



Avaya Video Collaboration Solution for IP Office User Guide



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Chapter 1: About the XT Series

The Avaya Scopia® XT Series incorporate s state-of-the-art video technology for high definition (HD) conferencing. You can locally host videoconferences with the built-in MCU The XT Series seamlessly works with a wide variety of endpoints, including H.323, SIP, Scopia Desktop Clients, Scopia Mobile devices, and ISDN endpoints (via 100 Gateway).

You can use the XT Series as an MCU only, or as an endpoint by connecting a monitor, camera, and microphone.

This section provides an overview of the general features and capabilities available in the XT Series:

- Excellent video quality, with resolutions of 720p, and up to 1080p at an unprecedented 60 frames per second (fps), depending on the license.
- Support for dual HD video streams, allowing PC presentations to be shared alongside video from the camera in resolutions of up to 1080p at 60fps, depending on the license.
- Quickly and seamlessly share content on your computer with other endpoints.
- DVD-quality audio with up to 48 kHz sampling rate audio encoding capability. The sampling rate is a measure of the accuracy of the audio when it is digitized. The XT Series endpoints are shipped with different microphones depending on the model. You can add dedicated Microphone Pods or additional analog microphones if required.
- The Avaya Scopia® XT7000 Series and the Avaya Scopia® XT5000 Series support stereo audio in point to point calls when an Avaya POD microphone is used. Stereo audio is only available if it is supported also by the remote party, when in a point to point SIP or H.323 call using AAC-LD or G.719 audio codecs. When stereo is active, the additional POD microphone does not capture audio in the room, but it is available to mute/unmute the system.
- High quality video and audio even with limited bandwidth or poor network conditions, by using these compression methods (in addition to standard H.263 and H.264). It requires both sides of the transmission (sending and receiving endpoints) to support this protocol.
 - H.264 Scalable Video Coding Technology (SVC) in point-to-point calls. SVC extends the H.264 codec standard to dramatically increase error resiliency and video quality without the need for higher bandwidth.
 - H.264 High Profile is a standard for compressing video by up to 25% over the H.264 Baseline Profile, enabling high definition calls to be held over lower call speeds.
 - H.265 supersedes H.264 as a compression standard, allowing high quality calls with even lower bandwidth consumption (XT7000 Series only).
 - NetSense is a proprietary Equinox Solution technology which optimizes the video quality according to the available bandwidth to minimize packet loss. As the available bandwidth of

a connection varies depending on data traffic, NetSense's sophisticated algorithm dynamically scans the video stream, and then reduces or improves the video resolution to maximize quality with the available bandwidth.

- Ability to record videoconferences to a locally connected USB drive or the network and to save them to a generic remote server using FTP/S (may require license, depending on the model).

You can only directly record to the network if your Equinox Solution includes a recording server, the XT Series is managed by Equinox Management, and the meeting is hosted by a Equinox Media Server (or older model).

- For an even better experience, Scopia® Control enables you to remotely control the XT Series features using the intuitive touch interface of an iOS device. It may require license, depending on the model.
- Secure point-to-point video calls and videoconferences, via encrypted connections or using TLS. You can have up to three remote encrypted participants in a videoconference.

! Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

Among the latest XT Series products are Avaya Scopia® XT7100 and Avaya Scopia® XT4300.

The Avaya Scopia® XT7100 is the new generation Avaya flagship product in the Avaya Scopia® series of room systems. The XT7100 incorporates dual 1080p/60fps live video and content, HD audio, H.265, H.264 High Profile and Scalable Video Coding (SVC), and nine sites multiparty calling. H.265 saves up to 50% bandwidth with respect to H.264 High Profile. Dual HDMI input allows simultaneous connection of two cameras in switching mode for a full coverage of large rooms or auditoriums.

The Avaya Scopia® XT4300 offers outstanding value and cost-effective full HD video collaboration specifically designed for the needs of smaller and mid-sized conference rooms. The XT4300 offers optional embedded multi-party conferencing with support for up to four participants, also with mixed PC, Mobile, and room system clients.

Related links

[About the Built-In MCU](#) on page 8

About the Built-In MCU

You can use your Avaya Scopia® XT Series to join a videoconference hosted on the built-in MCU .

An MCU, or Multipoint Control Unit (Equinox Media Server), connects several endpoints to a single videoconference. It manages the audio mixing and creates the video layouts, adjusting the output to suit each endpoint's capabilities.

Avaya IP Office connects to the XT Series as a SIP server, allowing it to host videoconferences and add Avaya endpoints to videoconferences.

! Important:

If you do not register to IP Office, you cannot host videoconferences on the built-in MCU.

Your XT Series can host videoconferences on its built-in MCU, with up to nine (one local, eight remote) participants. If you do not register to IP Office, you cannot host videoconferences on the built-in MCU.

The embedded MCU can mix standard definition and HD endpoints in the same meeting, without one impacting on the other. The built-in MCU also supports both wide-screen (16:9) and standard formats (4:3), incorporating them seamlessly into the video layout. In order to conserve bandwidth, you can limit the number of participants that the embedded MCU can host.

While generating the video layout, the built-in MCU must shrink each participant's image to fit the layout. So while the composite video layout remains in HD, each participant's image within the layout can reach a maximum resolution of 448p.

When using the XT Series as an MCU only, not participating locally, we recommend blocking the audio and video input from this XT Series during the meeting. You can do this by enabling privacy settings. You can block the audio and video input completely or you can ensure that only users with a PIN can access the audio and video.

You can disable the embedded MCU at any time.

Related links

[About the XT Series](#) on page 7

Chapter 2: Getting Started

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

To get started with video calls and videoconferences, activate the product and use the quick setup wizard to configure the basic settings of the unit. We recommend following the workflow described in [Initial Workflow for XT Series Users](#) on page 10.

Related links

[Initial Workflow for XT Series Users](#) on page 10

[Controlling the XT Series](#) on page 11

[Applying basic settings](#) on page 20

[Tips for Participating in a Videoconference](#) on page 30

Initial Workflow for XT Series Users

About this task

To quickly get started with your XT Series, follow the steps in this workflow.

Before you begin

Your system administrator should install and activate your XT Series, which includes registering the system to the IP Office Proxy/Registrar. For details, see the following documentation:

- *Quick Setup Guide for Avaya Scopia® XT Series*: Explains the simplest configuration necessary for the system to work properly.
- *Safety Instructions leaflet for Avaya Scopia® XT Series*
- *Deployment Guide for Avaya Scopia® XT Series*

Your system administrator may have customized certain features described in this guide to suit the environment of your company.

Procedure

1. Turn on the XT Codec Unit by pressing the  Power key on the XT Remote Control Unit.

2. (XT Executive only) Connect your computer to use the XT Series as your monitor, as described in [Connecting a Computer to the XT Series](#) on page 58.
3. Configure the basic settings required to start using the XT Series, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22.

You can use the XT Remote Control Unit or Scopia® Control as well as the web interface to control the XT Series (see [Controlling the XT Series](#) on page 11).

4. Set up your phonebook to easily dial your contacts, as described in [Finding, Adding, Changing or Deleting Contacts](#) on page 35.
5. You can now start video calls and meetings (see [Starting a New Call](#) on page 31).
6. If your endpoint has an embedded MCU (license required), you can also host videoconferences, as described in [Moderating Meetings](#) on page 69.
7. Customize XT Series settings to best fit your needs, as described in [Configuring Advanced User Settings](#) on page 79.

Related links

[Getting Started](#) on page 10

Controlling the XT Series

There are a number of ways to interact with the Avaya Scopia® XT Series:

- Use the XT Remote Control Unit locally on the endpoint itself to navigate the menus (GUI) and perform user functions and advanced configuration. You view the results on a connected monitor.
-
- Use the Scopia® Control app for iOS devices to control user-level functionality of the XT Series via an intuitive touch interface. This app is limited to user features, and does not extend to administration or advanced configuration. For more information, see *User Guide for Scopia® Control*.
- Use the XT Series's web interface to perform nearly all features from the unit's web page.

Related links

[Getting Started](#) on page 10

[Accessing the XT Series Local Menu](#) on page 12

[About the XT Remote Control Unit](#) on page 13

[Accessing XT Series Web Interface](#) on page 19

Accessing the XT Series Local Menu

About this task

After switching on the XT Series, the main menu appears on the connected monitor.

To navigate the local menus, use the XT Remote Control Unit . You can also access the system via the web, where the main screen is laid out differently (see [Accessing XT Series Web Interface](#) on page 19).




Figure 1: XT Series main menu

The main menu offers the following features:

- **Call** starts audio and video calls.
- **Contacts** allows you to view, edit, and call a contact.
- **Calendar** allows you to view and join meetings scheduled for this endpoint.
- **Present** starts sharing content from your computer, or displays the connected computer's content.
- **Control Camera** adjusts camera position.
- **Recording** allows you to record and playback a videoconference (may require a license).
- **Configure** adjusts settings and checks the system status.

Procedure

1. Check the light on the front of the XT Codec Unit. When it is connected to power but switched off, the LED blinks.
2. Press the power  key on the XT Remote Control Unit to turn on the XT Codec Unit. When switched on, the LED remains on (no blinking).
3. The system home page appears on the monitors.

When you access the system for the first time only, the Quick Setup wizard is displayed (see [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22).

