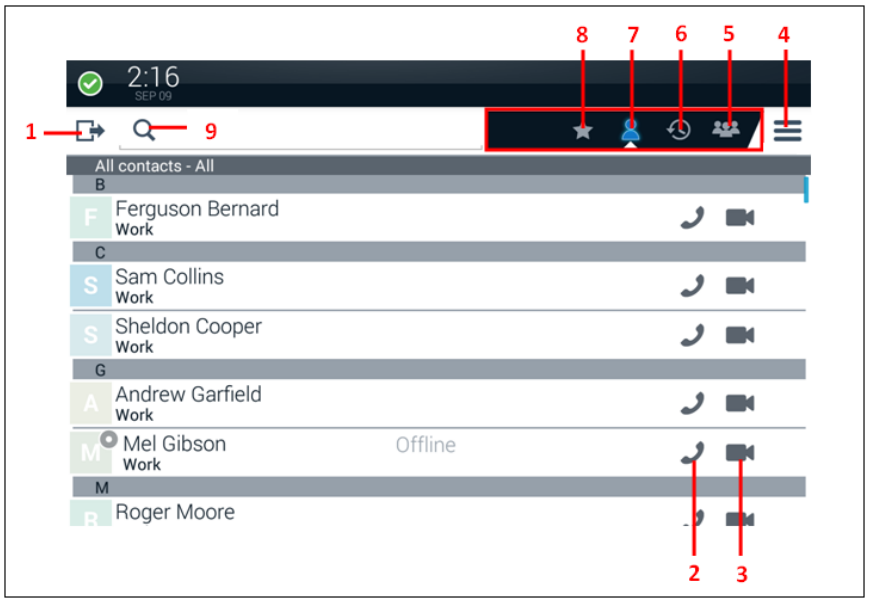
Procedure



Related links

Contacts on page 117

Contacts app screen



Number	Name	Description
1	**Overlay**	Changes to the overlay mode.
2	**One-touch Audio Dial**	Starts an audio call.
3	**One-touch Video Dial**	Starts a video call or promotes an audio call to a video call.
4	**Menu**	Displays the options for the current overlay.
5	**Conference**	Displays the conference participants list of an active conference in the overlay mode.
6	**Recents**	Displays the Recents list in the overlay mode. Select from the following options: • **Filter** • **Clear** • **Settings** • **Help**
7	**Contacts**	Displays the Contacts list in the overlay mode. Using the **Choose contacts sort by** option, you can sort the contacts list to display contacts that are ordered by the first name or last name. Add or edit contacts from the following options: • **Avaya Aura**: Appears only in an Avaya Aura® environment. • one-X Portal: Appears only in an IP Office environment.

Table continues…

Number	Name	Description
		• **Microsoft Exchange Server**
8	**Favorites**	Displays the Favorites list in the overlay mode. Select from the following options: • **Add new** • **Most Frequent** • **Filter** • **Directory Search** • **Accounts** • **Settings** • **Help** This feature is only available in an Avaya Aura® environment.
9	**Search**	Searches a contact. When you tap the **Search** bar, the system displays an active cursor with a keyboard.

Related links

User Interface on page 22
Contacts on page 117

Adding a contact

Procedure

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

Related links

Contacts on page 117
Virtual keyboard on page 52

Contact field descriptions

Name	Description
Given Name	The first name of the contact.
Family Name	The last name of the contact.
Company	The organization of the contact.
Title	The title of the contact.
Phone	The telephone number of the contact. You can enter the following phone numbers: • **Work** • **Mobile** • **Home** • **Work Fax** • **Pager**
Email	The email address of the contact.
Address	The address of the contact. This feature is only available in an Avaya Aura® environment.
Notes	The notes for the contact. This feature is only available in an Avaya Aura® environment.
Website	The website of the contact. This feature is only available in an Avaya Aura® environment.

Related links

Contacts on page 117

Adding a contact from the call history

Procedure

1. Go to the Contacts screen.
2. On **Tab Bar**, tap **History**.
3. Select the required contact.
4. Tap **Add Contacts.**
5. Tap **CREATE NEW CONTACT**.

   The Collaboration Station displays the call data in the corresponding fields.
6. To add more details, tap **Add another field**.
7. Select the required field and enter details.

8. Tap **Save** in the upper-right corner of the screen.

Related links

Contacts on page 117

Searching for a contact

About this task

The minimum length of the search string must be three characters.

Procedure

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

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

Related links

Contacts on page 117
Virtual keyboard on page 52
Setting directory search on or off on page 159

Viewing account-specific contacts

About this task

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

Procedure

1. Go to the Contacts screen.
2. On **Tab Bar**, tap **Filter** and select an account from the list.

   The Collaboration Station displays the contacts of the selected account.

