



Avaya Room System C170 Quick Start Guide

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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.

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

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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.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Radiation Exposure Statement

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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 when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from <https://support.avaya.com> or Avaya LLC, 350 Mt. Kemble Avenue, Morristown, NJ 07960 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 18 dBm
- Frequencies for 5180-5240 MHz, transmit power: 17 dBm



Warning:

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

General Safety Warning

Use only the Avaya approved Limited Power Source power supplies specified for this product.

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Chapter 1: Introduction

Purpose

This document provides an overview of the physical layout and describes the basic capabilities of Avaya Room System C170. It is intended for end users who want to obtain a high-level understanding of the codec functions and quickly start to use its features.

Change history

Issue	Date	Summary of changes
4	February 2026	Added details on disabling the camera when idle or by default when joining a conference call at Adjusting video settings on page 17.
3	July 2025	Added the details on the remote control range at Remote control on page 10.
		Added in-built microphone range limitations at Avaya Room System C170 overview on page 7.
		Added a link to the video tutorial at Avaya Room System C170 overview on page 7.
2	December 2024	Added the following topics specific to the quick reference guide: <ul style="list-style-type: none">• Remote control on page 10• Powering on Avaya Room System C170 on page 15• Adjusting video settings on page 17• Camera Parameters page settings on page 18
		Minor consistency updates throughout the document.
1	September 2024	First released version of the document.

Chapter 2: Overview

Avaya Room System C170 overview

The Avaya Room System C170 integrated 4K UHD video conference unit, or codec, is equipped with an 8.42 million-pixel CMOS sensor chip. It delivers smooth 4K30 video, supports 4K30 + 4K30 dual-stream capabilities, and has a 12X optical zoom lens. Avaya Room System C170 is suitable for various online conferences, including internal and external corporate meetings, administrative meetings, and meetings for command centers.

Avaya Room System C170 has two built-in microphones that you can use for capturing audio within the range of 3 meters in small conference rooms. For medium and large conference rooms, Avaya recommends that you use Avaya Room Microphone RM61 or Avaya Room Microphone Speaker RA63.

