



Avaya Vantage™ Basic Application Release 2.0.0 Readme

This file is the Readme for the Avaya Vantage™ Basic Android Application Release R2.0.0 software. This file describes the contents of the September 2018 2.0.0 unrestricted release software distribution package, build 2.0.0.0.0411.

Avaya Vantage™ Basic is an intuitive Audio and Video Phone App for basic and walkup use on Avaya Vantage™.

This software release for the Avaya Vantage™ Basic is used with Avaya Vantage™ device only. This software will not operate on any other device model.

The information in this document is accurate as of the issue date and subject to change.



Please refer to the Advisements in this file for important information prior to deploying this application.

Avaya Vantage™® Compatibility

The Avaya Vantage™ Basic 2.0.0.0.0411 software is to be used with Avaya Vantage™ (platform) releases R2.0.0.0.4550 (for Vantage K155) and 2.0.0.0.4029 (for Vantage with and without camera) or higher.



The above releases are the minimum requirements to support the Avaya Vantage™ Basic application.

More about our application

Turn your Avaya Vantage™ with Camera or Avaya Vantage™ without Camera Smart Device into the perfect video or audio walkup phone. Avaya Vantage™ Basic enables easy deployment of the Avaya Vantage™ Smart Device for location based use. With its simple and intuitive user interface Avaya Vantage™ Basic works best for public area phones such as those in lobbies and hallways, retail spaces, warehouses, classrooms, and anywhere a walkup phone is needed. Avaya Vantage™ Basic supports common telephony features such as make and receive video and audio calls, conference, transfer, hold, and mute. Features are administrator controlled for flexible deployment.

Avaya Vantage™ Basic can also meet the needs of desktop phone users that do not require the fully featured Avaya Equinox solution. Optionally configurable call logs, favorite lists, and contacts lists provide the feature richness and flexibility that many users of basic video and audio phones need.

Key characteristics and features of the phone are:

- Comfortable touch dialpad displaying company branding per desire, time and date.
- Support for two concurrent calls.
- Common features: Transfer, Mute, 3-Way-Ad-Hoc-Conference and Hold.
- Directory support of Local contacts- Private Google Contact according to your Google ID, PPM or AADS contacts.
- Favorites support.
- Call History.

For a complete overview of feature functionality please refer to the relevant documentation:

- [Installing and Administering Avaya Vantage™](#)
- [Using Avaya Vantage™ Basic on an Avaya Vantage™ Device](#)

Located on the Support site by navigating to Support by Product > Documents and then entering Avaya Vantage™ as the product name.

What's new with 2.0.0.0.0411 Build

This is new 2.0.0 release, suppressing prior 1.1.0.1.0007 & 2.0.0.0.0407 restricted loads.

- This build contains important Bug fixes for Vantage with and without camera.
- Vantage K155 support

Previously delivered with R1.1.0.1:

- Provides following new features and alignment to the platform updates –
 - IP Office Support:
 - Vantage is now compatible to run with IPO 11.0 or higher, using the Avaya Vantage Basic application 1.1.0.1 or higher only (Equinox running on Vantage is not supported at this point against IP Office).
 - Vantage Basic will function similarly to an IP Office SIP phone with R11, providing telephony features:
 - Basic audio / video call with caller ID
 - Hold / retrieve with music on hold, hold reminder
 - Multiple line support, toggle calls
 - Call transfer
 - Message Waiting
 - Call Waiting
 - Paging (auto answer)
 - Twinning and mobility
 - Call Forward
 - Local Call History
 - IPO directory access
- Vantage Basic will support Remote Worker (both via ASBCE as well as native IP Office Remote Worker capability). It will be able to dial into an IP Office meet me conference but it will not support moderator controls or conference roster.
- IP Office hot desking is not supported with Vantage in IP Office R11.0, nor is Vantage supported as a centralized user in a Branch deployment.
 - Following new parameters (please find further information under Installing and Administering Avaya Vantage™ guide or 46xxSettings.txt):
 - ENABLE_IPOFFICE
 - POUND_KEY_AS_CALL_TRIGGER

Previously delivered with R1.1:

- Support of Mobile sync over Bluetooth.
- Support of Aura contacts and call history.
- Alpha bar added to contacts.
- New parameters, see 46xxsettings for further details:
 - Extension or name display: EXTENSION_NAME_DISPLAY_OPTIONS
 - Call log journaling: ENABLE_PPM_CALL_JOURNALING
 - Google Analytics support: ANALYTICSENABLED

Avaya Vantage™ Basic release 2.0.0 Package Content

The Avaya Vantage™ Basic application release 2.0.0 package contains all the files necessary to upgrade Avaya Vantage™ Basic application release 2.0.0.0.0411 software.