Related links

Contacts on page 117

Sorting the Contacts list

About this task

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

Procedure

1. Go to the Contacts screen.
2. Navigate to **Contacts** > **Menu** > **Settings** > **Contacts sort by** and select one of the following fields:
   - **First Name**
   - **Last Name**

   The Collaboration Station displays the sorted contacts list.

Related links

Contacts on page 117

Adding a contact to the Favorites list

Procedure

1. Go to the Contacts screen.
2. Tap the contact that you want to add to the Favorites list.
3. Tap the **Favorites** icon in the upper-right corner of the screen.

   The color of the **Favorites** icon changes from gray to blue.

Related links

Contacts on page 117

Editing contact details

Procedure

1. Go to the Contacts screen.
2. Tap the required contact.

   The Collaboration Station displays the Contact Details screen.
3. Tap **Menu** > **Edit**.
4. Change the required details.

5. Tap **Save** in the upper-right corner of the screen.

Related links

Contacts on page 117
Virtual keyboard on page 52
Assigning a ringtone to a contact on page 124
Configuring presence tracking of a contact on page 125

Assigning a ringtone to a contact

About this task

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

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

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

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

Procedure

1. Go to the Contacts screen.
2. Tap the required contact.

   The Collaboration Station displays the Contact Details screen.
3. Tap **Menu** > **Edit**.
4. Perform one of the following actions:
   a. To assign the called party ringtone, tap the **Called party ringtone** arrow.
   b. To assign the calling party ringtone, tap the **Calling party ringtone** arrow.
5. Select a ringtone.
6. Tap **OK**.

Related links

Contacts on page 117
Editing contact details on page 123
Configuring presence tracking of a contact on page 125

Configuring presence tracking of a contact

Procedure

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

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

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

Related links

Contacts on page 117
Presence on page 138
Editing contact details on page 123
Assigning a ringtone to a contact on page 124
Editing contact details on page 123

Deleting a contact

Procedure

1. Go to the Contacts screen.
2. Tap the required contact.

   The Collaboration Station displays the Contact Details screen.
3. Tap **Menu** > **Delete**.
4. In the confirmation box, tap **Delete**.

Related links

Contacts on page 117

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:

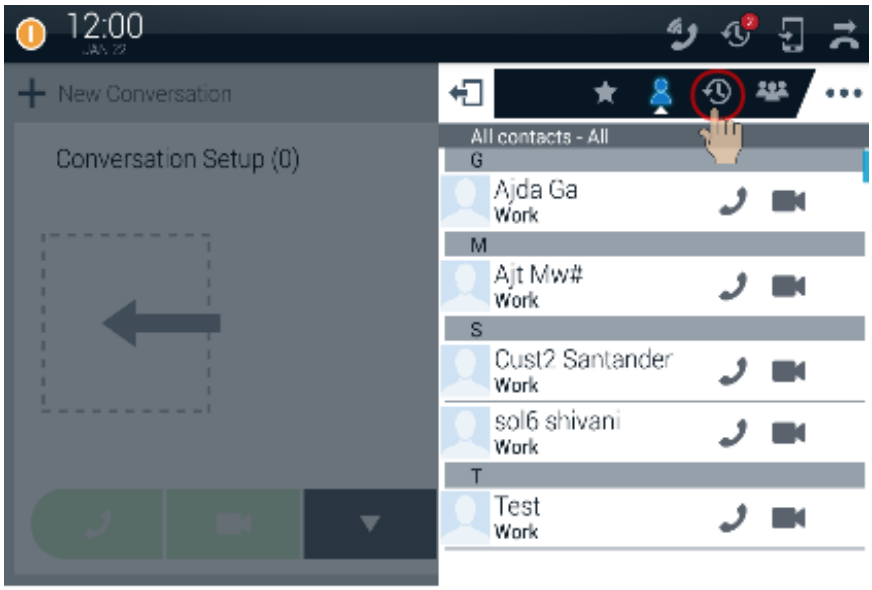
- Outgoing calls
- Answered calls
- Missed calls
- Conference calls

Related links

Navigating to the Recents list on page 127
Communications history icons on page 127
Viewing communications history on page 128
Changing communications history view on page 128
Removing communications history entry on page 129
Clearing communications history on page 129
Configuring communications history settings on page 129

Navigating to the Recents list

Procedure



Related links

Communications history on page 126

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. This feature is only available in an Avaya Aura® environment.
	Forwarded call	Shows a forwarded call. This feature is only available in an Avaya Aura® environment.

Table continues…

Icon	Name	Description
	Intercom call	Shows an intercom call. This feature is only available in an Avaya Aura® environment.
	Transfer recall	Shows a transferred call. This feature is only available in an Avaya Aura® environment.
	Priority call	Shows a priority call. This feature is only available in an Avaya Aura® environment.
	Auto callback call	Shows an auto call back call. This feature is only available in an Avaya Aura® environment.

