



Using Avaya Vantage™ Basic on an Avaya Vantage™ Device

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Note

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

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Australia Statements

Handset Magnets Statement:

Danger:

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

Industry Canada (IC) Statements

RSS Standards Statement

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

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

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

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

Radio Transmitter Statement

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

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

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

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

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Japan Statements

Class B Statement

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

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

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

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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.

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.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

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 Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 USA.

WiFi and BT transmitter

- Frequencies for 2412-2472 MHz, transmit power: 19.84 dBm
- Frequencies for 5180-5240 MHz, transmit power: 22.5 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.
 - For Accessory Power Supply - Use Only Limited Power Supply Delta Electronics Inc. model:ADP-30HR B , output: 48Vdc, 0.66A.

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Chapter 1: Introduction

Purpose

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

Separate documentation is available for SDK developer applications. This document does not provide information about SDK applications.

*** Note:**

The online help version of this document in the build might not be the latest version. Obtain the final version from <http://support.avaya.com>. For information about finding documents, see [Finding documents on the Avaya Support website](#) on page 37.

Change history

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

Issue	Date	Summary of changes
Release 1.0 (Controlled Introduction GA), Issue 1	March 2017	This is a new document that is being issued for the first time in this release.
Release 1.0 (Unrestricted GA), Issue 2	May 2017	<ul style="list-style-type: none">• Provided information about wireless handset usage.• Updated information about supported telephony applications.
Release 1.0, Issue 3	November 2017	Updated the Legal content with a statement about the Radio Equipment Directive in EU countries.

Chapter 2: Avaya Vantage™ overview

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

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

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

In this release, Avaya Vantage™ supports the following communication applications:

- Avaya Vantage™ Basic
- Avaya Equinox™
- Avaya Vantage™ Open

This document is focused on Avaya Vantage™ Basic usage. For more information about using other applications, see the following documents:

- For more information about Avaya Equinox™ usage, see *Using Avaya Equinox™ for Android, iOS, Mac, and Windows*.
- For more information about Avaya Vantage™ Open usage, see *Using Avaya Vantage™ Open*.

Supported features

The Avaya Vantage™ Basic supports the following features:

Feature	Avaya Vantage™ Basic
Make and receive audio calls	Yes
Caller ID and call information	Yes
Multiple line support	Yes
Feature Access Codes (FACs)	Yes

Table continues...

Feature	Avaya Vantage™ Basic
Mute calls	Yes
Hold calls	Yes
Transfer calls	Yes
Forward calls	Yes, through FACs
Conferencing	Yes
Missed calls indication	Yes
Do Not Disturb mode	No
Message Waiting Indication (MWI)	Yes
Video calls	Yes
Emergency calls	Yes
Off Hook dialing	Yes
Call logs	Yes
Avaya Aura® Device Services contact services	Yes
PPM contacts	Yes
Local contacts, including Google™ and Microsoft Exchange contacts	Yes
Favorites	Yes
Presence	No
Instant Messaging	No
Avaya Aura® 7.0 support	Yes
IP Office support	No
SIP/TLS and PPM/TLS support	Yes
RTP/RTCP/SRTP/SRTCP support	Yes

Wireless handset features

A wired or wireless handset can optionally be used with Avaya Vantage™. The following section describes the wireless handset features.

Audio

The handset supports wideband audio reproduction.

Battery charging

The handset supports a contactless charging system. To charge the handset, place it in its cradle. If the battery charge is low, the handset will notify you with warning tones. When you hear the warning tones, return the handset to its cradle to charge the battery.

The handset uses a Lithium-Ion battery with the battery management and protection system that allows to extend the expected service life of the battery. The protection system allows to prevent the following situations:

- Overcharging.
- Over-discharging.
- Charging if the ambient temperature is higher than 40 °C (102 °F).

Battery service life

If used carefully, the expected service life of the battery is several years. Although the battery capacity is diminished over time, in general it does not affect normal handset use.

Battery talk time

When fully charged, the new battery provides approximately 12 hours of talk time. You might need to charge the battery before the first use to achieve the full talk time. To prevent damage to the battery, the protection system does not allow the battery to discharge below a certain point. Avaya Vantage™ displays the battery charge level on the Notifications panel.

Battery standby time

When fully charged, the new battery provides approximately 60 hours of standby time. When the handset is not in its cradle for more than 22 minutes, it turns off to prevent battery discharge.

Battery recharge time

The battery fully recharges in less than 3 hours. You do not need to fully discharge the battery before charging.

Battery disposal

At the end of the service life, remove the battery and deliver it to a battery recycling depot.