4. Navigate using the XT Remote Control Unit .

Related links

[Controlling the XT Series](#) on page 11

About the XT Remote Control Unit

There are several ways to control the Avaya Scopia® XT Series. This section explains how to use the XT Remote Control Unit to navigate the endpoint's menus which are displayed on the endpoint's monitor. Without a monitor, you cannot interact using the XT Remote Control Unit.

Other ways to control and interact with the XT Series include:

- Using the web interface (see [Accessing XT Series Web Interface](#) on page 19).
- Using Scopia® Control on an iOS device to control user functionality (see *User Guide for Scopia® Control*).

The XT Remote Control Unit has an improved design for a more efficient videoconferencing experience ([Figure 2: The XT Remote Control Unit \(Simplified\)](#) on page 14).

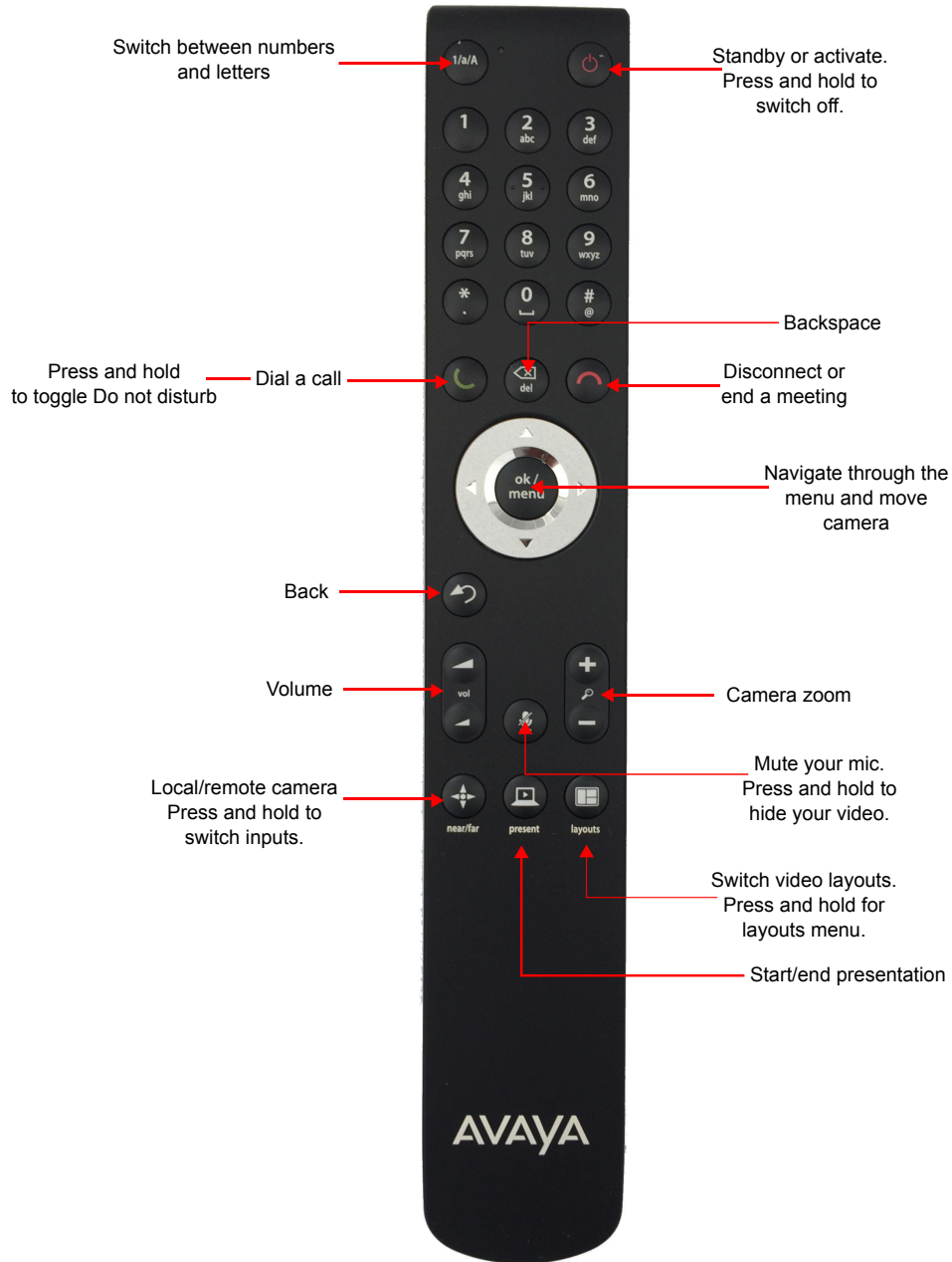


Figure 2: The XT Remote Control Unit (Simplified)

Scroll through menus and options using the arrow keys and pressing the **ok/menu** key to select an item. There is also an advanced version of the remote control available.

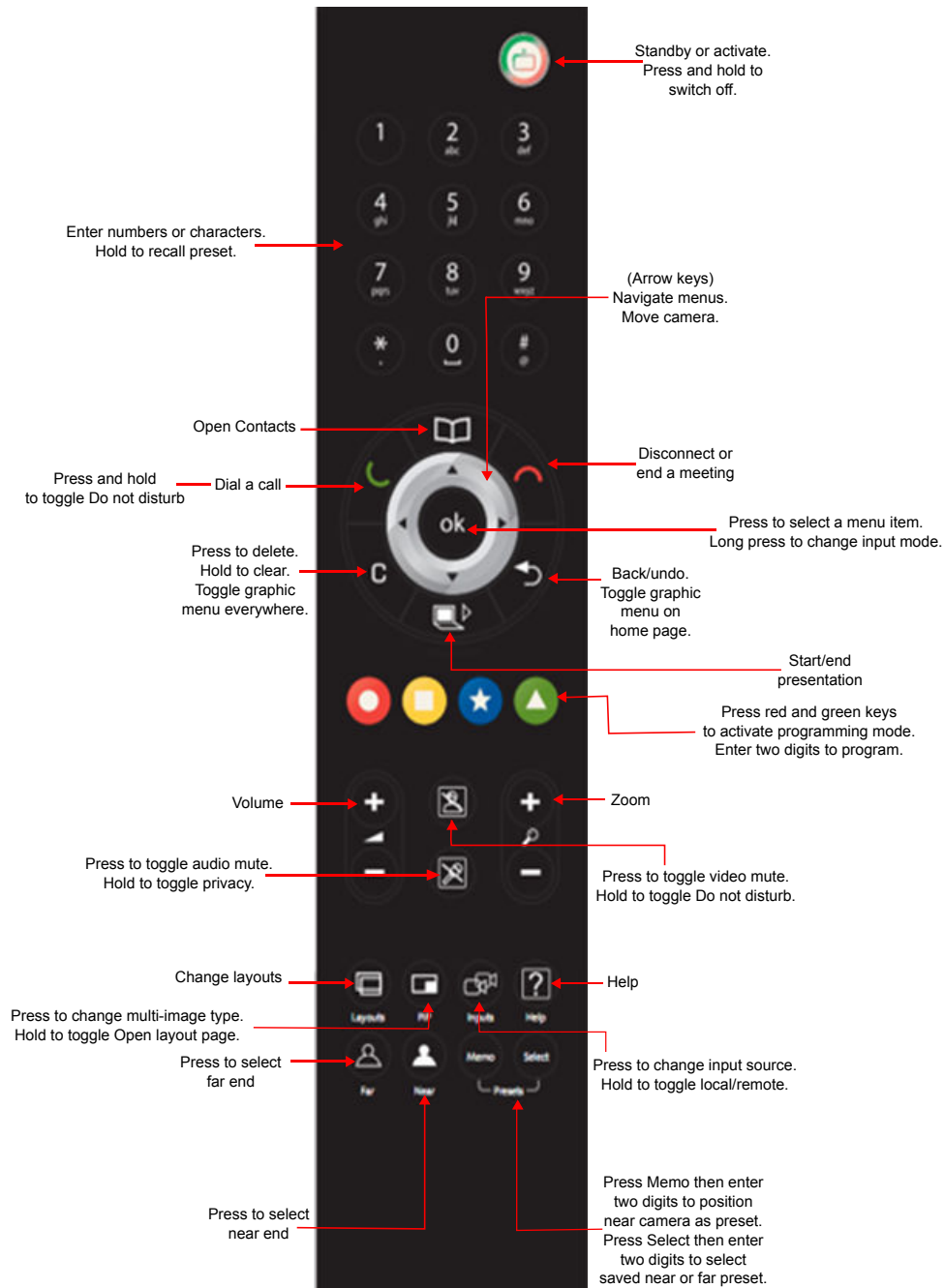


Figure 3: The XT Remote Control Unit (Advanced)

Enter letters and digits into a field using the remote's keypad on the XT Remote Control Unit. The system displays the current entry method to the right of the field ([Figure 4: Entry method displayed to the right of an input field](#) on page 16). You can switch entry methods by pressing the **1/a/A** button repeatedly while the cursor is in the input field, to switch between **abc1** (default) for lower case alphanumeric characters, **ABC** for upper case characters only (no digits), **abc** for just lower case characters only (no digits), and **123** for digits only. To enter a letter or number, press a key repeatedly to cycle through its characters.