Related links

Communications history on page 126

Viewing communications history

Procedure

1. On the Tab bar, tap **Recents**.

   The Collaboration Station displays the communication history.

2. Tap a call to view call details.

Related links

Communications history on page 126

Changing communications history view

About this task

Use the following procedure to set the default view for communication history.

Procedure

1. On the Tab bar, tap **Recents**.

   The Collaboration Station displays the communication history.

2. Tap the **Change View** arrow and select from the following options:
   - **All Calls**
   - **Missed**
   - **Outgoing**
   - **Incoming**

Related links

Communications history on page 126

Removing communications history entry

Procedure

1. On the Tab bar, tap **Recents**.

   The Collaboration Station displays the communication history.

2. Tap a call to view call details.
3. Tap **Menu** > **Delete this history**.

Related links

Communications history on page 126

Clearing communications history

Procedure

1. On the Tab bar, tap **Recents**.

   The Collaboration Station displays the communication history.

2. Change view to **All Calls**.
3. Tap **Menu** > **Clear all calls**.

   The Collaboration Station displays the confirmation dialog box.

4. Tap **OK**.

Related links

Communications history on page 126

Configuring communications history settings

Procedure

1. On the Tab bar, tap **Recents**.

   The Collaboration Station displays the communication history.

2. Tap **Menu** > **Settings**.
3. Select or clear the **Log calls** and **Log bridged calls** check boxes as required.

Related links

Communications history on page 126

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 132
Calendar app screen on page 40
Viewing event details on page 133
Creating an event on page 133
Event field descriptions on page 134
Deleting an event on page 134
Changing event details on page 135
Changing the calendar view on page 135
Configuring the calendar settings on page 136
Calendar settings field descriptions on page 136
Viewing a calendar notification on page 137
Calling through click-to-dial on page 137

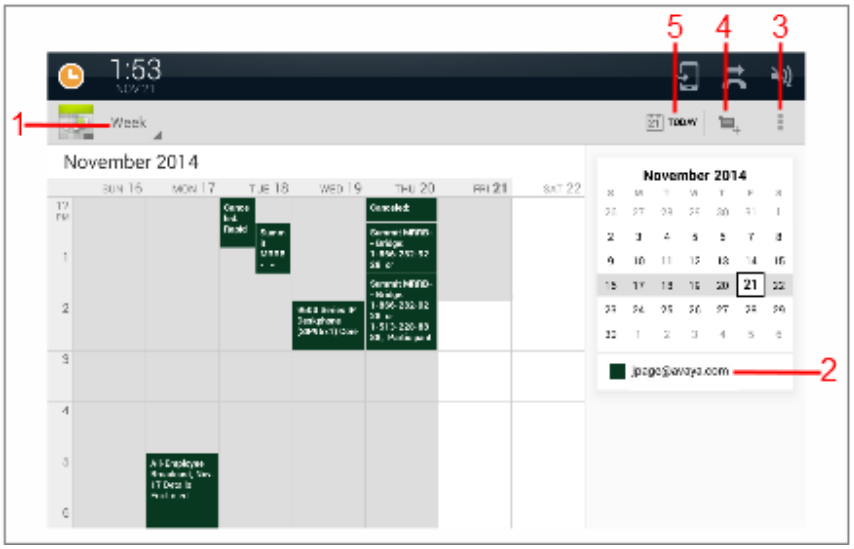
Navigating to the Calendar screen

Procedure

Related links

Calendar on page 131

Calendar app screen



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

Related links

User Interface on page 22
Calendar on page 131

Viewing event details

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.

2. Tap the event to view the details.

Related links

Calendar on page 131

Creating an event

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.

2. Double tap the required time slot.

   The Collaboration Station displays the New event window.

3. Enter the event details.
4. Tap **Done** on the upper-right corner of the screen.

Related links

Calendar on page 131

Event field descriptions

Name	Description
Calendar	Displays your email address.
What	Specifies the event name.
Where	Specifies the event location.
From	Specifies the start date and time of the event.
To	Specifies the end date and time of the event.
All day	Specifies an all day event.
Time zone	Specifies the time zone.
Guests	Specifies the attendees.
Description	Specifies the event description.
Repetition	Specifies the frequency of the event.
Reminders	Specifies reminder time and notification type.
Show me as	Specifies your availability for the event. Select one of the following options: • **Busy** • **Available** • **Tentative**
Privacy	Specifies the event privacy options. Select one of the following options: • **Default** • **Private** • **Public**

Related links

Calendar on page 131

Deleting an event

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.

2. Tap the appointment that you want to delete.

   The Collaboration Station displays a window with the appointment details.

3. Tap **Delete** on the upper-right corner of the window.

   The Collaboration Station displays the confirmation dialog box.

4. If the appointment is recurring, tap **Only this event**, **This and future events**, or **All events** as required.
5. Tap **OK**.