Range

The handset uses Bluetooth technology. As a Class 2 device, the handset nominal range is 10 meters. In practical use this range might vary depending on the environment. If the handset was out of range, the connection is reestablished automatically when the handset is back in range. If the handset was turned off, the connection is reestablished automatically when the handset is turned on and back in range.

Wireless handset LED indicator

The blue LED indicator shows the current state of the handset and is also used to indicate user actions.

Wireless handset state	LED indication	Notes
Wireless handset is in the Pairing mode	LED flashes every 0.5 seconds	Wireless handset exits the Pairing mode in 150 seconds.
Pairing completed successfully	LED flashes 10 times at 0.1 seconds rate	None

Table continues...

Wireless handset state	LED indication	Notes
Wireless handset is turned on and is in the cradle (Connected mode)	LED flashes every 5 seconds	None
Wireless handset is turned on and not in the cradle (Standby mode)	LED flashes every 5 seconds	Wireless handset is turned off after 22 minutes.
Incoming call	LED flashes 3 times every 7 seconds	None
Wireless handset has been turned on	LED flashes 4 times	None
Wireless handset has been turned off	LED flashes 3 times	None

Specifications

Specification	Supported on Avaya Vantage™
Screen	<ul style="list-style-type: none"> • Capacitive touch screen. • Resolution: 1280×800 px. • 24 bits color depth.
Headphone Out	<ul style="list-style-type: none"> • 3.5 mm phone connector. • RJ9 headset connector for a high quality wired headset.
USB port	x1 USB 2.0 Type-C general purpose port.
Internal storage	16 GB flash memory.
Power	<ul style="list-style-type: none"> • Power over Ethernet IEEE 802.3af (Class 3) or 802.3at (Class 4). • Dedicated 48Vdc power supply. Use Delta Electronics Inc. model ADP-30HR B, output 48Vdc, 0.66A.
USB charger	<ul style="list-style-type: none"> • Up to 100 mA if using PoE 802.3af. • Up to 500 mA if using PoE 802.3at.
Operating system	Android 6.0.1 (Marshmallow).
Ethernet	RJ45 primary Gigabit Ethernet (10/100/1000 Mbps) PoE LAN port.
Wi-Fi	<ul style="list-style-type: none"> • Wireless access point mode. • Wi-Fi 802.11a/b/g/n/ac.
Bluetooth	Bluetooth 4.2 supporting High Speed (HS), Low Energy (LE), and Enhanced Data Rate (EDR) functionality.
Supported Accessories	<ul style="list-style-type: none"> • 3.5 mm headset. • RJ9 headset. • Bluetooth headset.

Table continues...

Specification	Supported on Avaya Vantage™
	<ul style="list-style-type: none"> • USB pen drive.
Audio	Supported codecs: <ul style="list-style-type: none"> • G.722 • G.711 • G.729 • G.726 • Opus
Physical security	Kensington security slot.
Stand	A stand that can be used either as a desk stand or a wall-mount stand. The stand supports a standard 100mm pin spacing Ethernet wall plate.

Camera specifications

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

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

Both options share the same form-factor and firmware.

Camera specifications

- Fixed focus range of 50 cm
- Diagonal field of view at 72.82 degrees
- 1/6 inches CMOS sensor
- Anti-flicker filter of 50 or 60 Hz
- Camera activity LED indicator
- Mechanical privacy shutter

Third party cameras

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

Camera LED states

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

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

Wireless handset specifications

Specification	Avaya Vantage™ wireless handset
System	Bluetooth 4.1
Profiles	<ul style="list-style-type: none"> • Handset Profile 1.6. • Headset Profile.
Audio	Wideband audio supports audio reproduction in the range of 300 Hz — 8 kHz.
Battery	0.56 W, 3.7 V replaceable Li-Ion battery.
Battery charger	Li-Ion battery management system.
Charging system	Wireless charging system: inductive coupling to the cradle.
Controls	<ul style="list-style-type: none"> • Power button. • Mute button. • Volume up button. • Volume down button.
Indicators	Blue LED indicator.
Operating environment temperature	0 to 49 °C (32 to 120 °F).
Battery charging environment temperature	0 to 40 °C (32 to 104 °F).
Weight	170 grams.

Third party applications

You can install third party applications on Google Play™. The system administrator determines the list of applications that you are allowed to install.

Chapter 3: Getting started with Avaya Vantage™

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

Installing applications

About this task

You can install applications from Google Play.