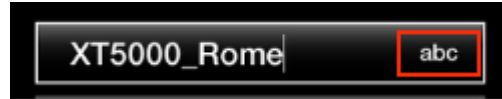


Figure 4: Entry method displayed to the right of an input field

During a videoconference, you can send DTMF tones via the keypad. DTMF is often used to communicate with an MCU or other device which accepts DTMF commands. For example, to display the DTMF menu in a call hosted on a Scopia Elite MCU, press * at any time. For more information, see *User Guide for Scopia Elite MCU*.

Some additional shortcuts from the XT Remote Control Unit include:

- Press and hold a number key to recall a camera preset (0-9).
- [XTE240] In the **Layouts** page, press the 'near/far' key to switch between your computer and the remote computer.
- [XTE240] Press and hold **Inputs** to toggle between your computer and the remote content, when receiving a presentation.

Table 1: Remote Control Shortcuts

Keyboard	Simplified Remote Control	Advanced Remote Control	Notes/Tips
Esc	Back	Back	To move the current camera when you are in the main menu, press C or Back. Press C again to access the main menu.
F1	--	Help	
F2, F6	Layouts	Pip	For example, you can see the remote video in a big window and your local video in a smaller window.
F3	Far/Near	Far/Near	Far/Near switches between the local and remote cameras. For example, when the Far icon appears, all inputs, presets, and camera movements are directed towards the far camera and far active speaker.
F4	Holding the Layouts key	Layouts	Controls the content of the visible windows. For example, you can choose to see which video

Table continues...

Keyboard	Simplified Remote Control	Advanced Remote Control	Notes/Tips
			appears in the bigger window.
F5	Contacts	Contacts	
Pause	Hold Mute (Video Privacy)	Video Privacy	
Backspace	DEL	C	On the advanced remote control, hold the C key to completely erase the field content.
Enter/Return	OK	OK	Press and hold OK to toggle the input editing mode (1/a/A). Press OK to place a call.
Insert	Call	Call	
Delete	Disconnect	Disconnect	
Home	Hold Ok (Menu)	Hold Ok (Menu)	
End	Hold Near/Far (Inputs)	Inputs	Use to switch rapidly between local and remote cameras.
Page Up	Zoom+	Zoom+	
Page Down	Zoom -	Zoom -	
Arrow Up	Arrow Up	Arrow Up	
Arrow Down	Arrow Down	Arrow Down	
Arrow Left	Arrow Left	Arrow Left	
Arrow Right	Arrow Right	Arrow Right	
Mute (Ext. Keyboard)	Mute	Mute	Press and hold the Mute key to toggle privacy.
Volume+ (Ext. Keyboard)	Volume+	Volume+	
Volume- (Ext. Keyboard)	Volume-	Volume-	

Related links

[Controlling the XT Series](#) on page 11

[Pairing an XT Remote Control Unit](#) on page 17

Pairing an XT Remote Control Unit

About this task

If you have multiple XT Series units in the same room, you can pair a XT Remote Control Unit with its XT Codec Unit so that every unit has its dedicated remote, so when you press a key on a remote, it triggers an action on the correct XT Series unit. Enter the same numeric code in both the XT Series and its XT Remote Control Unit to pair them. By default all remotes and endpoints use the same code *01*.

Procedure

1. Access the general settings. From the XT Series web interface, select **Basic Settings > General**. From the endpoint's main menu, select **Configure > General**.

You can use the XT Remote Control Unit's initial default pairing to perform this task.

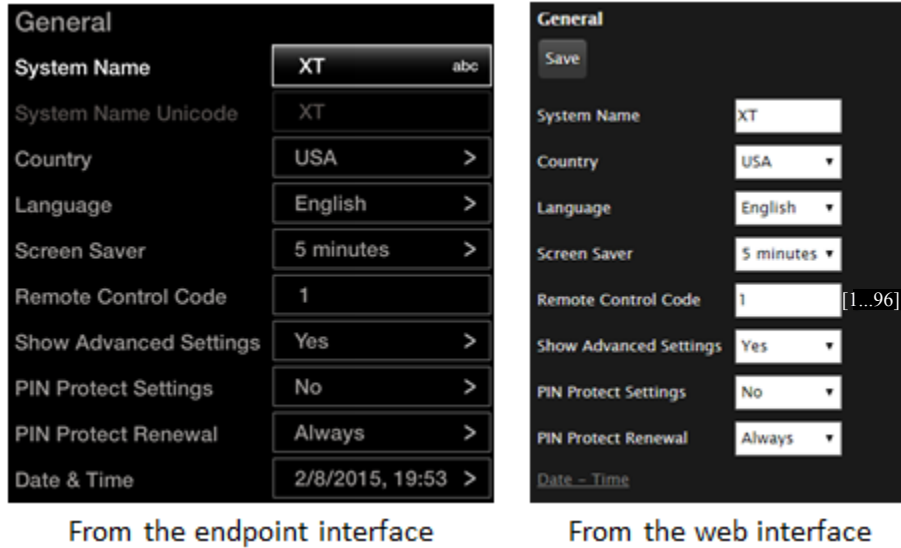


Figure 5: Setting the XT Remote Control Unit Code

2. Enter a two-digit numeric code between 01 and 96 in the **Remote Control Code** field.
3. From the web interface only, select **Save**.
4. On the Simplified XT Remote Control Unit, press the * and # keys simultaneously until its RED light blinks twice. On the advanced remote control unit, press the RED and GREEN keys simultaneously until the GREEN light becomes RED.



Figure 6: Setting the code on the XT Remote Control Unit

5. Using the keypad, type the same number used in the **Remote control code** field.

When the code is not the default 01, the system displays the paired remote icon with its new code at the top-right corner of the screen.



6. Select **Finish** in the web interface, or select **OK** on the endpoint.

Related links

[About the XT Remote Control Unit](#) on page 13

Accessing XT Series Web Interface

About this task

This procedure describes how to access the Avaya Scopia® XT Series web interface, which supports the following internet browsers:

- Internet Explorer version 8 or later
- Google Chrome version 11 or later
- Mozilla Firefox version 3.6 or later
- Apple Safari version 5 or later
- Opera version 11 or later
- Microsoft Edge 38 or later (EdgeHTML v14)

If you deployed the XT Series as a server with no monitor, you must first retrieve the unit's IP address, as described in *Deployment Guide for Avaya Scopia® XT Series*. If you have a monitor, you can find the IP address at the top bar of the endpoint's monitor.

Before you begin

Web access is enabled by default. If it was disabled, you can enable it and configure the security details as described in *Deployment Guide for Avaya Scopia® XT Series*.

Procedure

1. Open any of the supported internet browsers and access the XT Series login page by entering the system's IP address, like *http://1.2.3.4/*.



Figure 7: Logging into the XT Series web interface

2. Enter the username and password.

The default username for the web interface is *Admin* with the password *1234*.

! Important:

We recommend changing the default credentials after logging in for the first time, as described in the *Deployment Guide for Avaya Scopia® XT Series*.

3. (Optional) Select the web interface language from the **Language** list.
4. Select **Login**.

Related links

[Controlling the XT Series](#) on page 11

Applying basic settings

When applying the basic settings to your XT Series, there are two possible scenarios:

- You can configure all of the basic settings locally, on an individual XT Series. There is a quick setup wizard which guides you through the configuration sequence.
- You can enter a service code and the XT Series is then automatically configured. This is called auto-provisioning. If your endpoint has been pre-provisioned by your administrator, you will receive a service code. The first time you turn on the system, you will be prompted to insert the service code and the XT will be automatically configured, with no need to go through the manual configuration.

The steps for both options are described here.

Related links

[Getting Started](#) on page 10

[Applying the Automatic Provisioning to Avaya Scopia® XT Series Endpoints](#) on page 21

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Applying the Automatic Provisioning to Avaya Scopia® XT Series Endpoints

About this task

When you start the XT Series endpoints for the first time, the Quick Setup Wizard guides you through the steps for applying the service code.

Procedure

1. Start the XT Series endpoint for the first time.
The Quick Setup Wizard is displayed.
2. Choose your preferred language and click **Next**.



Figure 8: Quick Setup Wizard

3. Insert the service code and click **Next**.

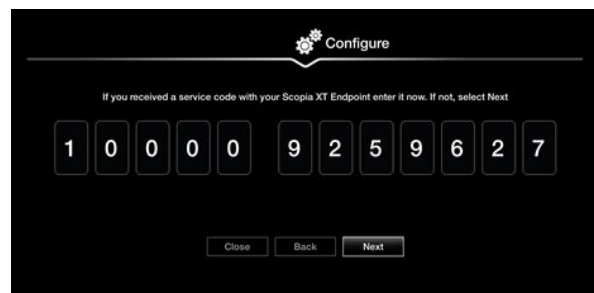


Figure 9: Enter Service Code

You can enter a full service code, consisting of a 5-digit Server Service Code identifying the Equinox Management server, and a 7-digit Endpoint Service Code identifying the provisioned endpoint. Alternatively, you can enter a partial service code, consisting only of the 5-digit Server Service Code identifying the Equinox Management server, while the 7-digit Endpoint Service Code is either empty or consists only of zeros.