Related links

Calendar on page 131

Changing event details

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.
2. Tap the required event.

   The deskphone displays the event details window.
3. Tap **Edit** on the upper-right corner of the window.

   The deskphone displays the Edit event window.
4. Change the required details.
5. Tap **Done** on the upper-right corner of the window.

Related links

Calendar on page 131

Changing the calendar view

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.
2. On the top-left corner, tap the view menu.
3. Tap to select from the following options:
   - **Day**
   - **Week**
   - **Month**
   - **Agenda**

Related links

Calendar on page 131

Configuring the calendar settings

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.

2. Tap **Menu**.
3. Tap **Settings**.

   The Collaboration Station displays the Settings window.

4. Tap **General settings**.

   The Collaboration Station displays the General settings screen.

5. Configure the required settings.

Related links

Calendar on page 131

Calendar settings field descriptions

Name	Description
Hide declined events	Specifies if the Collaboration Station hides the declined events.
Show week numbers	Specifies if the Collaboration Station displays the week number.
Week starts on	Specifies the start day of the week. Select one of the following options: • **Locale default** • **Saturday** • **Sunday** • **Monday**
Use home time zone	Specifies if the Collaboration Station uses the home time zone.
Home time zone	Specifies the home time zone.
Clear search history	Clears search history.
Notifications	Specifies if the Collaboration Station displays the notification.
Sound	Specifies the notification sound.
Pop-up notification	Specifies if the Collaboration Station displays the pop-up notification for an incoming event.
Default reminder time	Specifies the default reminder time.

Related links

Calendar on page 131

Viewing a calendar notification

Procedure

1. Swipe down Topbar.

   The Collaboration Station displays the expanded view of Topbar.

2. Tap the calendar notification entry that you want to view.

   The Collaboration Station displays the **Calendar notifications** window.

3. Tap the event to view the details.

Related links

Calendar on page 131

Calling through click-to-dial

About this task

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

Procedure

1. Tap the Calendar app.

   The Collaboration Station displays the Calendar screen.

2. Tap the event to view the details.

3. Tap **Connect**.

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

Related links

Calendar on page 131

Chapter 11: Presence

This feature is only available in an Avaya Aura® environment.

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. Information includes whether the contact is busy, available, away, or offline. Similarly, other users can also view information about you.

Related links

Presence icons on page 138
Changing your presence status on page 139
Configuring presence tracking of a contact on page 125
Checking the contact presence on page 140
Editing your presence note on page 140
Approving presence tracking requests on page 140

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.

Table continues…

Icon	Name	Description
		Offline: Contact wants to appear offline.
	Unknown	The presence status of the contact is unknown.
	Automatic	The Collaboration Station updates the status automatically.

Related links

Presence on page 138

Changing your presence status

Procedure

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

   The Collaboration Station displays the presence panel.

2. Tap the required status.
3. To save the status, tap anywhere on the screen outside the presence panel.

Related links

Presence on page 138
Top Bar on page 25

Configuring presence tracking of a contact

Procedure

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

   The Collaboration Station displays the Contact Details screen.

3. Under **Track Presence** menu, tap **Expand**.

   The Collaboration Station displays the **Track Presence** dialog box.

4. Select one of the following options:
   - **Yes**: To track contact presence.
   - **No**: To not track contact presence.

Related links

Contacts on page 117
Presence on page 138

Editing contact details on page 123
Assigning a ringtone to a contact on page 124
Editing contact details on page 123

Checking the contact presence

About this task

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

Procedure

1. On the Tab bar, tap **Contacts**.
2. Scroll to the required contact.

   You can view the presence status on the contact image.

Related links

Presence on page 138

Editing your presence note

Procedure

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

   The Collaboration Station displays the presence panel.
2. In the text box, enter the note.
3. To save the note, tap anywhere on the screen outside the presence panel.

Related links

Presence on page 138

Approving presence tracking requests

About this task

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

- Accept: To accept the tracking request.
- Reject: To reject the tracking request.

- Accept all: To accept all tracking requests.

Procedure

1. In the Top Bar, tap the Presence pending-watcher notification.

   The Collaboration Station displays the Presence Pending-Watcher-Requests panel.

2. Tap the appropriate option for the request.

Related links

Presence on page 138

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. You can also dial a number without the Hash Key (#) or the numbers preceding it from within the browser using click-to-call.

