



Avaya Vantage™ 2.0.0.0 Software

This file is the Readme document for the Avaya Vantage Release 2.0.0.0 software. This file describes the contents of the software distribution package.

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 software.

Important note: please ensure that the directory containing the new unzip firmware files doesn't include the old format of the file system checksum file called "FS_Checksum.txt". Failing to delete this "FS_Checksum.txt" file will cause upgrade failure. The checksum file new format is "K1xx_SIP-R2_0_0_0_<build number>.tar_checksum.txt"

New feature support in Avaya Vantage™ 2.0.0.0 software

Below are the new feature highlights for the new Avaya Vantage™ 2.0.0.0 software:

- Support for new Vantage™ device - K155
- Device Enrolment Services – support for Numeric Enrolment.

Documentation for Avaya Vantage™ 2.0.0.0

You can download the following documentation from the Avaya Support site:

- Installing and Administering Avaya Vantage™:
<https://downloads.avaya.com/css/P8/documents/101036901>
- Using Avaya Vantage™ Basic on an Avaya Vantage™ Device:
<https://downloads.avaya.com/css/P8/documents/101036899>

You can also locate these documents on the Support site by navigating to Support by Product > Documents and then entering Avaya Vantage™ as the product name.

Avaya Vantage™ 2.0.0.0 Package Content

The Vantage 2.0.0.0 software package (K1xx-IPT-SIP-R2_0_0_0-090418.zip) contains all the files necessary to install the Vantage phone for both K175, K165 and K155.

In addition to the above the following packages can be found on the Avaya support site:

- K175 and K165 software only package - K175-IPT-SIP-R2_0_0_0-090418.zip
- K155 software only package - K155-IPT-SIP-R2_0_0_0-090418.zip

The files below are applications for Vantage device and included in each of the above packages. Please refer to Installing and Administering Avaya Vantage™ document for instructions how to push these applications to the device:

- avayakiosk-release-1.0.0.0004-3f1a460.apk
- com.avaya.android.vantage.basic_playstore_2.0.0.0.0411_040918_d9f6d1c.apk
- equinox-gaRelease-3.4.0.148.FA-I34-BUILD.33.apk

System specific parameters should be entered into the 46xxsettings.txt file.

Advisements with Avaya Vantage™ 2.0.0.0 software

SET ACTIVE_CSDK_BASED_PHONE_APP

In order to use Avaya Vantage Basic or Avaya Equinox or any other application that is based on Avaya CSDK code, one should ensure that the 46xxsetting file includes the following line:

For Equinox: SET ACTIVE_CSDK_BASED_PHONE_APP "com.avaya.android.flare"

For Vantage Basic: SET ACTIVE_CSDK_BASED_PHONE_APP "com.avaya.android.vantage.basic"

Note: starting from 2.0.0.0 release failing to set this configuration will block the usage of the above application

IPO support – upgrading to the latest Vantage release.

On IP Office R11.0, default Vantage release defers from GA version. Therefore admin would need to upgrade it using upgrade mechanism identified with Vantage Administrator guide or using IP Office, per details below in IP Office guide:

- Firmware version will be appended to the Firmware name.

SET_VANTAGE_FW_VER=x

Where x is the Firmware version.

Example:

```
SET_VANTAGE_FW_VER=1_1_0_1_3121
```

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

```
SET APPNAME K1xx_SIP-R1_1_0_1_3121.tar
```

Now reboot the Phone, once Phone comes up will download the new Firmware version which was put on the external HTTP server and will get upgraded.

Default sleep timer

Starting with Vantage 2.0.0.0 the default value of the sleep timer has been shorten to be 10 minutes. If you set the timer either locally on the device or in the setting file previously the configured value will be kept also after upgrade. If the default value was used it will no longer be one hour but 10 minutes.

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).

RJ-9

- Jabra JN200
- 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

Note: Any Vantage release prior to 2.0.0.0 supports only wideband Bluetooth headsets.