Note:

- You can use this procedure to install Avaya Vantage™ Basic, Avaya Equinox™, or Avaya Vantage™ Open if these applications were not pre-installed by your administrator.
- Your installation policy might prevent you from installing certain applications.

Before you begin

- Ensure that you have a Google account to access Google Play.
- Work with your administrator to obtain permission to install applications on your Avaya Vantage™ device.

Procedure

1. Open Google Play from your device.
2. In the **Search** bar, enter the appropriate search term and then tap .
For example, to find Avaya Vantage™ Basic, enter `Avaya Vantage Basic`.
3. From the displayed search results, open the application page.
4. Install the application.
5. **(Optional)** If you want to set the installed telephony application as your primary telephony application, contact your administrator.

Some Avaya applications, such as Avaya Vantage™ Basic or Avaya Equinox™, require additional setup performed by your administrator. Contact your administrator to see if the installed application requires additional setup.

Logging in to and out of Avaya Vantage™

About this task

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

*** Note:**

This procedure is only applicable for Avaya Vantage™ Basic and Avaya Equinox™. It is not applicable for other telephony applications, such as Avaya Vantage™ Open.

Before you begin

If prompted, enter the password for unlocking the device.

Procedure

- To log in, do the following:
 1. In **Username**, enter your SIP or Avaya Aura® Device Services user name.
 2. In **Password**, enter your password.
 3. Tap **Login**.

*** Note:**

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

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

- To log out, do one of the following:
 - In the Presence panel of the Top Bar, tap **Logout**.
 - On the Home screen, tap **Logout**.
 - From **Settings > System**, tap **Logout**.

Lock and unlock functionality

The Avaya Vantage™ device can be locked for security and privacy reasons. This functionality is only available on Avaya Vantage™ Basic and Avaya Equinox™, but not on other telephony applications, such as Avaya Vantage™ Open. The device can be locked manually or automatically after a period of inactivity. When the Lock Screen feature is activated, you must enter valid SIP or Avaya Aura® Device Services credentials in order to unlock the screen and access device functionality.

To unlock the Avaya Vantage™ device, use the same method you use to log in to the device.

- If login is performed using SIP credentials, you must enter the SIP password.

- If login is performed using Avaya Aura[®] Device Services credentials, you must enter the Avaya Aura[®] Device Services password.

Connecting a wireless handset

About this task

Use this procedure to connect a wireless handset to your Avaya Vantage[™] device. You cannot use the wired handset if you connect the wireless handset. You can connect only one wireless handset at a time.

Before you begin

- Charge the handset battery by placing the handset in the cradle.
- Turn off the wireless handset.

Procedure

1. From the Home screen, tap **Applications**.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Turn Bluetooth on.
5. Press and hold the **Power** button on your wireless handset for at least 10 seconds to enter the pairing mode.

To indicate that the handset is in the pairing mode, the handset LED starts to flash. Avaya Vantage[™] identifies and displays the handset in the list of available Bluetooth devices. The handset is displayed as Avaya J100-xxxxxx, where xxxxxx is the ID that is printed on the handset.

6. Tap the wireless handset in the list of available Bluetooth devices.

If pairing is successful, the handset LED flashes for approximately 1 second.

Result

You can now use your wireless handset for calls as long as the handset is turned on. When the handset is turned off, you cannot use it for calls, but it is still paired to Avaya Vantage[™]. When you turn on the handset, you do not need to repeat the pairing procedure.

Turning the wireless handset on and off

About this task

Your system administrator might connect an optional wireless handset to your Avaya Vantage[™]. To use the handset, you must turn it on.

 **Note:**

When the handset is turned on, the handset LED flashes every 5 seconds. When the handset is not being used on a call and is not in its cradle, it will automatically turn off in 60 seconds.

Procedure

To turn the wireless handset on or off, press the **Power** button for approximately 3 seconds.

- When the handset turns on, the handset LED flashes 4 times.
- When the handset turns off, the handset LED flashes 3 times.