The browser supports the following media types:

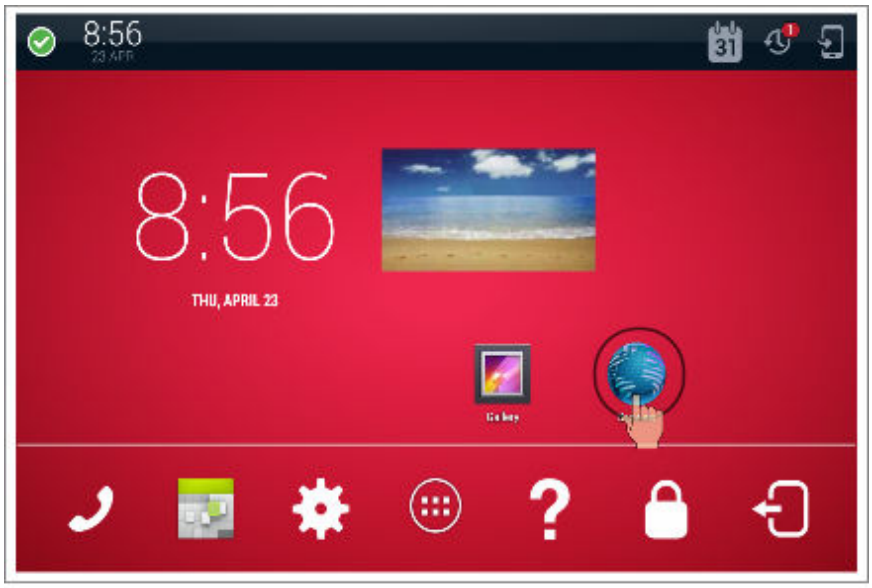
- JPEG
- GIF
- PNG
- BMP
- H.264 AVC
- VP8
- MPEG 4
- WAV

Related links

Navigating to the Browser screen on page 143
Opening the browser on page 143

Navigating to the Browser screen

Procedure



Related links

Browser on page 142

Opening the browser

Procedure

1. Go to the Home screen.
2. Tap **Browser**.

Related links

Browser on page 142

Chapter 13: SIP telephony

Shared control

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

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

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

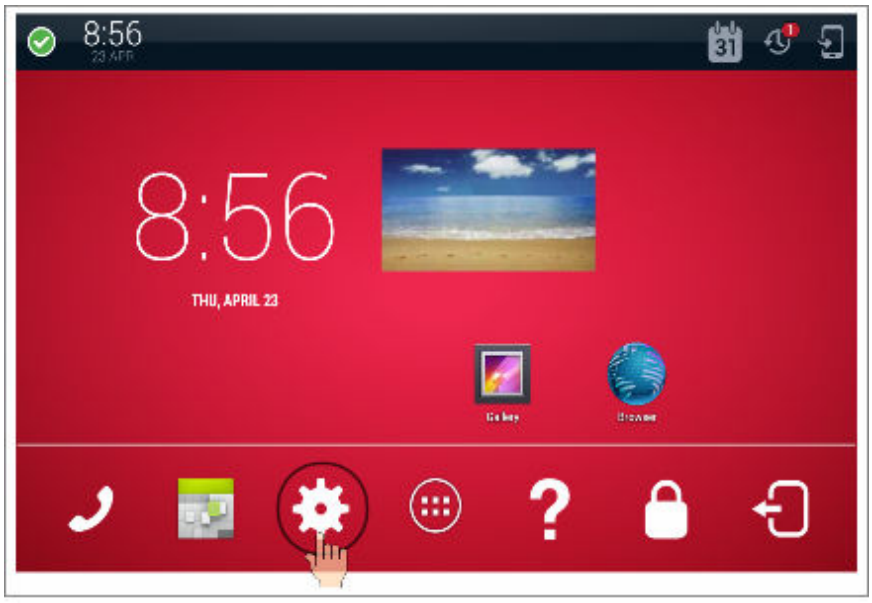
You can use the Settings app to configure your Collaboration Station and manage settings of various apps and features, such as Communication app and bluetooth.

Related links

Navigating to the Settings screen on page 146
Configuring an Exchange account on page 146
Media settings on page 147
Wi-Fi and network settings on page 147
Bluetooth on page 151
Call settings on page 153
Contacts settings on page 158
Configuring call logging on page 160
Setting screen lock time on page 161
Restarting the phone on page 161

Navigating to the Settings screen

Procedure



Related links

Configuration on page 145

Configuring an Exchange account

Procedure

1. Go to the Settings screen.
2. Tap **ACCOUNTS** > **Add account** > **Exchange**.

   The Collaboration Station displays the Add an Exchange account screen.
3. In the **Email address** field and the **Password** field, enter the Exchange email address and the password.
4. Press **Next**.

   The Collaboration Station retrieves the account information, checks the server settings, and displays the Remote security administration dialog box.
5. Tap **OK**.

   The Collaboration Station displays the Account Settings screen.
6. Select the appropriate account options and tap **Next**.

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

7. Tap **Next**.

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

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

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

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

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

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

Related links

Configuration on page 145

Media settings

Collaboration Station supports media playback through the operating system and switch audio transducers according to the call state. Media playback automatically pauses during an incoming call and resumes after the call. The following transducers are available for media playback as configured by the administrator:

- Handsfree speaker
- USB headset
- Wired headset

Related links

Configuration on page 145

Wi-Fi and network settings

This section describes the network-related configurations.