Resolved issues in Avaya Vantage™ 2.0.0.0 software

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

| Issue ID | Issue description |
|----------|-------------------|
|----------|-------------------|

| | |
|----------------------------|---|
| 3604 | Miracast is now supported with this release |
| 3151 | Resolved a rare cases where users may experience a distortion in media playback or call audio. |
| 3326 | on the 1st time user will try to start a call from the google contact application, he will need to set Vantage Basic or Equinox as the default phone application (disregard the "Telephone" option). |
| 3426 | Media is not playing with any of the transducer, if user is connected to BT Headset/Speaker |
| 3553 | Skype is getting crashed when trying to record a video |
| 4437 | Phone does not play 2nd incoming call alert via BT-headset/handset |
| 3732 3482 | Fixed audio noises when using Bluetooth handset |
| 3730 | Fixed issues of Bluetooth spontaneously unpairing |
| 4133 | Fixed the behavior in case of user canceling the login procedure |
| 4383 | Fixed an issue where administrator could not use configured ADMIN_PASSWORD if PROCPSWD was also set (could use just the PROCPSWD) |
| 3597 | Resolved an issue where both Bluetooth handset and headset are connected and music is played to the headset. If there is an incoming call answered using the BT handset the audio will still go to the headset. This issue is resolved |
| 3924 | Fixed an issue where Media is playing via Google Music player and volume getting increased if in the middle user answered an incoming call |
| 3508 | In some cases the battery indication for Bluetooth handset will drop from full to almost empty when uplifting the handset from the cradle. This issue is resolved and the correct indication (same as in cradle) will be displayed |
| 3854 | While being on an Equinox call, using the Bluetooth handset and powering off the Bluetooth headset, the application will stop responding. Pressing the ok on the notification that the application is not responding will cause the device to reboot. |
| 4134 | Fixed an issue where The "Search" icon under the settings application allows reaching the blocked menus from end user while login screen is presented |
| 4294 | when generating a debug report top bar notification of "in progress" will continue displaying even if debug report was generated successfully. Correct debug report status can be seen in setting application, debugging menu |

| | |
|--|---|
| 9217 | Sometimes phone doesn't sent EAPOL logoff while switching from connected Ethernet to Wi-Fi. It also doesn't start authentication again once switch back from wi-fi to EthernetAPPS_CONTROL_FILE |
| 4974 4930 | PKCS12 installation - user is required to enter password after each reboot. In addition if wrong password is provided user will not be prompt for re-entering password after reset |
| 5018 | IPO - Contacts are not sorted by alphabet when searching |
| 9553 | K175 - Getting an Ethernet down error message even when using WiFi |
| 9897 | DES server can't provide upgrade services to Vantage device running loads prior to 2.0.0.0. The customer provisioning server which the DES will redirect to, should be used for upgrading Vantage device (include the K1xxUpgrade.txt the release firmware) |

Unresolved issues in Avaya Vantage™ 2.0.0.0 software

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

| Media | |
|----------------------|--|
| 9151 | When using a 3rd party application that is not modified to work with Vantage handset and user has both BT handset and headset user should avoid using the headset as audio will go to the handset <u>Workaround</u> : when not using any Avaya communication application (e.g. Equinox, Vantage Basic, Vantage Open) user should disconnect the BT handset to avoid this issue. |
| 9310 | USB headset is not supported - connecting and disconnecting such headset will cause speaker not to work. <u>Recovery</u> : reboot the device. |
| 5305 | Ignore an incoming Facebook Messenger call while being on active Avaya Equinox application call. Doing so and after that adjusting the device volume, the call volume will be adjusted instead of ringing volume. |
| 5046 | No audio on speaker on first call following 3.5mm headset removal. <u>Workaround</u> : move transducer to headset and back to speaker on the same call or disconnect and the next call will work fine |
| 3560 | If you are playing media through an application (i.e. YouTube) and initiate a call by speaker off-hook, the dial tone will be played together with the media. <u>Workaround</u> : stop media before initiating a call. |
| 1645 | While making a audio call using the speaker phone, the transmit noise level is bit high. |
| 3321 | Incoming Ring alert is played only on Speakerphone. |
| 3521 | If user starts to play media within 2 sec of inserting and ejecting a 3.5mm headset, he may not hear the media on speaker phone. <u>Workaround</u> : wait at least 3 sec after removal of 3.5mm headset before playing media. |
| 3264 | RJ9 can not be selected as active transducer if 3.5mm headset is connected <u>Workaround</u> : disconnect the 3.5mm headset |
| Security | |
| 1587 | phone failed to fetch SIP proxy, certificates and SCEP details when we set host name and domain separately in DHCP. <u>Workaround</u> : set the host name and domain together in DHCP |
| 3208 | If we have identity certificate error while trying to register to the AADS, it will show general error. |