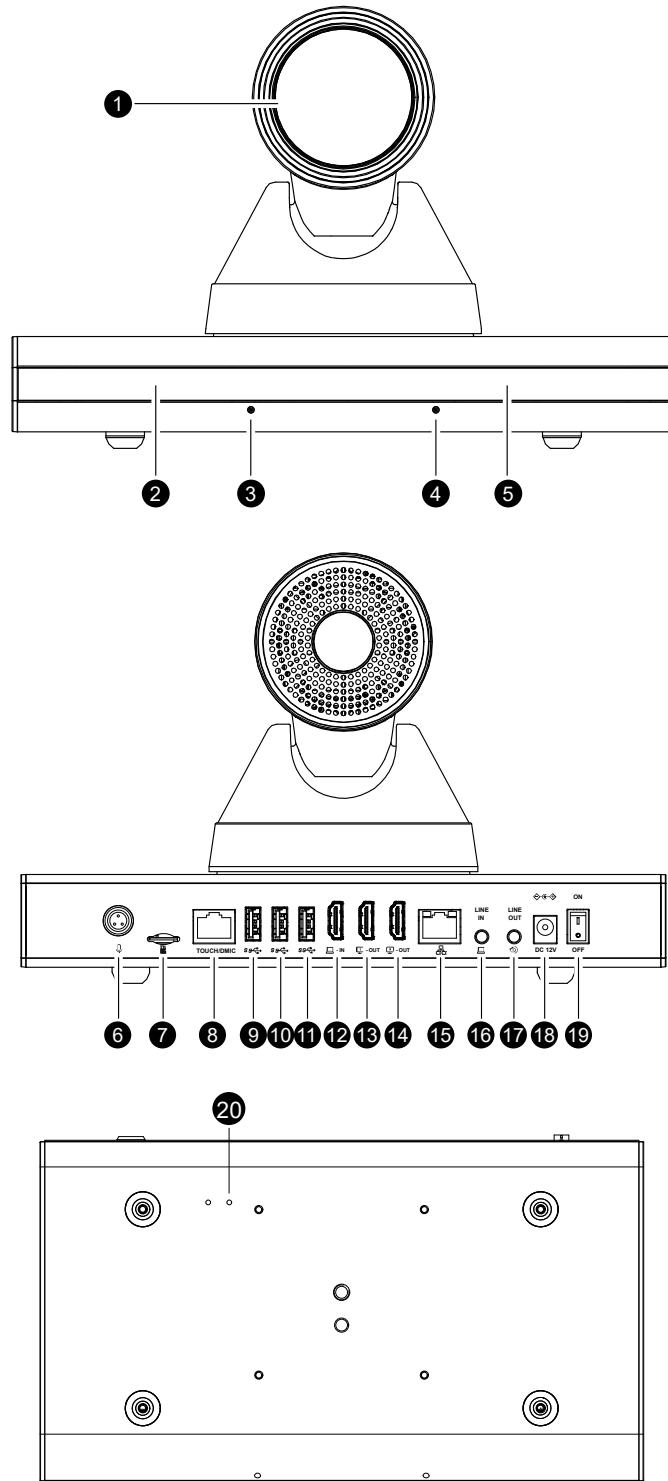


Related links

[Setting up Avaya Room System C170](#)

Avaya Room System C170 physical layout

The following images and table give an overview of the physical layout of the Avaya Room System C170. The labels on the devices that you purchased might slightly differ, but the port function remains the same.



Number	Name	Description
1.	Camera	Built-in camera.

Table continues...

Number	Name	Description
2.	Indicator	Status indicator.
3.	Microphone	Built-in microphone 1.
4.	Microphone	Built-in microphone 2.
5.	IR window	IR receiving window.
6.	MIC IN	MIC IN interface: to connect to an external microphone to receive audio.
7.	MicroSD card slot	Not supported.
8.	Touch/DMIC	To connect to a digital microphone. The digital microphone supports cascading.
9.	USB 3.0	USB 3.0 interface: to connect to an external USB drive, mouse, keyboard, or Avaya Room Microphone Speaker RA63.
10.	USB 3.0	USB 3.0 interface: to connect to an external USB drive, mouse, keyboard, or Avaya Room Microphone Speaker RA63.
11.	USB 3.0	USB 3.0 interface: to connect to an external USB drive, mouse, keyboard, or Avaya Room Microphone Speaker RA63.
12.	HDMI IN	HDMI IN interface: to connect to an external HD camera or computer.
13.	HDMI OUT1	HDMI OUT1 interface: to connect to an external HDTV or other display devices.
14.	HDMI OUT2	HDMI OUT2 interface: to connect to an external HDTV or other display devices.
15.	LAN	To connect to an Ethernet network.
16.	LINE IN	3.5 mm audio input interface.
17.	LINE OUT	3.5 mm audio output interface.
18.	DC 12V	Power interface.
19.	ON/OFF	Power switch.
20.	RESET	<p>Reset button:</p> <ul style="list-style-type: none"> To retain the current software version when resetting in a powered and idle state, press and hold the Reset button until the codec displays the start-up logo. Release the button to boot up the device. To restore the factory-installed software version in a powered off state, press and hold the Reset button and then power on the codec. Release the button after the primary HDMI output displays <i>Installing System Update</i>.