Chapter 4: Navigation

Physical device layout

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



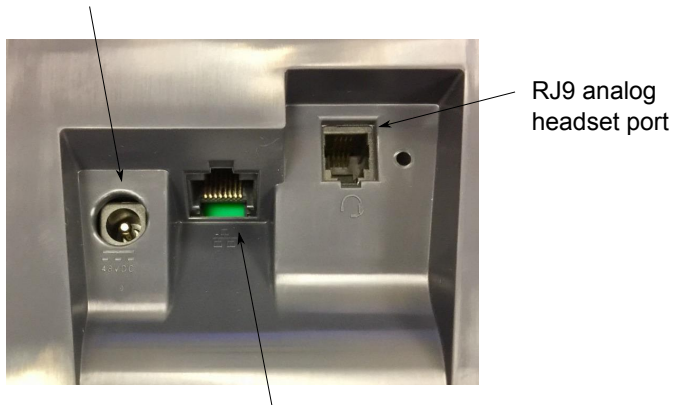
Connectors and controls

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

Rear panel

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

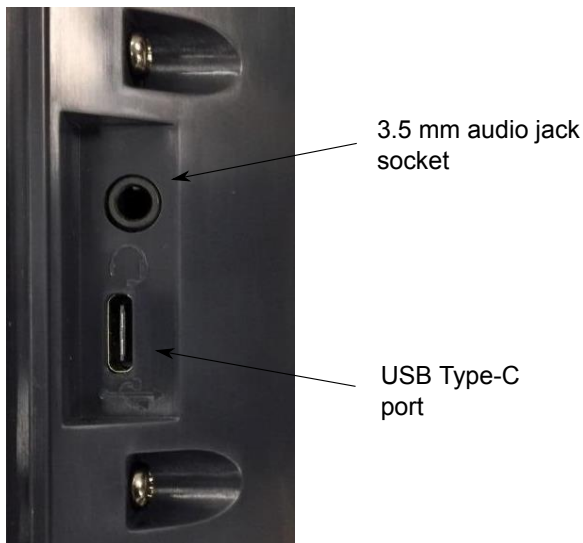
Power adaptor connector



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

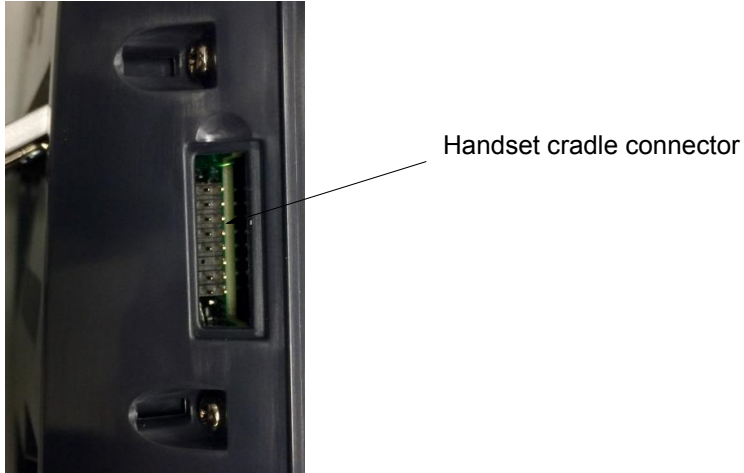
Right side panel

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

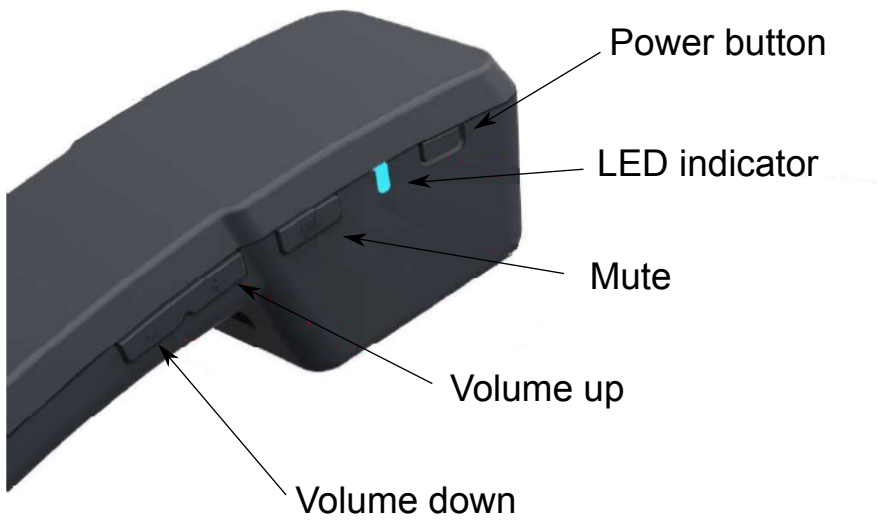


Left side panel

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

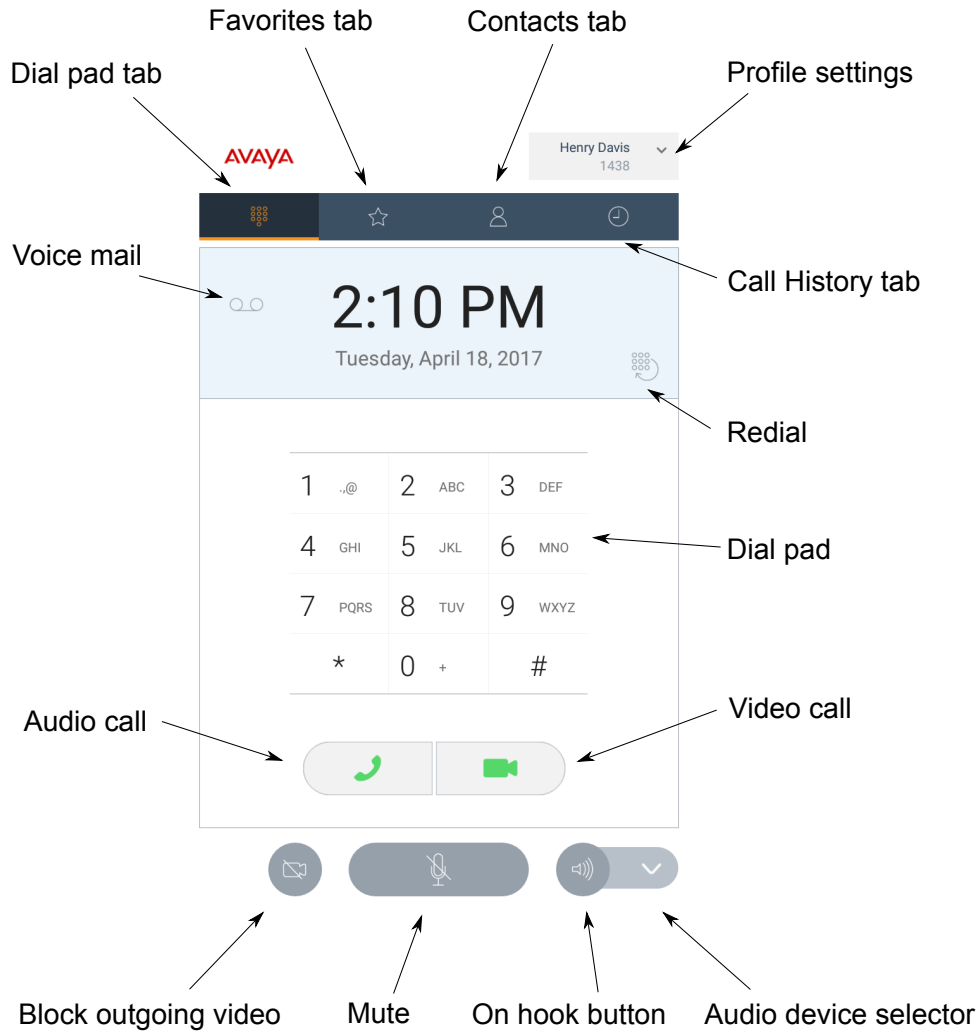


Wireless handset layout

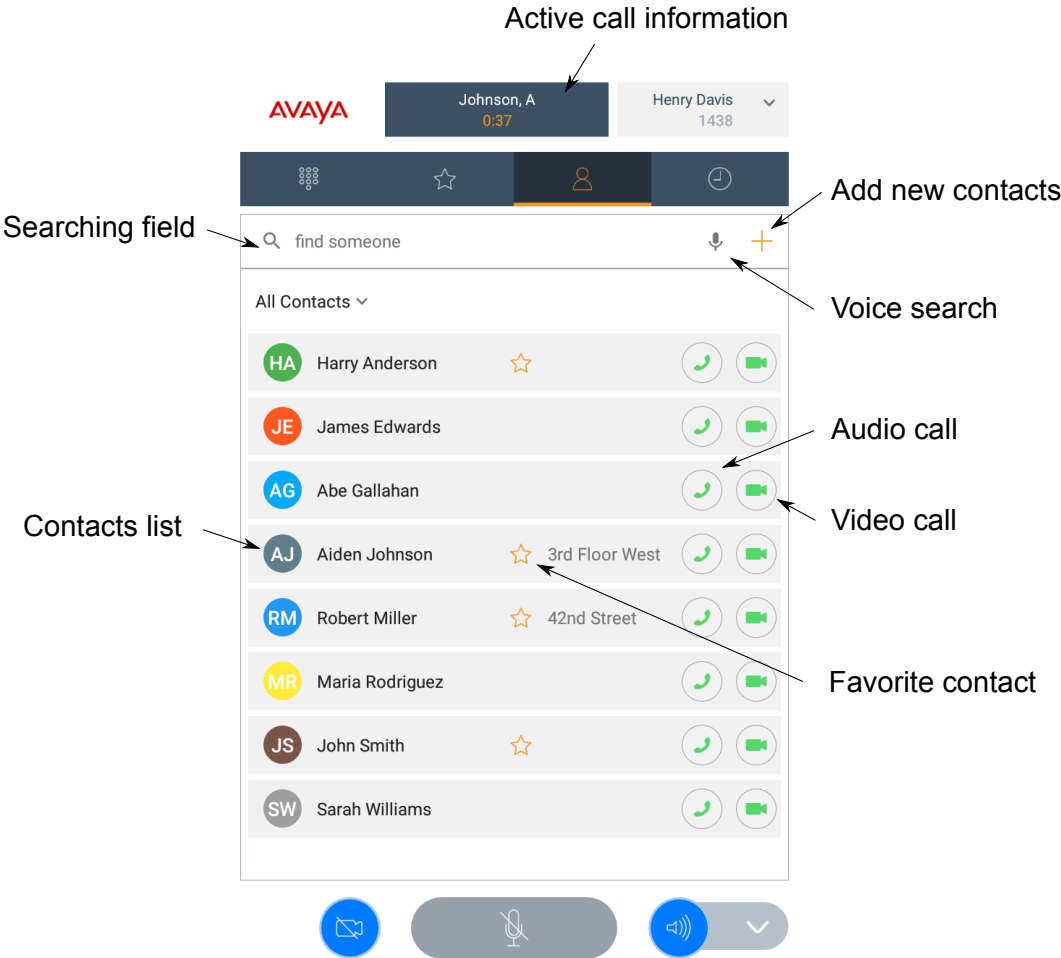


Avaya Vantage Basic screen navigation

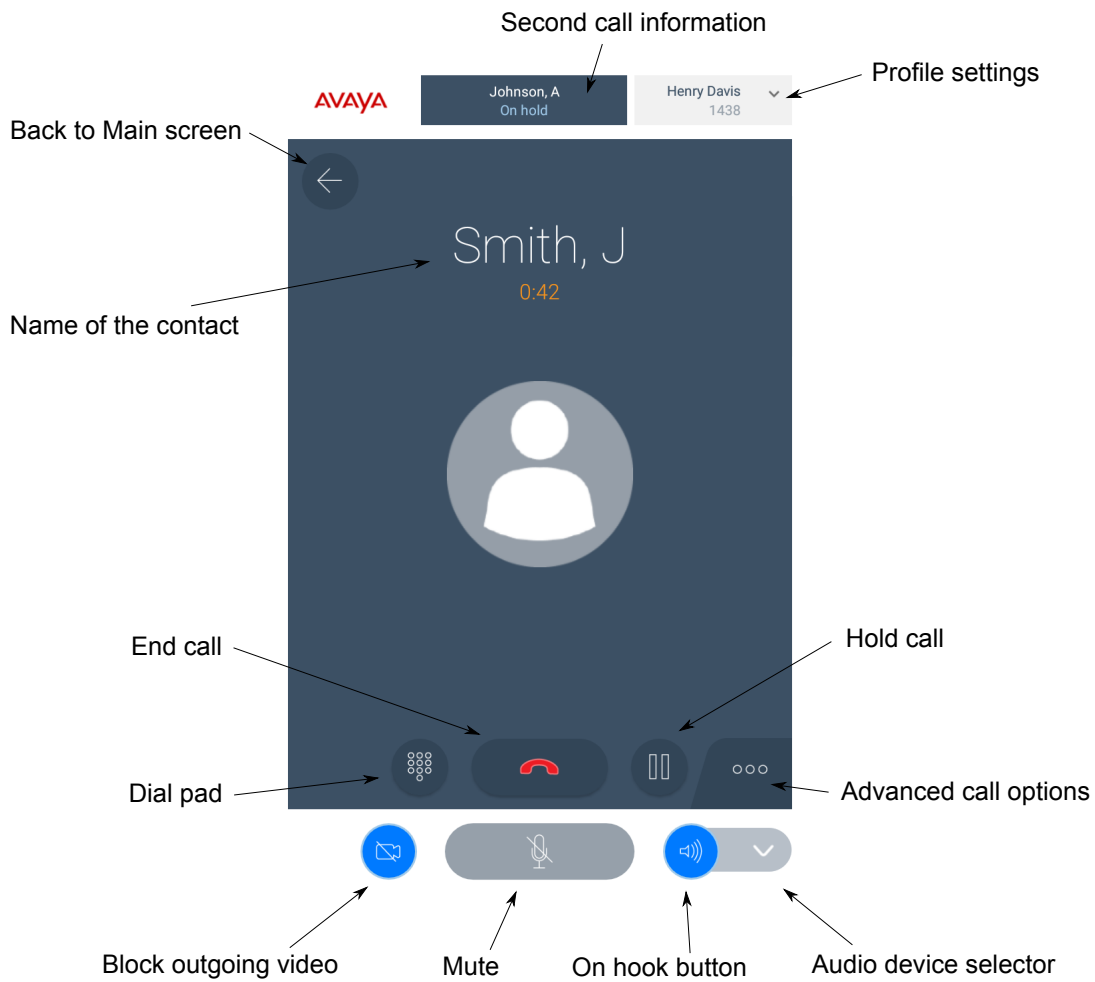
Dial pad screen



Contacts screen



Call screen



Chapter 5: Call management operations

You can perform the following key call management tasks:

- Making audio or video calls
- Answering audio or video calls
- Performing call control operations
- Viewing your call history and missed calls
- Working with conferences



Making audio or video calls

Making an emergency call

About this task

If emergency calling is configured in your deployment, you can make a call to emergency services. You can even make an emergency call when you are logged out of Avaya Vantage™ or when Avaya Vantage™ is in the Locked state.