If the service code is correct and matches the value from Equinox Management, the Quick Setup Wizard displays the name of the matching XT Series configuration. If the service code is not correct or you do not accept the pre-configuration, you can return to the previous step

and proceed with a manual configuration. For more information, see [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22.



Figure 10: Match Found

4. Click **Next**.

The XT Series endpoint is configured and the **Avaya Equinox Management Mode** is set to **Cloud**.

Result

If you pre-provision the endpoint and enter a full service code, a blue clock is displayed in the Equinox Management list, indicating that the XT Series is ready to be provisioned but the code has not been inserted yet. Once the provisioning is completed, the icon is replaced by the standard icon.

If you post-provision the endpoint and enter a partial service code, a red clock is displayed in the Equinox Management list. This is an alert for the Equinox Management administrator to indicate that the XT Series is ready to be configured.

Related links

[Applying basic settings](#) on page 20

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Configuring Basic Settings with the Quick Setup Wizard

About this task

To start using your Avaya Scopia® XT Series, first define basic settings with the quick setup wizard, such as the system's name, language, and network settings. This is relevant for both new installations, or after restoring default settings. You can only calibrate the image on the endpoint itself using its monitor, not from the web interface.

Some settings may already be customized for your organization. If required, ask the system administrator for the device's password.

The quick setup wizard automatically appears the first time you access the XT Series, either by turning it on or logging in to the web interface. Alternatively select **Configure** > **Quick Setup** from the Main Menu.



Figure 11: Accessing the Quick Setup

The quick setup wizard guides you through many of the following basic configuration tasks:

Related links

[Applying basic settings](#) on page 20

[Setting the System Name, Language, and Call Method](#) on page 23

[Adjusting the Image Position](#) on page 25

[Configuring Basic Network Settings](#) on page 26

[Configuring Basic Gatekeeper Settings](#) on page 28

[Configuring Basic SIP Settings](#) on page 29

[Applying the Automatic Provisioning to Avaya Scopia® XT Series Endpoints](#) on page 21

[Setting the System Name, Language, and Call Method](#) on page 23

[Adjusting the Image Position](#) on page 25

[Configuring Basic Network Settings](#) on page 26

[Configuring Basic Gatekeeper Settings](#) on page 28

[Configuring Basic SIP Settings](#) on page 29

Setting the System Name, Language, and Call Method

About this task

* Note:

This step is for the manual configuration of your XT Series. If you have chosen the auto-provisioning (cloud) method of configuration, this step is not available.

The first screen in the Quick Setup wizard enables you to define the name of your Avaya Scopia® XT Series, the country, the menu language, and the protocol the system uses for calls. The unit's name is displayed on the system's title bar and to other meeting participants. For example, **Hong-Kong, 9th-Floor-Room**, or **NY-Office**. There is also a unicode system name to enable non-English characters, available on the web interface only. For more advanced settings of the system name, see *Deployment Guide for Avaya Scopia® XT Series*.

After initial setup, you can modify these settings by selecting **Configure > General** from the endpoint's menus, or from the web interface select **Basic Settings > Preferences > General**.

Before you begin

Access the quick setup wizard from the endpoint or web interface, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22.

Procedure

1. Define the name and language as described in [Table 2: Defining name and language of the XT Series](#) on page 24.

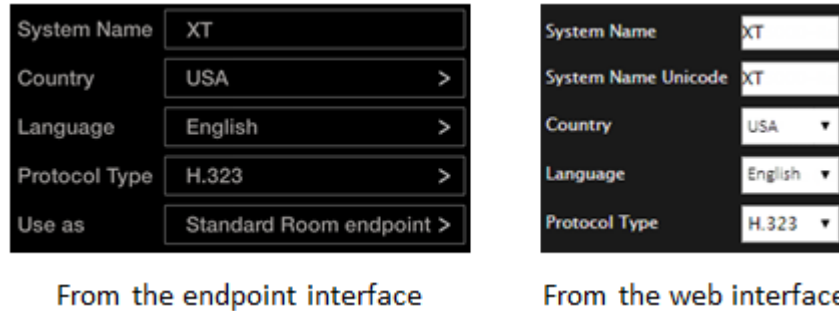


Figure 12: Setting Country and Language

Table 2: Defining name and language of the XT Series

Field	Description
System Name	Enter the name of the XT Series in the System Name field. This name is also used by default for the SIP username and the H.323 name, which can be manually changed.
System Name Unicode	(Editing in the Web interface only) Enter the name here if it includes non-ANSII characters such as Chinese or Japanese.
Country	Enter the country location of the unit. The system menu and the Language field automatically changes to the language used in the selected country.
Language	Choose the language of the graphical menu. The web menu language can be changed in each web client without impacting the system GUI.
Protocol Type	Select the protocol the endpoint should use for calls, depending on the organization's existing infrastructure (SIP or H.323-based). Contact your administrator for more information. <ul style="list-style-type: none"> • H.323: Select if you are registering the endpoint to a gatekeeper only. The wizard displays the gatekeeper configuration page. For more information, see Configuring Basic Gatekeeper Settings on page 28 or contact your administrator. • SIP: Select if you are registering the endpoint to a SIP server only. The wizard displays the SIP server configuration page. For more

Table continues...

Field	Description
	<p>information, see Configuring Basic SIP Settings on page 29 or contact your administrator.</p> <p>You can register the endpoint to as many as three SIP servers (see <i>Deployment Guide for the XT Series</i>).</p> <ul style="list-style-type: none"> • H.323 and SIP: Select if you are registering the endpoint to both a gatekeeper and a SIP server. The wizard displays both the gatekeeper and SIP server configuration pages. For more information, see Configuring Basic Gatekeeper Settings on page 28 and Configuring Basic SIP Settings on page 29, or contact your administrator.

2. To adjust the image on your monitor, select **Next** and continue with [Adjusting the Image Position](#) on page 25.

If performing the quick setup from the web interface, access the quick setup from the endpoint to adjust the image. This can be done at any time.

Related links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Adjusting the Image Position

About this task

You can center the endpoint's image correctly on its monitor in this stage of the Quick Setup Wizard.

This is for deployments with a monitor connected to your Avaya Scopia® XT Series.

Procedure

1. Access the Quick Setup Wizard from the endpoint, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22.
2. Decide if the monitor's image needs adjusting, by verifying if the white border of the triangles in the top left and bottom right corners are fully visible on all sides.

If the image is centered correctly, skip this procedure and select **Next**.

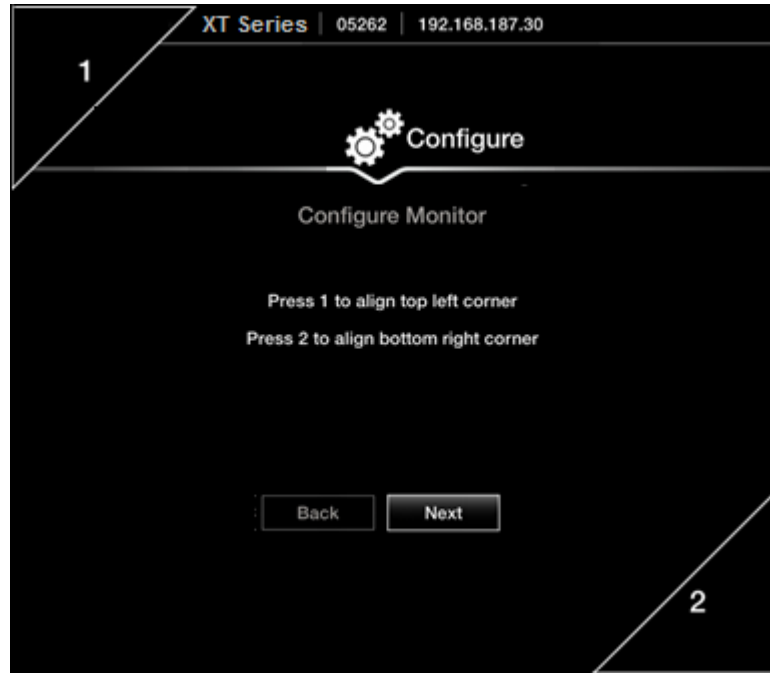


Figure 13: Examining the image position

3. Press **1** to highlight the triangle in the top left corner in blue.
4. Use the arrow keys to position the image, so all sides of the white border of the triangle are visible in the screen, then press **ok/menu**.
5. Press **2** to highlight the triangle in the bottom right corner in blue.
6. Adjust the image position in the same way, until all sides of the triangle border are visible, then press **ok/menu**.
7. To continue with the Quick Setup Wizard, select **Next** (see [Configuring Basic Network Settings](#) on page 26).

If your monitor is 4K, graphic adjustment is not applied.

Related links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Configuring Basic Network Settings

About this task

This procedure describes how to set up the basic network settings and the IP address of the XT Series as part of the Quick Setup Wizard. To modify advanced network settings, see *Deployment Guide for Avaya Scopia® XT Series*.

Procedure

1. Access the Quick Setup Wizard from the endpoint, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22, and skip to this step.