Indicator status

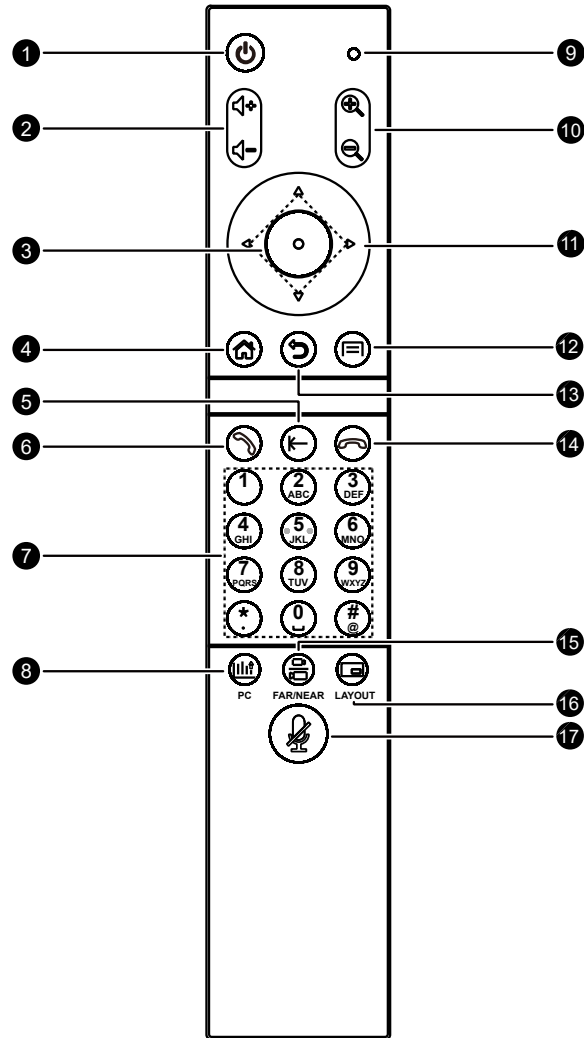
The following table lists the indicator statuses of Avaya Room System C170:

State	Indicator status
Power on process	Red indicator flashing
Standby mode or power connected	Red indicator steady
Powered off by remote control	Off
Receiving infrared signal	Blue indicator flashing
Idle	Blue indicator steady
Call operations	Blue indicator steady
Power disconnected	Off

Remote control

All codec models support a remote control unit. You can use the remote control within the range of 15 meters from the device. You must use it by either directly pointing at the codec or at a horizontal or vertical angle of up to 15°. To increase the remote control range, you can use a third-party IR repeater.

The following image and table show and describe the remote control buttons and their function:



Number	Name	Description
1.	Power button	Use to go into Standby mode, restart the codec or lock the screen.
2.	Volume +/- button	Use to adjust the volume level.
3.	OK button	Use to confirm selection.
4.	Home button	Use to go to the main menu.
5.	Delete button	Use to delete entered characters.
6.	Call button	Use to start a call, join a conference, or go to the Meeting menu.
7.	Character buttons	Use to enter numbers, letters, or characters.
8.	PC button	Use to manage presentation from the connected media source such as a laptop.

Table continues...

Number	Name	Description
9.	IR indicator	Flashes when you press a remote control button.
10.	Zoom +/- button	Use to zoom in or out a built-in or connected external camera.
11.	Arrow buttons	Use to navigate in the GUI menu.
12.	Menu button	Use to open a submenu.
13.	Back button	Use to return to the previous menu.
14.	End Call button	Use to end a two-party call or leave a conference call.
15.	Far/Near button	Use to switch between local connected and far-end cameras.
16.	Layout button	Use to change the screen layout during an active call.
17.	Mute button	Use to turn on or off codec audio.

Remote control shortcuts

The following table lists the remote control shortcut combinations and provides their description. When using the remote control shortcuts, press the buttons sequentially in the order described in the table.

Shortcut keys	Function
End Call + 1 or End Call + 2	Switch HDMI OUT1, HDMI OUT2 output resolution.
Delete + buttons 1–9	Call PTZ presets.
* # 1/2	Switch the main video source: built-in camera or HDMI.
ZOOM +/-	Enter PTZ control mode.
ZOOM +/- + any button other than an arrow button	Exit PTZ control mode.

Chapter 3: Getting started

Installation

You can place the codec on surfaces, such as a desk, a cabinet, or other pieces of furniture.

When placing the codec on a desk, ensure that it is stable to prevent it from slipping. When placing the codec on a cabinet or furniture, ensure it is secure.

You can mount Avaya Room System C170 to a wall using the provided wall-mounting bracket.

Use screws when installing the codec on a bracket.