| 2562 | Message "Wrong password" not displayed when login to admin with wrong password |
|----------------------------------|--|
| 9707 | Installing Pkcs12 certificate for Wi-Fi key store using PKCS12URL will fail <u>Workaround:</u> use SCEP to install the certificate. |
| Managemenet & Network | |
| 4249 | In multiple desk phones series environment setting the ringtones should be based on the advisement in the setting file guide. An example for Vantage working syntax is: SET RINGTONES swhistle.wav,chorchorn,wav,ring1.mp3 |
| 5212 | Unreachable file server is listed as configured in the File Server menu of the Settings UI although it should not. |
| 9676 | When changing K155 WiFi address from DHCP to static IP the change will cause network disconnect <u>Workaround:</u> Disable wifi and enable again, Phone will access the network with static IP |
| 5065 | APPS_CONTROL_FILE is not checked periodically for changes but rather when the file name is changed <u>Workaround:</u> If you change file content do update file name as well |
| 5041 | Mobile contacts sync will fail sometimes with paired Android 8 devices. <u>Workaround:</u> enable contact sync first and then pair the device |
| 4963 | Mobile contacts sync will fail with iPhone™ devices |
| 5026 | Automatically update from google play of EQUINOX is not activated in case of pre-pushed apk and device connected through ETH <u>Workaround:</u> connect to the play store and make a manual update |
| 4814 | IPO deployment - Modification to user personal directory right before doing logout will get lost. <u>Workaround:</u> wait about one minute and now logout |
| 4924 | Phone does not display identity certificate on Android settings application although PKCS12 certificate is installed successfully <u>Workaorund:</u> use SCEP to download the certificate |
| 4524 | After Factory Device doesn't change the backlight (sleep) Value according to setting file - it will use the default. <u>Workaround:</u> change the value from the setting application -> display menu -> sleep |
| 1153 | The Vantage device doesn't re-use IP address/tag after reboot when DHCP server is not available |
| 3056 | in rare cases the connect button in the Wi-Fi networks screen may be disabled. <u>Workaround:</u> go back and reenter the screen. |
| 2883 | If user is logging out of the device and immediately reboot it, the device will automatically login to the extension used before the logout. <u>Workaround:</u> Wait few sec before doing reboot after logout. |
| 2811 | Camera app may fail if user will open it during a video call. <u>Workaround:</u> disconnect the call and use the camera application for video recording |
| 1442 | The speed and duplex values in the settings application may not reflect the true value. <u>Workaround</u> - Go back to the main setting screen and enter the screen again to see the real values. |
| 1585 | Vantage do not notify the user on empty SIP proxy details. |
| 2405 | The toast message of "Administrator password is not configured" appears only when the device is logged-in and user press the admin option in the settings application |
| 2129 | backlightoff value doesn't restore from PPM server |
| 1430 | the LLDP packet which is sent by Vantage always reports "local" as power source |
| 1020 | ICMPDU setting parameter is not supported |
| 3655 | Phone doesn't display "Ethernet Link is Down" notification if LAN cable is removed |

| | |
|------------------|---|
| 2412 | Phone tries SCEP for first time only after reboot, hence phone displays SCEP: Pending notification until reboot |
| 9329 | In some cases - In-built camera doesn't work after plugging in/out USB camera several times <u>Workaround</u> - reset the device |
| 9521 | In case of mis-configuration where setting file include the " SET ACTIVE_CSDK_BASED_PHONE_APP" parameter but missing configuration of specific release of the phone app the device will display the login screen but will not login. <u>Workaround</u> : Fix the configuration issue |
| 9145 | Sometimes the Vantage desk phone doesn't display trust agents. <u>Workaround</u> : Use Avaya trust agent |
| 9198 | Phone cannot pair a new device in logout state <u>Workaround</u> : login and pair the new device |
| Debugging | |
| 9180 | Vantage K155 displays "Debug report generation in progress" even after the debug report is generated <u>Workaround</u> : wait 10 minutes and share the generated debug report |
| 5109 | Debug report share via Google drive requires an already configured account on the device. Failing to do so might cause this page to get stuck <u>Workaround</u> - configure a google account before using the share via Google drive option |
| 4065 | Debug report to secured HTTP is not support. Using a destination with HTTPS will return general failure |
| 9417 | Vantage device configured with primary and secondary session manager servers will display the primary server as the "active" server even if registered with the secondary |
| General | |
| 9834 | The setting of the lock time should be saved in PPM. This is currently not working. <u>Workaround</u> - in case of moving between phones or after factory reset the user should reconfigure the personal value |
| 10114 | Installing an application directly from USB will fail. <u>Workaround</u> : copy the application apk to the internal memory of Vantage and install from there |
| 5358 | When changing the font size the display will momentarily rotate 90 degrees. <u>Workaround</u> : no <u>Workaround</u> , it recovers automatically |
| 9311 | K155 - Playing tones when pressing the hardkeys is not supported yet |
| 9276 | On K155 device when connecting a passive USB hub and connecting a USB device an error of insufficient power will pop <u>Workaround</u> : connect the device directly to K155 USB connector |

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