From the endpoint interface

From the web interface

Figure 14: Defining IP Settings

- Enter the following values:

Table 3: Configuring the IP address

Field Name	Description
IP Address Mode or Automatic IP Address	Determines if the IP address is dynamically allocated (using DHCP), or if you manually designate a static IP address. You must use only static addresses for: <ul style="list-style-type: none"> • XT Telepresence deployments • Units on a public network • SIP deployments where the unit is secured with a TLS certificate, if the certificate request has been tied to a specific IP address.
IP address	Enter the system static IP address. For dynamic IP addresses, this field displays the current IP address.
Subnet mask	Enter the subnet mask associated with the IP address. For dynamic IP addresses, this field displays the current subnet mask.
Gateway (IP Address)	Enter the default gateway static IP address. The gateway is used to route information between two subnets, for example, between the headquarters and a partner site. For dynamic IP addresses, this field displays the current gateway IP address.
DNS (Server IP Address)	Enter the DNS server IP address. The DNS server translates domain names into IP addresses. For dynamic IP addresses, this field displays the assigned DNS server IP address. For web collaboration and cloud connection to Avaya Equinox Management, you must insert a valid DNS address.

- Select **Next** and continue with one of the following, depending on whether you are registering your endpoint to a gatekeeper or SIP server:
 - If you are registering your endpoint to a gatekeeper, continue with [Configuring Basic Gatekeeper Settings](#) on page 28.

- If you are only registering your endpoint to a SIP server (and not a gatekeeper), continue with [Configuring Basic SIP Settings](#) on page 29.

If you are not using a gatekeeper in your deployment, select **Next** > **Done**.

Related links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Configuring Basic Gatekeeper Settings

About this task

Configure the gatekeeper settings if your Avaya Scopia® XT Series works with one. A gatekeeper routes audio and video H.323 calls by resolving dial strings (H.323 alias or URI) into the IP address of an endpoint, and handles the initial connection of calls. To modify advanced gatekeeper settings, see *Deployment Guide for Avaya Scopia® XT Series*.

This is typically not relevant for IP Office deployments. Configure only if you are using a gatekeeper in your deployment.

Procedure

1. Access the Quick Setup Wizard from the endpoint, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22, and skip to this step.
2. Configure the gatekeeper connection as described in the following table.

Ask your system administrator to help configure these fields.

Field	Description
Use Gatekeeper	Choose whether this endpoint is registered to a gatekeeper, like the H.323 Gatekeeper. This is typically not relevant for IP Office deployments. Configure only if you are using a gatekeeper in your deployment.
Mode or Automatic IP Address	Choose whether the endpoint is configured to automatically detect the gatekeeper. For more information, ask your network administrator.
Gatekeeper address	Enter the IP address or DNS name of the gatekeeper.
E.164	Enter the H.323 number required to dial the endpoint.

3. If you are registering your endpoint to a SIP server, select **Next** and continue with [Configuring Basic SIP Settings](#) on page 29. Otherwise, select **Done** to complete the Quick Setup Wizard.

Related links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Configuring Basic SIP Settings

About this task

This section explains how to register your XT Series to the IP Office SIP server. If you do not register to IP Office, you cannot host videoconferences on the built-in MCU.

The XT Series can function in a SIP environment, where endpoint names or numbers are managed by SIP servers, not gatekeepers. You can dial an endpoint by entering its name or number like *1234* or *joe_smith*, rather than remembering its IP address, where the SIP server routes the call correctly. To do this, the SIP server must register all endpoints to maintain the mapping list of names/numbers and endpoints to successfully route calls.

For more information about deploying and configuring XT Series with IP Office, see *IP Office Video Collaboration Solution - Installation Notes*.

Before you begin

Access the quick setup wizard from the endpoint or web interface, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 22, and skip to this step.

Verify that you have the following information about your SIP environment:

- The DNS name or IP address of the Avaya IP Office server.
- Credentials for authenticating XT Series to the Avaya IP Office server.

Procedure

1. Enter information for the SIP server, as described below.

The screenshot shows a configuration screen with a dark background and light text. The fields and their values are:

- User: XT12
- Authentication Name: a
- Authentication Password: *
- Use SIP Server: No (with a right arrow)
- Server Address: 10.10.10.10

 At the bottom, there are two buttons: 'Back' and 'Done'.

Figure 15: Configuring basic SIP settings

Table 4: Configuring basic SIP settings for the XT Series

Field	Description
User	Enter the Extension Id of this XT Series, as configured in IP Office.

Table continues...

Field	Description
	When connecting over SIP, this name is displayed on the monitors participating in the videoconference .
Authentication Name	Enter the endpoint's Name , as configured in IP Office. This field is case sensitive.
Authentication Password	Enter the user's Login Code , as configured in IP Office.
Use SIP Server	Select Yes .
Server Address	Enter the DNS name or IP address of the IP Office server, used to register the endpoint.

2. Select **Done** to complete the Quick Setup Wizard.
3. To configure advanced SIP settings, such as the preferred transport protocol, see *Deployment Guide for Avaya Scopia® XT Series*.

Related links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 22

Tips for Participating in a Videoconference

There are several general recommendations you should follow to optimize your videoconferencing experience.

We recommend that you read this section before participating in a videoconference for the first time.

- Use natural gestures and speak normally as in a real meeting.
- Do not rustle paper or tap on the table or the microphone.
- Keyboard clicking can be disruptive to the videoconference, so we recommend using the mute when listening but not actively participating.
- Zooming too close can show that your eyes are not looking directly at the camera, in some cases. Set the zoom of the built-in camera so the frame includes the user's head and upper body.
- If you are using a laptop during a meeting, do not place it too close to the microphone. Noise produced by the computer fan may interfere with audio quality.
- Always mute the microphone before moving it.
- Avoid using your cellular phones during your meeting to avoid electromagnetic interference.

Related links

[Getting Started](#) on page 10

Chapter 3: Starting a New Call

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

You can start a videoconference on the Avaya Scopia® XT Series in several ways. This section outlines how to dial to other endpoints in different modes, how to start videoconferences with many participants, and how to answer and end a meeting.

To quickly dial with the settings best suited for a specific contact, we recommend setting up your phone book to include calling your favorite contacts list, along with the contact's information. For example, you can set a contact to audio-only, and this setting is automatically used when calling this contact.

Related links

[Starting a Meeting](#) on page 31

[Finding, Adding, Changing or Deleting Contacts](#) on page 35

[Finding, Adding, Changing or Deleting Groups](#) on page 40

[Understanding Presence](#) on page 41

Starting a Meeting

About this task


Like a mobile phone, your Avaya Scopia® XT Series can dial another endpoint by directly entering a new dial string like a number, or choose a recently dialed entry, or dial a saved contact from your address book.

If you want to join or host a meeting with several participants, you must decide which MCU is hosting the meeting:

- Your endpoint's built-in MCU (selected models only and requires a license)
- Another endpoint's built-in MCU
- A dedicated MCU like the Scopia Elite MCU

To host the meeting on your own built-in MCU or other third party MCUs, you can either call out to other endpoints to join your meeting, or you can give out your endpoint's address for them to call in


to your endpoint. The endpoint address you give out can be an IP (like *1.2.3.4*), or an H.323 alias (like *john_smith*) or a URI address (like *john@company.com*). If you invite endpoints outside your network, verify with your system administrator that your endpoint's address is valid for external endpoints.

Your call is securely encrypted when it shows a padlock icon  on the monitor. Ask your system administrator to configure encryption (see *Deployment Guide for Avaya Scopia® XT Series*).

! Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

Procedure

1. To call a new endpoint, access the direct call screen. From the XT Series web interface, select **Make your Call > Basic Options > Direct Call**. From the endpoint's main menu, select **Call**, or press  on the XT Remote Control Unit.

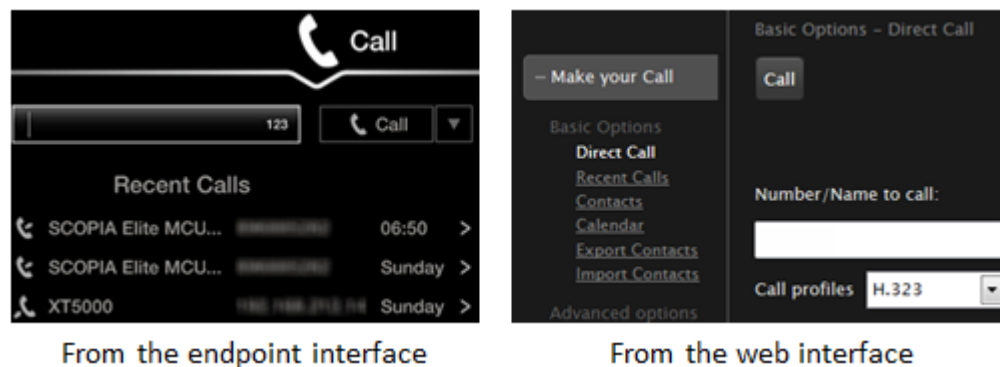



Figure 16: Enter a new dial string to contact an endpoint

Enter the dial string and select **Call**, or press **ok/menu** on the XT Remote Control Unit. The dial string can be the endpoint's number, or an H.323 alias like *john_smith*, or a URI address like *john@company.com*.

