



Avaya H175 Video Collaboration Station Quick Reference

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Avaya H175 Video Collaboration Station

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.














Table continues...

Icon	Name	Description
	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.
	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.

Table continues...

Icon	Name	Description
	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.
	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.

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.
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.
	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.

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

Call management

Making an emergency call

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.

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.

Making a priority call

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

1. Go to the Communication screen.
2. Tap **New Conversation**.
3. Tap **Pre-call 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.

Extending a call to your mobile phone

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

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

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

Transferring a call

You can transfer an active call to a:

- Contact
- Call on hold
- Number
- 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**.

Listening to the voice mail

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.

Adding video to an audio call

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

Monitored stations

Answering a call on a Bridged Call Appearance

- 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.

Making a call from a Bridged Call Appearance

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**.

Speed dialing to a monitored station

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

Call forwarding

Enabling and disabling call forwarding

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

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**.

Activating and deactivating Send All Calls

Enable call forwarding.

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.

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**.

Activating and deactivating Forward All Calls

Enable call forwarding.

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

- 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**.

Activating and deactivating Forward All Calls When Busy/No Answer

Enable call forwarding.

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

- 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**.

Conferencing

Adding a participant to an active conference

You can add a participant from the:

- Dial pad

- Contacts list
- Held call

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

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.

- 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**.

Contacts

Searching for a contact

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

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**.

Adding a contact from the call history

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.

Adding a contact to the Favorites list

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.

Calendar

Creating an event

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.

Viewing a calendar notification

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.

Configuration

Setting the dial mode

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

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.

Configuring call logging

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.

Setting the headset profile

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](#).

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.

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 Help

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**.