Procedure



- To make an emergency call from the Login or the Lock screen, do the following:
 1. In the lower-right corner of the screen, tap **Emergency call**.
 2. Tap **Auto - dial** to automatically dial the preconfigured emergency number.
 3. Tap **Manual dial** to enter the one of preconfigured emergency numbers manually and then tap .
- To make an emergency call from Avaya Vantage™, enter the required emergency number on the Dial pad screen and tap .

Making an audio or video call using the dial pad

Before you begin



If you are using a wireless handset, lift the handset from the cradle.

Procedure

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

Making an audio or video call using contacts

Procedure



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

Making an audio or video call from your Favorites list

Before you begin


Ensure that you have contacts in your Favorites list.

Procedure

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

Making an audio or video call using call history

Procedure




1. Tap the **Call history** tab.
2. Select the required contact or telephone number.
3. Tap  to make an audio call.

Making a second call

About this task

You can have up to two calls at the same time. When one call is active, the other is placed on hold.

Procedure

1. While on a call, tap .
2. From the Call Features window, tap **New Call**.
3. From the dial pad that is displayed, enter the required number and then tap  to make an audio call or  to make a video call.

You can also make a second call from your Contacts list, from your Favorites list, or using your call history.

Result




Avaya Vantage™ places the first call on hold and makes the second call active.

Making a call by redialing the last dialed number

About this task

You can redial the last dialed number.


Procedure



1. From the Dial pad screen, tap .
Avaya Vantage™ displays the last dialed number on the screen.
2. Tap  to make an audio call or  to make a video call.

Managing calls

Answering or ignoring an incoming call

Procedure

- To answer the audio call, do one of the following:
 - Tap  on your screen.
 - If you are using a wireless handset, lift the handset from its cradle.


- To accept the video call, tap .
- To decline the call, tap  on your screen.

Entering digits during a call

About this task

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

Procedure

1. While on an active call, tap .
The application displays the dial pad.
2. Enter the required digits.



Muting or unmuting a call

About this task

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

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

Procedure



- To mute yourself during the call, tap .
- To unmute yourself, tap .
- **(Optional)** If you are using a wireless handset, press the **Mute** button on the handset to mute or unmute yourself.

 **Note:**

If you mute a call using your wireless handset, the application UI does *not* indicate that the call is muted.

Placing a call on hold and resuming the call

Procedure

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

Switching between calls

About this task

You can switch between two calls, when one call is active and the other call is on hold.

Procedure

From the top of the Call screen, tap the label with the inactive call information.



The call you tap becomes the active call, and the other call is placed on hold.

Transferring a call

About this task

Use this procedure to transfer a call to another number. A direct transfer, as described in this procedure, is a blind or unattended transfer. When you perform a blind transfer, you cannot notify the other party about the transfer and you cannot return to your original call after starting the transfer procedure.

Procedure



1. In the Call screen, tap .
2. Tap .
3. Do one of the following:
 - Tap **Enter a number** and enter the phone number in the dial pad.
 - Tap **Choose a contact** and select the required contact from the Contacts list.
4. Tap **Transfer**.

Making a consultative transfer

About this task

Use this procedure to perform a consultative transfer to another number. When you make a consultative transfer, you can notify the other party about the transfer.