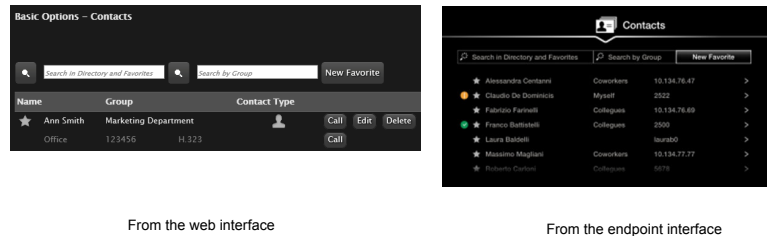
! Important:

Your organization may also have implemented a dial plan, which defines various dial prefixes to determine the characteristics of a call. For example, you may be able to dial 8 before the videoconference number for a lower bandwidth call, or 6 for an audio-only call. For more information on the dial plan in your organization, contact your system administrator.

2. To dial a recently contacted endpoint, access the recent calls list. From the XT Series web interface, select **Make your call > Basic Options > Recent Calls**. From the endpoint's main menu, select **Call**, or press  on the XT Remote Control Unit.

Select the entry to dial, and then select **Call** or press **ok/menu** on the XT Remote Control Unit.

3. To dial a saved contact, access the list of contacts. From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**.



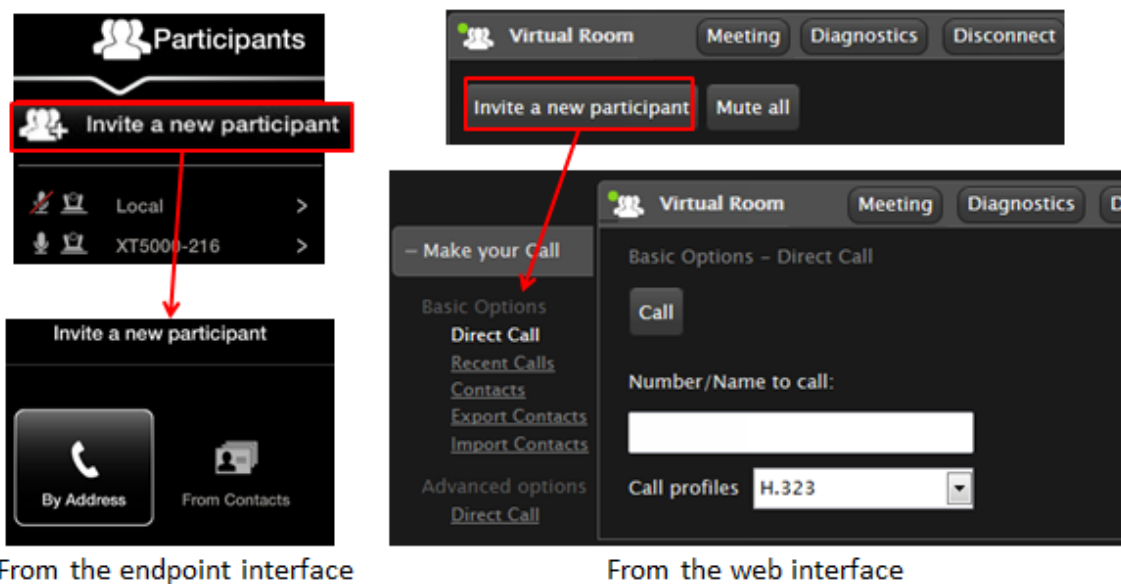
From the web interface

From the endpoint interface

Figure 17: Contact list

Select the entry to dial, and then select **Call** or press **ok/menu** on the XT Remote Control Unit.

4. To join a meeting hosted elsewhere, call the endpoint or MCU which hosts the meeting, using any of the above dial methods.
5. To host a meeting on your built-in MCU by dialing out to other participants:
 - a. Call the first participant (see [Starting a Meeting](#) on page 31).
 - b. Call others to join. From the XT Series web interface, select **Make your Call > Basic Options > Direct Call / Contacts**. From the endpoint, within the meeting with the first participant, press **ok/menu** and select **Participants > Invite a new participant > By Address / From Contacts**.



From the endpoint interface

From the web interface

Figure 18: Inviting a new participant from the endpoint interface

- c. Select a contact or enter a dial string to call the next participant.
 - d. Repeat to add more participants.
6. To host a meeting on your built-in MCU by giving your endpoint's contact details, be sure to give the correct information.

To accept an incoming call, select **Accept**.

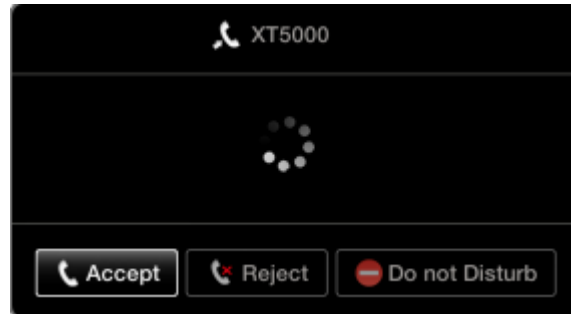



Figure 19: Answering a video call

- To configure a call's advanced settings for a new dial string, access its advanced calling options. From the XT Series web interface, select **Make your Call > Advanced Options > Direct Call**. From the endpoint's main menu, select **Call** and select the down-arrow  to expand the call options.

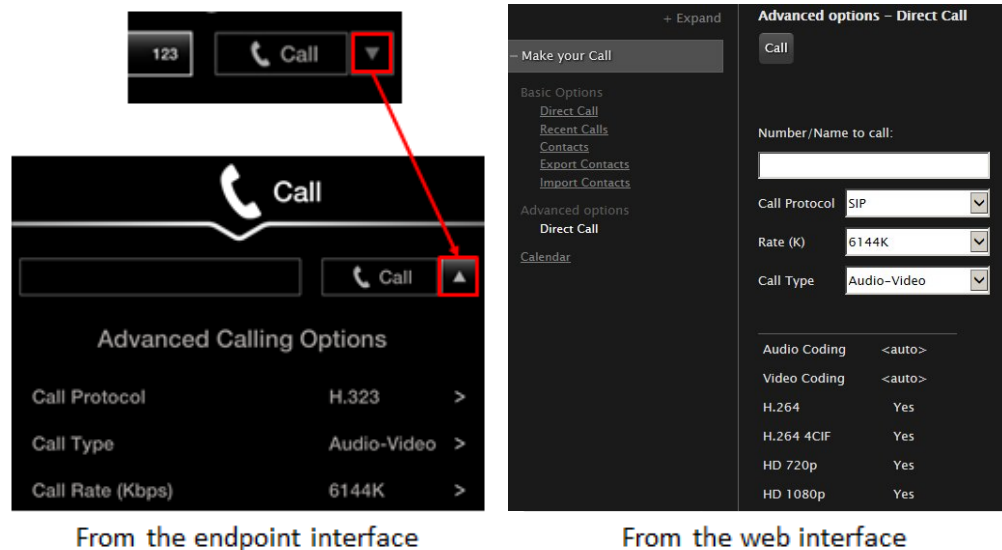


Figure 20: Accessing advanced call options


Set the advanced parameters of your new dial string as follows:

Table 5: Entering advanced call properties

Field Name	Description
Call Protocol	<p>If necessary, select the protocol to use when calling another personal endpoint or meeting room:</p> <ul style="list-style-type: none"> Select H.323 for H.323 endpoints, such as other XT Series endpoints, or when joining a meeting hosted by a Scopia Elite MCU. Select SIP for SIP endpoints.


Table continues...

Field Name	Description
	<ul style="list-style-type: none"> Select ISDN to call ISDN endpoints. This requires an ISDN gateway such as Avaya Equinox Gatewayfor ISDN (see <i>Deployment Guide for Avaya Scopia® XT Series</i>).
Call Type	Select whether the call is Audio-Video or Audio-Only .
Rate or Call Rate	Select the bandwidth to be used when calling a remote endpoint. Otherwise, the system uses the maximum available bandwidth.

Your call is securely encrypted when it shows a padlock icon  on the monitor. Ask your system administrator to configure encryption (see *Deployment Guide for Avaya Scopia® XT Series*).

! Important:

Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

- To end a meeting, select **Disconnect** from the web interface, or press **Disconnect**  on the XT Remote Control Unit.

If your system administrator defined a time limit for videoconferences, the system displays a message when the limit is reached.

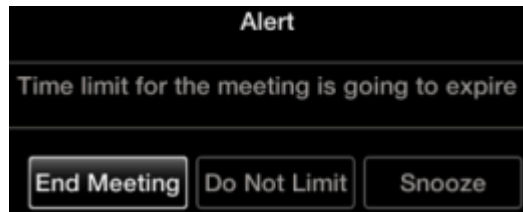


Figure 21: Meeting Duration Alert

Related links

[Starting a New Call](#) on page 31

Finding, Adding, Changing or Deleting Contacts

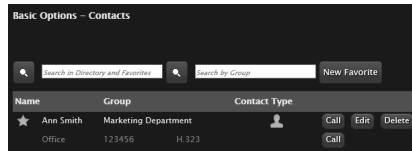
About this task

If you are using the Avaya Scopia® XT Series's built-in contacts list, known as favorites, you can add, edit, or remove contacts. Your list of favorite contacts is managed by the endpoint's local LDAP server. For other LDAP servers, such as the contact list of another XT Series, you can only view and search for contacts.