- com.avaya.android.vantage.basic_playstore_2.0.0.0.0411_040918_d9f6d1c.apk–
Apk file to be deployed
- Avaya Vantage™ Basic Release 2.0.0 Readme, which is this document.

Advisements with Avaya Vantage™ Basic 2.0.0 software

- Please Look into Vantage™ Readme for advisement regarding known issues and workarounds for any platform issue seen.

Recommended Configuration

- Following configuration should be added to settings file for SIP configuration -

```
SET ACTIVE_CSDK_BASED_PHONE_APP "com.avaya.android.vantage.basic"
```

```
## SipControllerList
```

```
SET SIP_CONTROLLER_LIST "<ip-address | fqdn>:5061;transport=tls"
```

```
## SipDomain
```

```
SET SIPDOMAIN "your.domain"
```

```
SET ADMIN_PASSWORD <Chosen_Password>
```

```
SET SNTPSRVR <38.126.113.10>
```

```
SET TIMEZONE <America/New_York>
```

```
SET TRUSTCERTS <sip_root_ca.cer>
```

```
SET PUSH_APPLICATION com.avaya.android.vantage.basic_release_<Latest Vantage Basic Version>
```

Officially supported headsets

- Following headsets were tested and are officially supported with this release. Other headsets may be functional at some level but are not fully tested or officially supported (Please see known issues below ELAN-619 and on Vantage™ Readme).
- Headsets Call Control buttons are not officially supported - Using Plantronics UC Pro call control buttons for example, may result with misleading UI on transducer used. Please use phone UI to manipulate calls on headset and not headset call controls.

RJ-9

- Plantronics HW251N \ HW261N (HIS), HW291N \ HW301N (HIS)
- Sennheiser SH 330\350, CC510\550 \ Circle TM SC 230\260 \ Century TM SC 630\660 (CAVA-31),

- Jabra BIZ TM 2400 (GN1216), GN2000 (GN1216)
- VXI CC PRO TM 4010V DC, CC PRO TM 4021V DC (OmniCord-V)

3.5mm Audio Jack

- Apple
- Samsung
- Jabra Evolve
- Plantronics Blackwire 315/325 headset

Bluetooth

- Jabra Speak 510
- Jabra Extreme
- Jabra GO6400
- Plantronics Pro
- Plantronics UC Pro
- Plantronics Blackwire C710

APK update using IPO

- On IP Office R11.0, default push application APK **differs** from GA version. Therefore admin would need to upgrade it using upgrade mechanism identified with Installing and Administering Avaya Vantage™ guide or using IP Office, per details below\in IP Office guide:

Changing the default push application APK version using IPO NUSN. APK version will be appended to the APK name.

SET_VANTAGE_APK_VER=x

Where x is the APK version.

Example:

SET_VANTAGE_APK_VER=<APK suffix - such as:1.1.0.1.0007_010518_c750700>

Where the above APK version will be updated to the upgrade file K1xxSupgrade.txt as show below.

SET PUSH_APPLICATION <full APK name – such as
com.avaya.android.vantage.basic_playstore_1.1.0.1.0007_010518_c750700.apk>

Now reboot Avaya Vantage Device. Once Device comes up will download the new APK version which was put on the external HTTP server and will get upgraded.