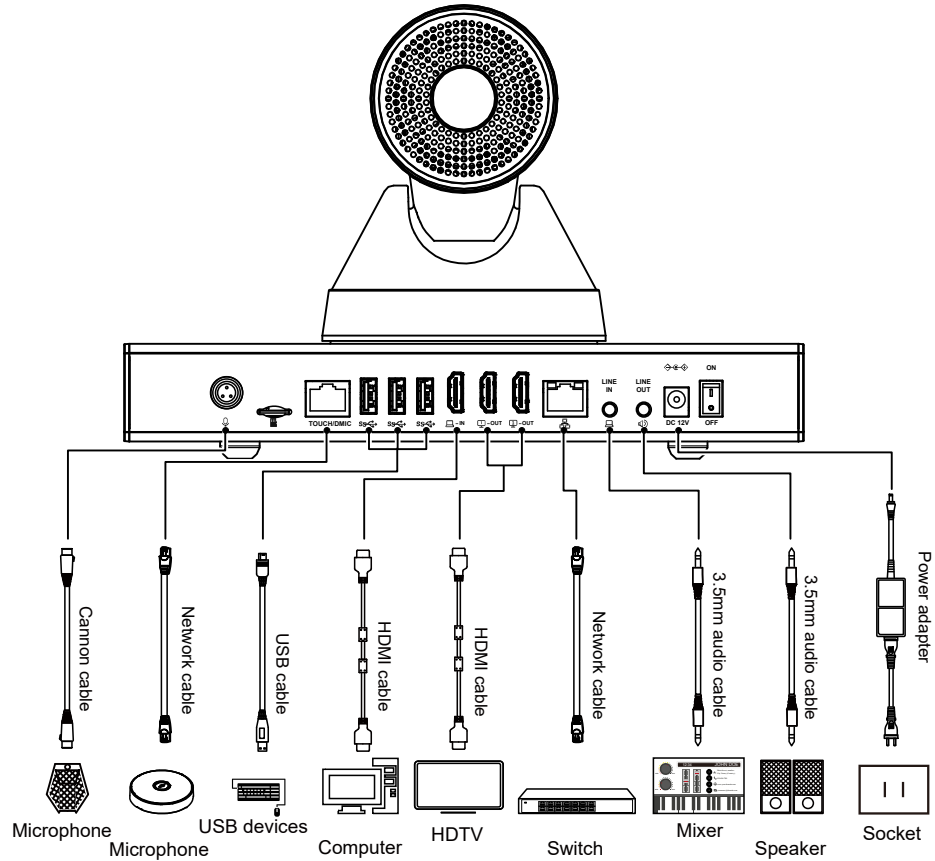
Avoid facing the codec towards bright light sources such as windows.

 **Caution:**

Operating the device in a residential environment can cause radio interference.

Avaya Room System C170 cables

The following image shows optional configurations and is for reference only. Connect the cables according to your requirements.



Port type	Description
Input	
First Video Stream Input	Built-in camera.
Second Video Stream Input	Connect an HD camera or the second video stream to the HDMI IN interface to input the second video source.
Audio Input	<p>For audio input, use the following options:</p> <ul style="list-style-type: none"> • MIC IN: Connect one or more microphones to the MIC IN interface using a cannon cable. • LINE IN: Use a 3.5 mm audio cable to connect a computer or a telephone audio source to the LINE IN interface. • Touch/DMIC: Use a network cable to connect a digital microphone to the Touch/DMIC interface.

Table continues...

Port type	Description
USB	<p>Connect a USB microphone or a USB device, such as a keyboard or mouse.</p> <p>Avaya Room System C170 is compatible with Avaya microphones. For Avaya microphones, you must use the following connection options:</p> <ul style="list-style-type: none"> • RM61: Connect through the Touch/DMIC port. • RA63: Connect through a USB port.
Output	
Audio Output	Connect a loudspeaker to the LINE OUT interface using a 3.5 mm audio cable.
First Video Stream Output	Connect an HDTV to the HDMI OUT1 interface using an HDMI cable.
Second Video Stream Output	Connect an HDTV to the HDMI OUT2 interface using an HDMI cable.
Connectivity and power	
Network	Connect to an Ethernet network using a network cable.
Power Supply	Connect Avaya Room System C170 to the power outlet using the supplied power adapter.