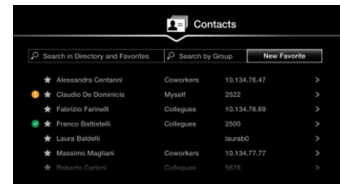
Contact your administrator for details about your organization's LDAP server.

Procedure

1. To view contacts: From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**.



From the web interface



From the endpoint interface

Figure 22: Contact list

To search for a contact, enter the first or last name in the search field above the contacts list.

2. If your endpoint is also connected to a remote directory, such as the contact list of another XT Series, you can search for and add contacts in that directory to your favorites list. From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**. To find a contact, start typing the first or last name.

Contacts in your favorites list are shown next to the ★ icon, and contacts from a remote directory are shown next to the 📁 icon.

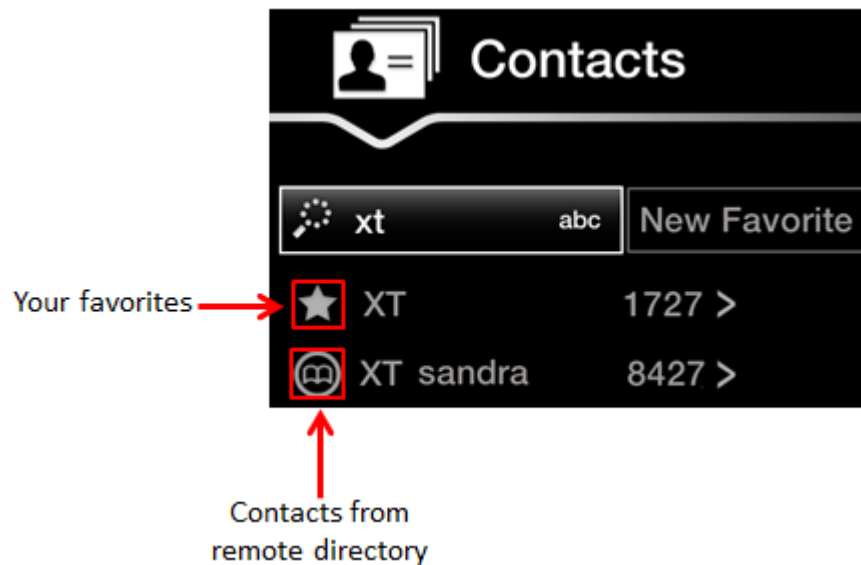


Figure 23: Searching for a contact

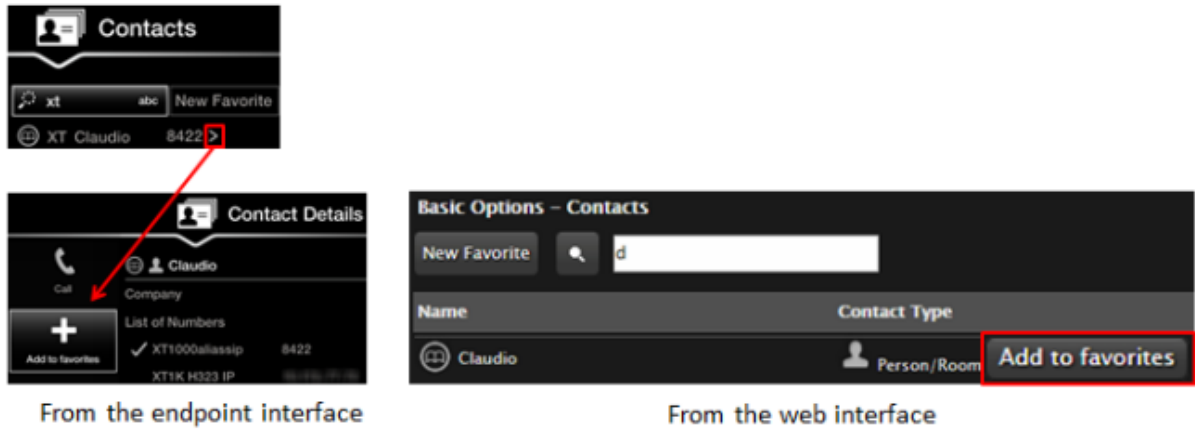


Figure 24: Adding a contact from the remote directory to your favorites

When using a third-party LDAP server as your contacts list, you can see contacts from this remote directory only. To view your favorites, see *Deployment Guide for Avaya Scopia® XT Series* or ask your administrator.

- To add a new contact, access the local contacts list. From the XT Series web interface, select **Make your call > Contacts > New Favorite**. From the endpoint's main menu, select **Contacts > New Favorite**.

You can also add a contact from the recent calls list (see further down below).

Figure 25: Add a new contact

Enter the following details. When you are done, select **Save** (web interface only).

Table 6: Entering advanced information for a contact

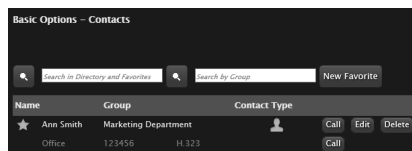
Field Name	Description
Name	Enter the contact's name.
Number	Enter the dial string to contact this endpoint. It can be a number, an H.323 alias like <i>john_smith</i> , or a URI address like <i>john@company.com</i> .

Table continues...

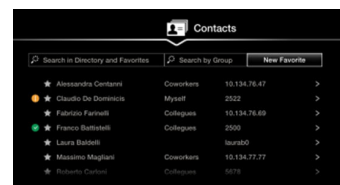
Field Name	Description
	After saving the contact, you can edit the contact's information to add several numbers for the same contact, for example: home, office or virtual room (see Editing an existing contact on page 39).
Group	Enter a group name if you wish to associate the contact with a group. For example, Finance Department, Marketing Office, London Area, and so on.
Type	If necessary, select the protocol to use when calling another personal endpoint or meeting room: <ul style="list-style-type: none"> • Select H.323 for H.323 endpoints, such as other XT Series endpoints, or when joining a meeting hosted by a Scopia Elite MCU. • Select SIP for SIP endpoints. • Select ISDN to call ISDN endpoints. This requires an ISDN gateway such as Avaya Equinox Gateway for ISDN (see <i>Deployment Guide for Avaya Scopia® XT Series</i>).
Call Type	Select whether the call is Audio-Video or Audio-Only .
Rate	Select the default bandwidth or call bitrate to be used when calling this contact. Otherwise, the system uses the maximum available bandwidth.
Trusted	To indicate that this contact is trusted, select Yes . You can then customize your XT Series to automatically answer calls from trusted contacts only (see Setting Call Answering Preferences on page 79).

You can also manually define the Type, Call Type, and Rate each time you place a call (see [Starting a Meeting](#) on page 31).

- To edit an existing contact, select the contact. From the XT Series web interface, select **Edit** for that contact's entry. From the endpoint, press the right-arrow for that contact's entry.



From the web interface



From the endpoint interface

Figure 26: Contact list

You can add several dial strings to the same contact. From the XT Series web interface, select **Insert Number**. From the endpoint, select **New Number**.

When you are done, select **Save** (web interface only).

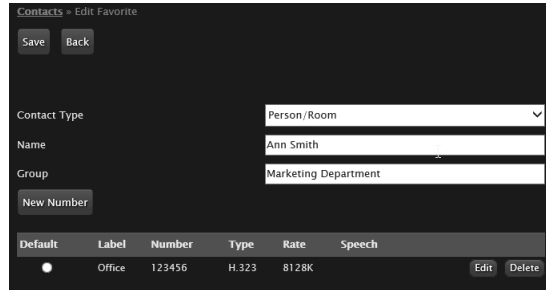
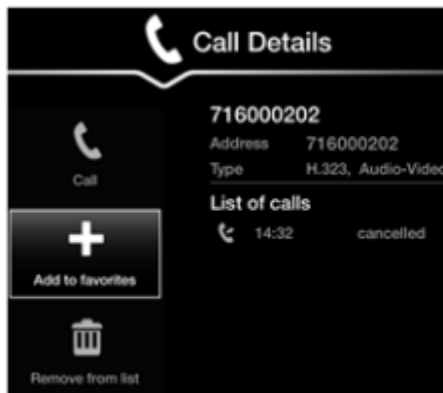
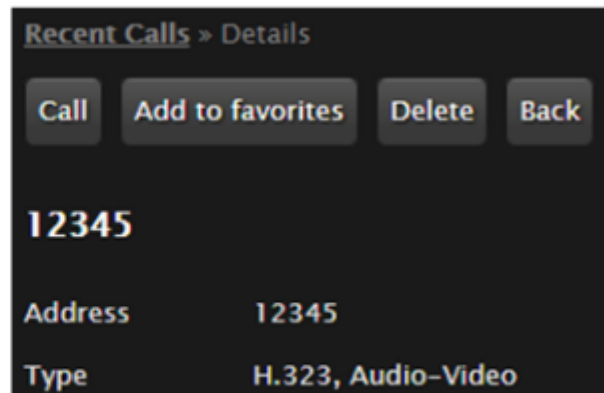


Figure 27: Editing an existing contact

5. To delete the contact, on the web interface, view the list of contacts and select **Delete**. From the endpoint interface, edit the contact and select **Delete Favorite**.
6. To view the list of recently dialed endpoints, access the call list. From the XT Series web interface, select **Make your call > Basic Options > Recent Calls**. From the endpoint's main menu, select **Call**.
7. To save a contact from the list of recently dialed entries, select the entry. From the XT Series web interface, select **Details > Add to favorites**. From the endpoint interface, select the entry with the right-arrow and choose **Add to favorites**.