Resolved issues in Avaya Vantage™ Basic R2.0.0

ID	Issue Description
ELAN-1260	In case VLAN ID is changes via LLDP while phone is in active call, the extension will be logged out after the call will be dropped
ELAN-1563	Random application crashes seen when checking missed call. In such case user needs to re-launch the application.
ELAN-1504	Phone does not display contact search results after return to contact screen from favorites/history screen
ELAN-1678	After clearing all logs, please click on the V arrow and choose 1 of the 4 options there (All Calls / Incoming Calls / Outgoing Calls / Missing Calls) – doing that will make call log functional, otherwise - Call logs will stop displaying any calls after clearing all calls.
ELAN-1526	When searching a contact, IPO directory will still be presented at the end of the list.
ELAN-1475	In case of using Bluetooth contact sync feature with many contacts, user may sometimes see duplicated contacts during scrolling
ELAN-1539	After making a call from favorites, favorites tab may appear EMPTY until you manually refresh the page by hold and drag down
ELAN-1714	The mobile BT call log sync icon is still blue after disable BT call log sharing
ELAN-1902	When using contacts sync feature - Contacts are still appeared when BT sync is off.
ELAN-1870	Search contact results disappear after changing name sort preference
ELAN-1749	Call logs synchronize from mobile – Phone displays all calls after filtering call logs and then clear all calls
ELAN-1762/BRIO-9598	When working against IPO and holding calls - Video may get stuck after Hold-Resume & Mute-Unmute This is resolved with updated platform build
ELAN-1720	Video call transfer doesn't work when user selects contact from "choose a persons" list
ELAN-1690	Mute is visible after defining MUTESTAT 0 in settings file.

ID	Issue Description
ELAN-1909	On some occasions when manipulating 2 active calls, user may not see the pop up of the call on hold, user is to access second call in such scenario using top bar (slide from top) choosing Avaya Vantage Basic notification will bring you back to the call
ELAN-1845	After filtering contact as Personal contact and then selecting a contact to view details, contact filter will be cleaned and "All Contacts" will be seen automatically
ELAN-1820	Speaker LEDs continuously glow after on-hook the phone and this issue is reproduce while making SRTP calls.
ELAN-1658	Contacts synchronize from mobile - Phone displays the first page of call logs after returning from contact details screen
ELAN-1638/1635	Talkback functionality – Phone may report wrong label. Create contact is called out as Edit; Call log entries will all be called out as Incoming call.
ELAN-1621	When we search the IP Office contact and add it as local contact on Phone its name is shown twice. User should manually edit the local contact such that it shows single name.
ELAN-1871	While attempting to add someone to a call and choosing call history under that menu – you may see icons to call \create a new contacts – those are not functional and will be removed in next build.
ELAN-1053	When bringing Vantage Basic to the foreground, user may see repainting of the screen shortly. This is a UI issue only
ELAN-1929	When main SM goes down, user may still see a held call, even though it is not functional and should have appeared as dropped.
ELAN-1626	Phone doesn't restore to default ringtone and incorrectly display ringtone's name after deletion of active ringtone downloaded from file server.

Unresolved issues in Avaya Vantage™ Basic R2.0.0

The following table includes unresolved issues with this release of software which were known as of the issue date of this document.

ID	Issue Description and possible workaround if any
ELAN-2474	Any external number dialed (using ARS - dial 9) will not appear under Call Log. This would be fixed for next release.
ELAN-2527	When transferring a call, call timer will not present time correctly.
ELAN-2526	In case when transferring a call using "Choose a Person" and afterwards searching a contact and adding a participant, call information may be missing. It may be retrieved using notifications swipe down.
ELAN-2517	In case of killing the application during a muted call, mute button will remain on.
ELAN-2505	In case of putting a call on hold and going to contacts search - pressing back Hard key \ off hook - using Speaker Hard key or Handset, the information of the held call will disappear from the application. Workaround: user can press back soft key to exit contacts search screen. In case held call information is not seen, the call can be retrieved from notification screen (swipe down) - when pressing Vantage Basic notification.
ELAN-2486	With specific mobile devices, there may Bluetooth issues that will cause mobile call log to remain after Bluetooth is disconnected. Please check your mobile for the same.
ELAN-2484	When deleting an Enterprise contact, after marking contact for deletion, it will be deleted even if pop up message will be presented after deletion.
ELAN-2476	After creating a local contact, contact would be saved without showing a message of successful creation.
ELAN-2473	Enhanced Local Dialing algorithm works incorrectly with international call when area code starts with "0" digit
ELAN-2450	On rare occasions, in case on a video call video is not transmitted, user should re-establish the call
ELAN-2442	In a specific scenario where a phone answers a second video call while the first is on video mute, there may be issues resuming video on the first video call