Related links

Configuration on page 145
Selecting an Ethernet or a Wi-Fi network on page 148
Configuring the Ethernet settings on page 148
Ethernet settings field descriptions on page 148
Wi-Fi network on page 150
Connecting to a Wi-Fi network on page 150

Selecting an Ethernet or a Wi-Fi network

About this task

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

Procedure

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

Related links

Wi-Fi and network settings on page 147

Configuring the Ethernet settings

About this task

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

Procedure

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

Related links

Wi-Fi and network settings on page 147

Ethernet settings field descriptions

Name	Description
Interfaces	

Table continues…

Name	Description
Ethernet	Specifies the Ethernet mode.
PC Ethernet	Specifies the PC Ethernet mode.
IEEE 802.1x authentication	
Supplicant mode	
Pass through mode	Specifies the pass through mode.
EAP Type	Specifies the EAP type.
802.1x credentials	Specifies the 802.1x credentials-identity and password.
LLDP	
LLDP Mode	Specifies the mode for LLDP. Choose one of the following options: • Disabled • Enabled • Auto
Received LLDP port description	Specifies the status that whether the LLDP port description is received.
Received LLDP system name	Specifies the status that whether the LLDP system name is received.
Received LLDP system description	Specifies the status that whether the LLDP system description is received.
Received LLDP management address	Specifies the status that whether the LLDP management address is received.
VLAN	
VLAN tagging (802.1Q)	Specifies the VLAN tagging mode.
VLAN	Specifies the VLAN ID.
VLAN test timer	Specifies the VLAN test timer.
IP interface	
Use DHCP	Specifies whether to use DHCP to automatically generate the IP address.
Static IP settings	Specifies the fields for assigning static IP address.
Power over Ethernet (PoE)	
Single port PoE injector connected	Specifies whether Single port PoE injector is connected to the device.
Max PoE power (watts)	Specifies the maximum power for the PoE.

Static IP settings

Name	Description
IP Address	Specifies the IP address.
Netmask	Specifies the netmask.
Default router	Specifies the default router.

Related links

Wi-Fi and network settings on page 147

Wi-Fi network

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:

- Secured network, provide a password.
- Hidden network, provide the network SSID.

Related links

Wi-Fi and network settings on page 147

Connecting to a Wi-Fi network

About this task

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

Before you begin

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

Procedure

- To connect to an open Wi-Fi network:
  1. Go to the Settings screen.
  2. Tap **WIRELESS & NETWORKS** > **Network** > **Wi-Fi**.
  3. Tap the open network.
- To connect to a secured network:
  1. Go to the Settings screen.
  2. Tap **WIRELESS & NETWORKS** > **Network** > **Wi-Fi**.
  3. Tap the secured network.
  4. Enter the password.
  5. Tap **Connect**.
- To connect to a hidden network:
  1. Go to the Settings screen.
  2. Tap **WIRELESS & NETWORKS** > **Network** > **Wi-Fi**.
  3. Tap **Add network** in the upper-right corner of the screen.
  4. In the **Network SSID** field, enter the network SSID.

5. In the **Security** field, tap the appropriate security setting.
6. Tap **Save**.

Related links

Wi-Fi and network settings on page 147

Bluetooth

This section describes bluetooth-related configurations.

Related links

Configuration on page 145
Turning Bluetooth on on page 151
Pairing a Bluetooth device on page 151
Renaming a paired Bluetooth device on page 152
Unpairing a device on page 152
Changing a connection profile on page 152

Turning Bluetooth on

Procedure

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

Related links

Bluetooth on page 151

Pairing a Bluetooth device

Before you begin

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

Procedure

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

   The Collaboration Station displays a list of all available Bluetooth devices.
4. Tap the device that you want to pair.

5. When the Collaboration Station displays the Bluetooth pairing request dialog box, tap **Pair**.
6. When the device displays the Bluetooth pairing request dialog box, tap **Pair**.
7. Provide the password if the device requests for one.

Related links

Bluetooth on page 151

Renaming a paired Bluetooth device

Procedure

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

Related links

Bluetooth on page 151

Unpairing a device

Procedure

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

Related links

Bluetooth on page 151

Changing a connection profile

Procedure

1. Go to the Settings screen.
2. Tap **WIRELESS & NETWORKS** > **Bluetooth**.
3. In the **PAIRED DEVICES** list, tap **Settings** for the required device.

4. In the **PROFILES** list, select the required profile.

Related links

Bluetooth on page 151

Call settings

This section describes call-related configurations.