Powering on Avaya Room System C170

About this task

For optimal performance, you must check the power adapter and its function when connecting and powering on Avaya Room System C100 Series.

Before you begin

Ensure that you use the power adapter that comes with the codec and that the power source is accessible.

Procedure

1. Connect all necessary devices to the corresponding ports on the codec, including HDMI OUT1.
2. Connect the power adapter to the power jack located on the back of the codec.
3. Plug the other end of the power adapter into a power outlet.
4. Turn on the power switch after connecting the power adapter.

The codec displays the main menu display interface on the device connected to HDMI OUT1.

Chapter 4: Basic operations

Making a call

About this task

From the GUI menu, you can make a call by doing the following:

- Dialing a phone number or IP address
- Selecting a call history entry or a contact from the address book

Before you begin

Ensure that you have a registered SIP or H.323 account. You can create a SIP and H.323 account from the Settings menu.

Procedure

1. On the Meeting menu, do one of the following:
 - At the top of the Join Meeting tab, in the entry field, enter the phone number or IP address to call.
 - On the Join Meeting tab, select an entry from the Call History list.
 - Go to the **Address Book** tab, search and select the contact to call.
2. If you dialed the number or IP address from the Join Meeting tab, navigate to the side call options and select the protocol and call rate to use when calling.
3. To start the call, select the **Call** icon.
4. To end the call, press the **End Call** button on the remote control.
5. On the confirmation window, select **Out of the conference**.


Adding a contact to the address book

About this task

You can add a contact to the address book and determine the protocol and call rate to use when calling. When the saved contact calls you, you can see their name and phone number on the Incoming Call window.

If the LDAP Directory feature is enabled, you can also add existing enterprise contacts to the local address book to access them if you lose connection to the LDAP database. The codec web UI administrator enables and configures the LDAP functionality.

Procedure

1. On the Meeting menu, go to the **Address Book** tab.
2. Do one of the following:
 - If the LDAP Directory feature is enabled, go to the **Local Contacts** subtab and select **Add Contact**.
 - If the LDAP Directory feature is disabled, at the top of the Address Book tab, select **Add Contact**.
3. **(Optional)** If the LDAP Directory feature is enabled, to add an existing enterprise contact, on the Enterprise Contacts subtab, select  next to the contact.
4. On the Add to Local Contacts window, in the **Name** field, enter the contact name.
5. In the **Number** field, enter the contact phone number.
6. From the **Protocol** list, select the protocol to use when calling.
7. From the **Rate** list, select the call rate.
8. To save the contact details, select **Confirm**.

Adjusting video settings

About this task

From the Camera Control page, you can configure your device so that the camera is turned off when the codec is idle. You can also configure the device to disable the camera by default when first joining a conference call.

You can manage vertical and horizontal movements for a local and remote camera, auto focus, and zoom. You can also set up image, backlight, and flicker parameters. You can create pan, tilt, and zoom (PTZ) presets that you can later recall from the same page to quickly move your camera to the required position.

Procedure

1. On the web interface navigation menu, go to **Control > Camera Control**.
2. To disable the camera when the codec is in an idle state, toggle on the **Turn Off Camera When Idle** switch.
3. To disable the camera by default when joining a conference call, toggle on the **Join And Turn Off The Camera** switch.
4. In the Turn section, adjust the horizontal and vertical position of the video frame.
5. In the Focus section, use the **Focus In** and **Focus Out** buttons to adjust the camera focus.

6. In the Preset Position section, click **Set** to save the current PTZ configuration as a preset position.
7. To recall a PTZ preset, click **Activate**, and in the Invoke Preset window, enter the preset number.

The camera moves to the preset position.

8. In the Camera Parameters section, click **Set** to configure video image, backlight, flicker, and other settings for the integrated cameras.