ID	Issue Description and possible workaround if any
ELAN-2427	On Vantage K155, In case of transferring a call and using search contacts during transfer, when returning to the call, call information may disappear.
ELAN-2409	<p>When calling from VDN routing only after dialing bridge and then participant, on Equinox Conferencing call using ELAN app - user may not be able to Mute Video</p> <p>Workaround: when working in such setup, use full number directly</p>
ELAN-2405	<p>On rare occasions, when a phone is logged out and idle, it may get logged in with blank user and not be functional.</p> <p>In such case, phone needs to be restarted.</p>
ELAN-2413	<p>In case of opening a google contact which synchronized from google account and has a company parameter, Vantage Basic application may crash.</p> <p>In such case, please re-launch the application.</p>
ELAN-2419	Enhanced Local Dialing may function incorrectly when dialing a number with more than PHNDPLENGTH and initiate with PBX prefix.
ELAN-2421	On some occasions, after failover and failback during active call, Hold button may remain greyed out.
ELAN-2429	<p>With below specific special scenario, user may cause the Vantage Basic application to crash:</p> <p>In contacts tab, long press to see alphabet then swipe to another tab, swipe back to contact tab and then search contact. Next, type digit in search contact.</p> <p>Please avoid this unique sequence.</p>
ELAN-1303	Phone doesn't display missed call red badge after it logs in with unread missed call log.
ELAN-2408	When adding Local contacts with E.164 extension, phone will present the SMGR contact instead of local contact.
ELAN-2400	In case of sorting contacts per "First Name First" contacts will be sorted by "Last Name First"
ELAN-2357	When setting MUTESTAT to 0, audio mute will be disabled, but video mute will be enabled.

ID	Issue Description and possible workaround if any
ELAN-2339	On Vantage with no camera - Audio Screen turns to Video Screen after call is transferred
ELAN-2333	When Choosing a Person and then pressing cancel, phone will not move back to active call screen.
ELAN-2332	<p>In case of 2 ongoing calls and moving of the application - viewing those calls on notification bar will present 2 calls with same extension in case of correct different extensions.</p> <p>Please view correct calls on the application itself.</p>
ELAN-2315	When transferring a call to a contact that exists on both SMGR and local contacts, transfer pop up will present the contact name per SMGR entry.
ELAN-2301	When creating a contact on default phone application and not Vantage Basic, there may be occasions in which incoming call will be presented per local details on enterprise directory and not saved contact.
ELAN-2296	Users are to connect BT headset prior to the call in order for it to be functional
ELAN-2277	During active call, Vantage Basic call info notification is not presented on lock screen.
ELAN-2262	When attempting to lock phone manually during active call, phone will not be locked
ELAN-2247	When running against IPO and working with follow me or call forwarding features, name presented may not always be accurate.
ELAN-2243	When changing "Display Size" settings to Larger, dial pad may be trimmed.
ELAN-2227 / BRIO-10457	When setting Talkback, video and mute buttons on Vantage K155 are not working correctly.
ELAN-2205	<p>In case of receiving 2 incoming calls and transferring the call to connect both, The extension call was transferred to will not be able to receive another incoming call until ending the transferred call.</p> <p>This may be fixed on server side on future releases.</p>