Related links

Configuration on page 145
Configuring the redial option on page 153
Setting the audio path on page 154
Configuring the wireless headset signaling on page 154
Setting the dial mode on page 155
Setting video answer mode on page 155
Setting outgoing call mode on page 155
Setting video call output display mode on page 156
Setting the Call Pickup Group indication on page 156
Configuring Automatic Gain Control on page 157
Setting the headset profile on page 157
Setting the screen when all calls end or after login on page 157

Configuring the redial option

Procedure

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

Related links

Call settings on page 153

Setting the audio path

About this task

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

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **Default audio path**.
3. Select one of the following options:
   - **Speaker**
   - **Headset**

Related links

Call settings on page 153

Configuring the wireless headset signaling

About this task

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

Procedure

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

Related links

Call settings on page 153

Setting the dial mode

About this task

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

Procedure

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

Related links

Call settings on page 153
Dialing modes on page 84

Setting video answer mode

About this task

Use the procedure to select the answer mode for video call.

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **Block outgoing video answer mode**.
3. Select one of the following options:
   - Blocked: Default
   - Allowed

Related links

Call settings on page 153

Setting outgoing call mode

About this task

Use the procedure to select the outgoing call mode.

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **Outgoing call mode**.

3. Select one of the following options:
   - Audio: Default
   - Video

Related links

Call settings on page 153

Setting video call output display mode

About this task

Use the procedure to select the display mode for video call.

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **Video call output display mode**.
3. Select one of the following options:
   - Device screen
   - External screen: Default

Related links

Call settings on page 153

Setting the Call Pickup Group indication

About this task

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

Procedure

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

Related links

Call settings on page 153

Configuring Automatic Gain Control

About this task

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

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **ADVANCED** > **Auto Gain Control (AGC)**.
3. Select one of the following options:
   - **Handset Auto Gain Control**
   - **Headset Auto Gain Control**
   - **Speaker Auto Gain Control**

Related links

Call settings on page 153

Setting the headset profile

About this task

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

Procedure

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

Related links

Call settings on page 153

Setting the screen when all calls end or after login

About this task

Use this procedure to set the screen to be presented when all calls end or after login.

Procedure

1. Go to the Settings screen.
2. Tap **Call settings** > **Screen presented when all calls end or after login**.
3. Choose one of the following:
   - **Admin Default (Phone screen)**

     Tip:

     Default is preset per the settings done by the administrator.
   - **Phone screen**
   - **Home screen**

Related links

Call settings on page 153

Contacts settings

This section describes the contacts-related configurations.

Related links

Configuration on page 145
Setting a default contacts store on page 158
Setting directory search on or off on page 159
Configuring contacts name display on page 159
Setting the default search directory on page 160
Setting the sorting option for contacts on page 160

Setting a default contacts store

About this task

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

Procedure

1. Go to the Settings screen.
2. Tap **Contacts settings** > **Default contacts store**.
3. Select from the following options:
   - **Aura**: Available only in an Avaya Aura® environment.
   - one-X Portal: Available only in an IP Office environment.

- **Exchange**

Related links

Contacts settings on page 158

Setting directory 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 **Contacts settings**.
3. Select or clear the **Enable directory search for local contact search** check box to activate or deactivate directory search for local contacts.

Related links

Contacts settings on page 158
Searching for a contact on page 122

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 **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 158

Setting the default search directory

Procedure

1. Go to the Settings screen.
2. Tap **Contacts settings** > **Default search directory**.
3. Choose one of the following :
   - **Aura**
   - **Exchange**

Setting the sorting option for contacts

About this task

Use this procedure to sort contacts by first or last name.

Procedure

1. Go to the Settings screen.
2. Tap **Contacts settings** > **Contacts sort by**.
3. Choose one of the following:
   - **First name**
   - **Last name**

Configuring call logging

Procedure

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

Related links

Configuration on page 145

Setting screen lock time

About this task

Use the procedure to set screen lock time. The Unlock panel gets replaced with Time and Notification widgets after 60 seconds.

Procedure

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

Related links

Configuration on page 145

Restarting the phone

About this task

Use this procedure when you make configuration-related changes to the phone.

Procedure

1. Go to the Settings screen.
2. Tap **Device and data reset** > **Reboot**.

Chapter 15: Personalization

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

Related links

Adding a widget or an app on the launch panel on page 162
Adjusting the volume settings on page 163
Using the volume button on page 163
Personalizing ringtones on page 164
Personalizing the notification sound on page 165
Turning the button click sound on or off on page 165
Turning the touch sound on or off on page 166
Turning the screen lock sound on or off on page 166
Adjusting the screen brightness on page 166
Changing the wallpaper on page 167
Setting the timer to switch off the backlight on page 167
Changing the font size on page 167
Changing the date format on page 168
Changing to the 24–hour time format on page 168

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 162

Adjusting the volume settings

About this task

Use the following procedure to adjust the volume for music, media, ringtone, notifications, and alarms using the **Settings** app.