Related links

[Camera Parameters page settings](#) on page 18

Camera Parameters page settings

The following table describes the settings available when you click **Set** in the Camera Parameters section:

Setting name	Description
Images tab	
Contrast	Select the level of image video contrast.
Brightness	Select the level of image video brightness.
Aperture Mode	You can select one of the following aperture modes: <ul style="list-style-type: none"> • Auto: The camera automatically determines the size of the iris opening. • Manual: You can manually select the size of the iris opening in f-stops.
Aperture Value	Select the size of the iris opening in f-stops and determine how much light gets to the camera sensor. This setting is available if you select manual aperture mode.
Backlight Setting tab	
Enable Backlight Compensation	Enable the backlight compensation if there is light behind the object and the object becomes dark.
Flicker Mode tab	
Flicker	Disable the anti-flicker setting or select one of the options. Use this setting to record high-quality video under artificial flickering lighting.
Others tab	
Enable Flip Vertical	Enable the setting to invert the video image vertically.
Enable Mirroring	Enable the setting to invert the video image horizontally.

Related links

[Adjusting video settings](#) on page 17

Managing a presentation

About this task

During a call, you can enable sending a presentation from the connected video source to the far end. For example, you can send your presentation from a connected laptop to another codec. You can also preview the presentation on the video source device.

Before you begin

Ensure the following:

- You connected the video source device, such as a camera or computer, to the primary HDMI input.
- The device receiving the presentation supports dual streaming.

Procedure

1. During a call, on the web interface navigation menu, go to **Control > Presentation**.
2. To send the presentation to the far end, enable the **Presentation** switch.
3. To preview the presentation on the connected video source device, enable the **Presentation Preview** switch.

Chapter 5: Resources

Documentation

Avaya Room System C100 Series customer documentation is available in HTML and PDF format on the [Avaya Documentation Center](#) and [Avaya Support](#) website.

Title	Use this document to:	Audience
Administering		
<i>Installing and Administering Avaya Room System C100 Series</i>	Perform initial installation and administration tasks from the codec GUI menu and web interface.	End users and administrators
Using		
<i>Using Avaya Room System C100 Series</i>	Set up and use Avaya Room System C130, Avaya Room System C170, and Avaya Room System C190.	End users
<i>Avaya Room System C130 Quick Start Guide</i>	Obtain an overview of features and use Avaya Room System C130.	End users
<i>Avaya Room System C170 Quick Start Guide</i>	Obtain an overview of features and use Avaya Room System C170.	End users
<i>Avaya Room System C190 Quick Start Guide</i>	Obtain an overview of features and use Avaya Room System C190.	End users
<i>Using Avaya Room Camera RC212 and Avaya Room Camera RC220</i>	Set up and use Avaya Room Camera RC212 and Avaya Room Camera RC220.	End users
<i>Using Avaya Room Camera RC240</i>	Set up and use Avaya Room Camera RC240.	End users
<i>Using Avaya Room Microphone RM61 and RM61-EXP</i>	Set up and use Avaya Room Microphone RM61 and Avaya Room Expansion Microphone RM61-EXP.	End users
<i>Using Avaya Room Microphone Speaker RA63</i>	Set up and use Avaya Room Microphone Speaker RA63.	End users

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

! Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** (🌐) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

You can select multiple items in each filter category. For example, you can select a product and multiple user roles.

- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click < or > next to the document title to navigate to the previous topic or the next topic.
- Click **Share** (➦) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** (📁). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.


You can do the following:

- Create, rename, and delete a collection.
- Set a collection as the default or favorite collection.
- Save a PDF of the selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive collections that others have shared with you.
- Click **Watch** (👁) to add a topic to your watchlist so you are notified when the content is updated or removed.

- View and manage your watchlist by clicking **Watchlist** from the top menu with your name.
You can do the following:
 - Enable **Email notifications** to receive email alerts.
 - Unwatch the selected content or all topics.
- Send feedback for a topic.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Support

Go to the Avaya Support website at <https://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 <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

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