ID	Issue Description and possible workaround if any
ELAN-2131	There may be instances where a call between IPO and SM users will have issues to end the active call
ELAN-2198	When transferring between audio and video calls, transferred call may be shown with black video screen, though it is audio only. User may escalate the audio end of the final call to include video or deescalate the video end of the final call to audio.
ELAN-2193/ELAN-2177/ELAN-2176/ELAN-2175	In case of talk back activation - letters to the right of the numbers will be functional; Select audio device under transducer – you will hear double tap to active even if option is not selectable; Cancel” soft key is not functional as part of “ transfer” feature; Talkback is unavailable when multi-touching at the same time in the dial soft key
ELAN-2097	In case administrated with SM2 as primary SM in SMGR but setting file that configured for phone has SM1 and SM2 - config should be changed to be the same
ELAN-2039	On active call through speaker, if user receives incoming call and user off hook the handset the incoming call gets answered instead of switching the audio path.
ELAN-2070	An incoming call from IP phones may be presented as an incoming video call, though only Audio will be available.
ELAN-2049/ELAN-2052	When failing back to server hold/resume will not be functional until next call, though call will remain functional from Audio perspective.
ELAN-2028	In case there was no time set and was lately updated on platform from SNTPSRVR, Vantage Basic will need to be closed and reopened in order to present correct time.
ELAN-1933	Please note -on IPO environment, Hunt Group Calls are not getting call ringing display for the queued calls
ELAN-1849	When daydream is activated (Sleep mode) and ELAN is on foreground the wired handset is pickup then the screen remain as it is.
ELAN-2087	In case of working against IPOCloud and the load balancer is configured with the lite version and rtp range in IP Office config is set to a larger one, phone will experience audio issues. Configuration must be set correctly per IPO instructions.

ID	Issue Description and possible workaround if any
ELAN-2086/BRIO-9280	Please note, using Hard keys dialpad on Vantage K155 is applicable only once the application is on focus. On any other screen, this will trigger relevant action on that screen.
ELAN-1704	MDA : Incoming call on one device, will be received on last application logged in, in case of changing the calling app on other device
ELAN-1915/BRIO-9959	users are to connect BT headset prior to the call in order for it to be functional
ELAN-1959	In case Admin would like to change settings such as port switch to force Unauthorized, this should be done off hours, otherwise ongoing conversations will not be functional
ELAN-1925	Plantronics PLTV5200 with sensor to set the audio to one way when user remove the headset from ear will not work well with Vantage K155 - when user place the headset back to the ear the audio is kept one way and does not resume 2 way, please refrain from using this headset.
ELAN-1907	In case of synchronizing over BT sync feature more than 500 contacts, on rare occasion -some slowness\hang may be seen.
ELAN-1888	Please note that while editing the contact on Vantage K155 device - you will not able to scroll the screen to move down/up
ELAN-1861	When using mobile sync feature - Changing phone contact on mobile does not update on Vantage
ELAN-1788	Busy tone does not transfer from one traducer to another
ELAN-1625	Talkback describes status in call logs incorrectly.
ELAN-1614	In active call information added contact name is not displayed but history will be generated with that name.
ELAN-1501	When configuring unconditional call forwarding, the phone the call was forwarded from will display a missed call, though the call was actually forwarded and may have been answered
ELAN-1516	Phone can't be locked during an active call – attempting to do so will not lock the phone. User should do so after ending the call

ID	Issue Description and possible workaround if any
ELAN-1745	Using Plantronics UC Pro call control buttons for example, may result with misleading UI on transducer used. Please use phone UI to manipulate calls on headset and not headset call controls.
ELAN-1366	When using IPO, Customer is advised to choose DTMF support - RFC2833. In case of configuring IPO DTMF -In bound customer will not be able to use Access code during "Conference Meet Me"
ELAN-1449	<p>IPO users should note all IPO personal contacts can be filtered by choosing "Persona directory" and Directory contacts are available under contacts search.</p> <p>To add IPO contact to favorites - local contact needs to be created first.</p>
ELAN-1603	When phone is logged out, Avaya Vantage Basic status on notification bar may be blank.
ELAN-1468	<p>Account codes are not supported for Vantage with IP Office</p> <p>In case account code or early media are configured for vantage phones, No early media calls will work with Vantage if Update is sent before 200 OK. Scenarios involving Account codes and far end ring back will face call drop issues</p>
ELAN-1343	User may experience Some slowness while syncing contact
ELAN-1642	When dial Meet-me conference bridge number, phone will display the bridge number and not Conference text.
ELAN-1632	Adding Enterprise contact will fail if only phone type is Home/Fax/Paper or Other. Other phone types may be set.
ELAN-1813	Application will restart in case of plug-in usb port
ELAN-1298	When using IPO, call log will present sometime name and sometimes full name, depending on whether the call was answered or ignores.
ELAN-1065	<p>Vantage is multiple call appearance (2 call appearance), but to work this we need to enable "Call Waiting On" for that user on IP-OFFICE, otherwise it will be treated as single line.</p> <p>Settings for "Call waiting on" on IP-OFFICE is User->Telephony->Call Settings->Call Waiting On</p>
ELAN-1307	IPO: In case far end de-escalated the video call to audio, attempting to escalate to a video call again may fail for the first time, second attempt should be successful.