Procedure

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

Related links

Personalization on page 162

Using the volume button

Configure the following settings of your Collaboration Station by using the **Volume** button:

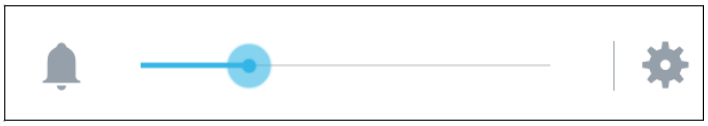
- Ringer and Notification volume.
- Media volume.

Note:

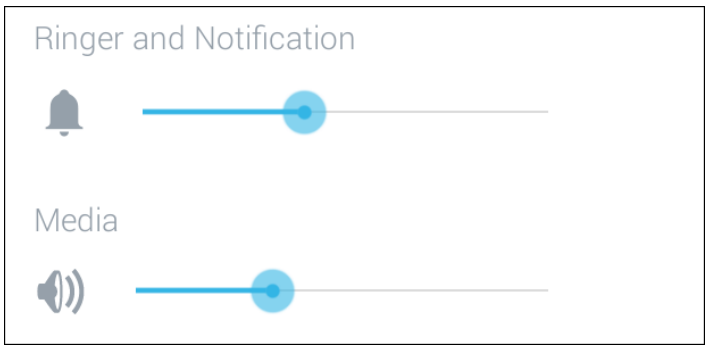
When you are on an active call, the Media volume controls the volume of the voice. However, the microphone volume remains at a non-zero level. Making a new call restores the volume to the lowest non-zero level for an active call.

Ringer, notification, and media volume panel

The following panel appears when you use the **Volume** button on your Collaboration Station.



- Tap the settings icon to expand the panel and control the media volume. The Collaboration Stationdisplays the following panel.



Ringer and Notification panel at zero volume

Use the **Volume** button to control the ringer and notification volume. The Collaboration Station displays the following control bar when the volume of the Ringer and Notification is at zero level and plays a notification sound.

Voice volume at zero volume

Use the **Volume** button to control the voice volume. The Collaboration Station displays the following control bar when the volume of the voice is at zero level and plays a notification sound.

Related links

Personalization on page 162

Personalizing ringtones

Use this procedure for personalizing ringtones in your device.

This feature is only available in an Avaya Aura® environment.

Procedure

1. Go to the Settings screen.
2. Tap **DEVICE** > **Sound** > **CALL RINGTONES** > **Personalized ringing**.
3. Select one of the following call types:
   - **Inside calls**
   - **Outside calls**
   - **Priority calls**

- **Intercom calls**
- **Forwarded calls**
- **Bridged calls**
- **Team button calls**
- **Call-Pickup Group**

4. Select the required ringtone.
5. Tap **OK**.

Related links

Personalization on page 162

Personalizing the notification sound

About this task

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

Procedure

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

Related links

Personalization on page 162

Turning the button click sound on or off

Procedure

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

Related links

Personalization on page 162

Turning the touch sound on or off

Procedure

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

Related links

Personalization on page 162

Turning the screen lock sound on or off

About this task

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

Procedure

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

Related links

Personalization on page 162

Adjusting the screen brightness

Procedure

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

Related links

Personalization on page 162

Changing the wallpaper

About this task

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

Procedure

1. Go to the Settings screen.
2. Tap **DEVICE** > **Display** > **Wallpaper**.
3. Select from the following options:
   - **Administered Wallpapers**
   - **Gallery**
   - **Live Wallpapers**
   - **Wallpapers**
4. Select the required wallpaper.

Related links

Personalization on page 162

Setting the timer to switch off the backlight

Procedure

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

Related links

Personalization on page 162

Changing the font size

Procedure

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

Related links

Personalization on page 162

Changing the date format

Procedure

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

Related links

Personalization on page 162

Changing to the 24–hour time format

Procedure

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

Related links

Personalization on page 162

Chapter 16: Troubleshooting

Camera not working

Camera not working

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

Camera cable not connected properly

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

Solution

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

Video not showing on the external monitor

Video not showing on the external monitor

The video is not getting transferred to the external monitor.

Video transfer not initiated by tapping Extend To Monitor

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

Solution

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

The base of the device is hot

Condition

The base of the device is hot.

Cause

Avaya H175 Video Collaboration Stations generate more heat than other deskphones. This behavior is expected and within product safety standards (IEC 60950-1). The heat from the deskphone dissipates from the lower plastic cover and finally through the space between the rubber foot pads.

Solution

Ensure that:

- You have put the device on a flat surface, such as a table, for proper heat dissipation.
- You have not kept any object, such as paper or cloth, below the device.
- The operating temperature is between 0 °C to 40 °C as the surface temperature increases relative to the operating temperature. The operating temperature is the ambient temperature of the room.

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