Procedure

1. While on an active call, dial the number of the user to whom you want to transfer the call.
2. From the Call screen, tap .
3. Tap  and confirm the call transfer.

Working with video functionality



About this task

Use this procedure to start, stop, pause and resume video during a call. When you pause your video, the application stops transmitting your video to the other party. When a video is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

Note:

- If you switch to another application while on a video call, video will be stopped. To start video again, switch back to Avaya Vantage™ Basic.
- For privacy reasons, Avaya Vantage™ Basic always pauses outgoing video when the other party makes a video call or adds video to an existing call. To transmit your video to the other party, you must enable video manually.

Procedure

- To start or stop video, tap  and then tap **Start Video** or **Stop Video**.
- To pause video, tap .

The icon becomes blue. You can tap this icon again to resume video.

Selecting an active audio device

About this task

By default, Avaya Vantage™ uses speakers to transmit audio. If you have a headset or handset connected to your device, you can select which audio device to use in a call.

Procedure


- From the Dial pad or Call screen, tap **Audio device selector** and select the required device from the list.
- To select your wireless handset as an active audio device when on a call, lift the handset from the cradle.

Avaya Vantage™ automatically transfers audio to the wireless handset.

- To select the device speaker when using a wireless handset, do the following:
 1. Select the device speaker from **Audio device selector**.
 2. Place the handset in its cradle.

Ending a call

Procedure

- To end an active call, tap  on the screen.

 **Note:**

If you receive an incoming call while on another call, you cannot end the first call until you answer or decline the second call.

- If you are using a wireless handset, place the handset in its cradle.

Viewing call history

Procedure

1. Tap the **Call history** tab.
2. You can filter the call history using the following options:
 - **All history**
 - **Missed Calls**
 - **Outgoing Calls**
 - **Incoming Calls**

Deleting all call information

Procedure

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



Working with conference calls

Starting a conference call

About this task

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

Procedure

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

Result

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

Merging active calls to create a conference call



About this task

Use this procedure to merge two active calls to create a conference call.

Before you begin

You must have two active calls.

Procedure

1. From the Call screen, tap .
2. Tap  to merge both calls into a conference call.

Chapter 6: Contact management operations

Adding a contact

About this task

Use this procedure to add new contacts in Avaya Vantage™ Basic.

Note:

Avaya Vantage™ stores contacts locally and deletes contacts data when another user logs in to the device. To store contacts data, enable data backup and provide a backup account in the **Settings** menu.

Procedure

1. Tap the **Contacts** tab.
2. Tap **+**.
3. In the **First Name** and **Last Name** fields, enter the name of the new contact.
4. Do the following to add a phone number for the contact:
 - a. Tap **Add phone number**.
 - b. From the drop-down list, select the appropriate phone category.
 - c. In the **Phone** field, enter the phone number.

You must provide at least one phone number for each contact.

5. **(Optional)** Repeat the previous step to add other phone numbers for the contact.
6. **(Optional)** Add other information about the contact, such as the job title, company name, and address.
7. Tap **Done**.

The contact and their details are displayed in your Contacts list.

Searching for a contact

Procedure

1. Tap the **Contacts** tab.

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

Setting contact display options

About this task

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

Procedure

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

Filtering contacts

Procedure

1. Tap the **Contacts** tab.
2. You can filter the contacts using the following options:
 - **All contacts**: To view the local and enterprise contacts.
 - **Enterprise contacts**: To view the enterprise contacts.
 - **Local contacts**: To view the contacts stored in the local storage, such as Google or Exchange contacts.

The application filters the contacts according to the option that you select.

Setting a contact as a favorite

Procedure

1. Tap the **Contacts** tab.
2. Select the appropriate contact.

3. In Contact Details, tap ☆ which is beside the contact's name.
The contact is added to your Favorites list.

Chapter 7: Customization

Modifying your ring tone

About this task

Use this procedure to change the default ring tone for incoming calls.

Procedure

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

Disabling video using the privacy shutter

About this task

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

Procedure

- To disable video capturing, shift the lever located above the camera to the leftmost position so that the camera is entirely covered with the shutter.

If the shutter does not cover the entire camera, the camera might be able to capture partial video.

- To enable video capturing, shift the lever to the rightmost position so that the shutter does not cover the camera.

Chapter 8: Resources

Documentation

See the following related documents at <http://support.avaya.com>.

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

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Viewing Avaya Mentor videos

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

About this task

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

Procedure

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

 **Note:**

Videos are not available for all products.

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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation

- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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