ID	Issue Description and possible workaround if any
ELAN-1372	IPO: Music on hold is not supported when using Vantage. Configuring it may cause issues on calls after hold resume.
ELAN-1774/Brio-9630	Changing volume during an audio call, you may see delays with video. This would be resolved by itself within seconds
ELAN-1832	When hot desking is configured with IPO, on any new login, phone will be blocked from login in the next 3 minutes.
ELAN-927	Please note after a conference call, call log will present the phone number and not a conference indication.
ELAN-950	In case you cancel a merge call, you may have issues accessing call features upon first attempt. Please move screens or try again.
ELAN-1026	In case phone is locked using Google smart lock and answering a call, lock screen may be displayed after activation of call features. User should swipe screen to get back to feature activation.
ELAN-1040	In case of receiving a call with miss match codec, phone may present the call as active, though other end already released the call. Configuration must be fixed in such case.
ELAN-1055	During contact search, there may be times in which first found contact will be seen twice.
ELAN-1062	Please note that per current design - when a call is escalated to video, phone will not present RX video.
ELAN-1079	When using a 3rd party MWI server, Message waiting indicator will not glow when phone has a voice message due to 3rd party server limitation
ELAN-1103	Please note when syncing call history from mobile, call duration will not be presented on Vantage.
ELAN-1104	Please note when using Galaxy NOTE4 sync with Vantage - contacts from mobile remains after PBAP disabled on mobile
ELAN-1133	In case of saving a contact name with native Android contacts application, prefix (Mr., Mrs.) will not be shown is Vantage Basic
ELAN-1134	After merging 2 contacts, phone may display incorrect name in call log.

ID	Issue Description and possible workaround if any
ELAN-1163	Please be advised that user should not be connecting both 3.5 headset and RJ9 headset at same time, as doing that may cause audio path issues. Please view further details on this limitation in Vantage Device release notes.
ELAN-1245	Note that new contact creation will be terminated in case of disconnecting the
ELAN-1315	When a contact has a conflicting name in SMGR vs. local, calls to that contact may not be consistent in call log between login/logout.
ELAN-1326	In case of failover behind SBC, there may be occasions in which extension user name will only be seen after first incoming/outgoing call. The extension number will anyways be presented.
ELAN-1343	User may experience Some slowness while syncing multiple mobile contact
ELAN-1351	On some occasions, user may not be able to see mobile call log after Vantage reboot, user will need to disable and enable the Bluetooth connection to re-view those.
ELAN-845	After several hundred/thousands video calls performed on the device with no reboot, phone may reboot on its own. Phone will auto recover after the reboot and is fully functional.
ELAN-777	Drop last participant is available to all conference parties, but will not be functional from parties that did not add someone to the conference
ELAN-658	In case a video call is answered using the handset, the call will be treated as audio only. No video will be transmitted on either end. In case video is desired, user should answer the call using the video button or ca later escalate to a video call using Strat Video button
ELAN-618	Unpinning the application should be done on IDLE state only.
ELAN-599	When there is no voice mail defined for the station, voice mail button will appear as grey and each press on it will switch it from Grey to Red and vice versa. If you want the voice mail to be functional, please configure voice mail number correctly
ELAN-596	Per Standard Android, please note that when activating Talk-Back mode, control buttons will be constantly shown.
ELAN-589	No notification when another user login into the same extension on another device (when no MDA configured). Other than that, phone acts as expected.
ELAN-471	In case you are in you are dialing an outgoing call and during ringing you receive an incoming call and accept it, the first call, not yet established will be terminated but the LED will continue blinking. Please ignore the LED in such case.

ID	Issue Description and possible workaround if any
ELAN-130	In case of configuration change of Proxy or Domain, the developer may need to perform manual logout and login in order for the operation to take the new configuration

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