Adding contact from endpoint



Adding contact from web interface

Figure 28: Adding a recent call to the local contacts

8. To save a contact from the remote directory, select the entry. From the XT Series web interface, select **Details > Add to favorites**. From the endpoint interface, select the entry with the right-arrow and choose **Add to favorites**.

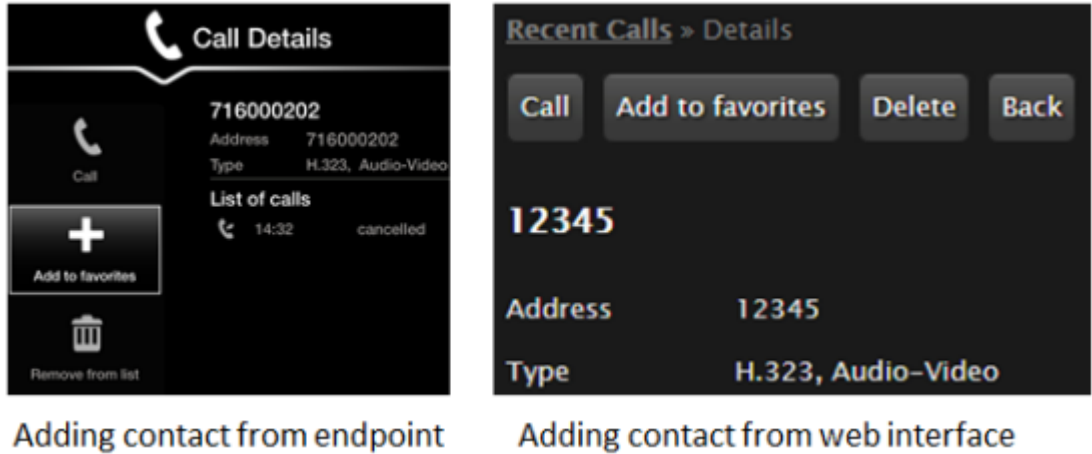


Figure 29: Adding a recent call to the local contacts

Related links

[Starting a New Call](#) on page 31

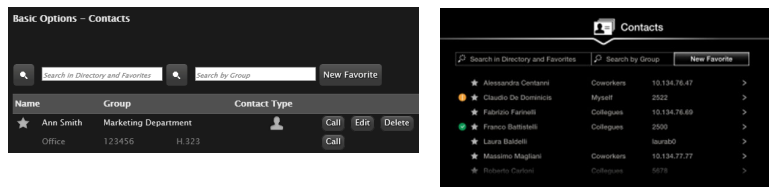
Finding, Adding, Changing or Deleting Groups

About this task

If you are using the Avaya Scopia® XT Series's built-in contacts list, known as favorites, you can add, edit, or remove contacts. Your list of favorite contacts is managed by the endpoint's local LDAP server. You can specify a group for each of your favorite contacts. The group information associated with each contact is displayed in your contacts list. You can also search for a specific group.

Procedure

- To view group information: From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**.



From the web interface

From the endpoint interface

Figure 30: Group column in contact list

- To search for a group, enter the group name in the **Search by Group** field above the contacts list. This search is not case-sensitive.
- To add a group, create a new contact and enter the group name in the **Group** field.

Figure 31: Add a new contact

- To edit a group name, click **Edit** next to the contact name in the contact list and enter the new group name in the **Group** field.

Default	Label	Number	Type	Rate	Speech	
<input checked="" type="radio"/>	Office	123456	H.323	8128K		Edit Delete

Figure 32: Editing an existing contact

- To delete a group:
 - Click **Delete** next to the contact name in the contact list to delete the contact and all associated information.
 - Click **Edit** next to the contact name in the contact list to delete the group name from the contact details.

Related links

[Starting a New Call](#) on page 31

Understanding Presence

Presence is an indication of the availability of an individual at a point in time and their readiness to communicate across a set of services such as telephony and instant messaging. The person's status or availability is represented using states like Available, Busy, and Away. To enable this feature, the Avaya Scopia® XT Series endpoint registers to an Extensible Messaging and Presence Protocol (XMPP) server to publish its own presence status and to view the presence status of other contacts, such as other XT Series endpoints or devices registered to the Presence server.

For example, a user Alice can publish her own status when she registers to the Presence server. The Presence server is notified every time her status changes. A user Bob can subscribe as a watcher to the Alice contact and see her status. When Bob subscribes as a watcher to the Alice contact, Alice may be able to approve or reject Bob's request to be a watcher. Alternatively, depending on the configuration of the Presence server, Bob's subscription may be granted automatically. Alice can also ignore Bob's request or revoke his access. Bob can unsubscribe from being a watcher at any time.



Figure 33: Alice registers to a Presence server



Figure 34: Bob subscribes as a watcher to the Alice contact

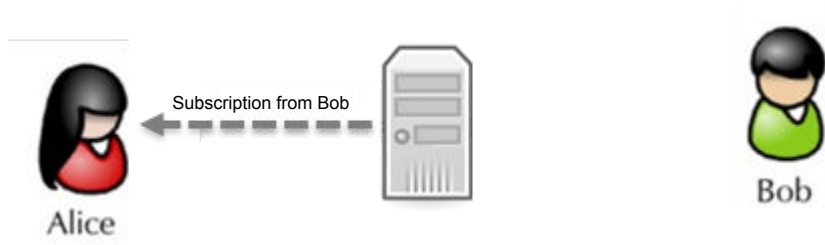


Figure 35: Alice sees Bob's request



Figure 36: Alice grants access to Bob

Related links

[Starting a New Call](#) on page 31

[Viewing and changing Presence status](#) on page 43

[Subscribing to contacts](#) on page 44

[Accepting or rejecting subscription requests](#) on page 45

[Viewing the status of other users](#) on page 46








[Unsubscribing from contacts](#) on page 47

Viewing and changing Presence status

About this task

Once the Presence server is configured, you can check your own current status and the status of other users. In the Avaya Scopia® XT Series, the Presence status is represented using the icons in the table below. Presence icons can vary in other applications.

Table 7: Presence Icons

Icon	Presence Status	Description
	Offline	A user/XT is offline.
	Out of office	A user/XT is manually set as out of office.
	Available	A user/XT is available. XT is online and not in screensaver.
	Away	A user is away. XT is online and in screensaver.
	On a call	A user/XT is in a call.
	Busy	A user/XT is manually set to busy.
	Do no Disturb	A user/XT is in Do Not Disturb mode.

Procedure

1. To view your Presence status: Access the main XT Series web interface homepage. From the endpoint's main menu, select **Configure > System Status**.

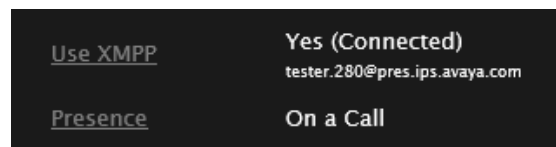


Figure 37: Presence Status

You can also see your system status in the XT Series title bar.

2. To manually change your status: From the XT Series web interface, select **Presence**. From the endpoint's main menu, select **Configure > Presence > Status**.

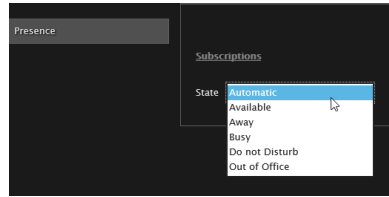


Figure 38: Manually Changing Status

Related links

[Understanding Presence](#) on page 41

Subscribing to contacts

About this task

You can subscribe to contacts in several ways.

Procedure

- Subscribe to a contact from the **Recent Calls** list. After receiving or placing a call, browse to the recent calls list, select the desired item and press right arrow to view the call details. Click **Show Presence**.

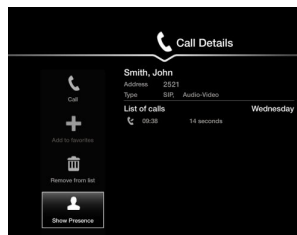
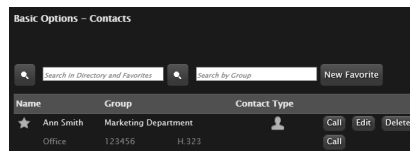
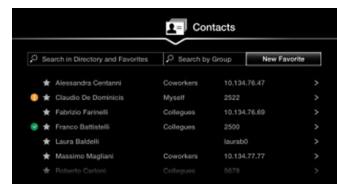


Figure 39: Call Details

- Subscribe to a contact by editing their contact details. To edit an existing contact, select the contact. From the XT Series web interface, select **Edit** for that contact's entry. From the endpoint, press the right-arrow for that contact's entry. On the **Edit Favorite** screen, click **Show Presence**.



From the web interface



From the endpoint interface

Figure 40: Contact list

- Subscribe to a contact using the **Subscriptions** menu. From the XT Series web interface, select **Presence > Subscriptions**. From the endpoint's main menu, select **Configure > Presence > Subscriptions**. Enter a contact name and click **Subscribe**.

*** Note:**

Depending on how your XT Series is configured, you may not have access to this menu.

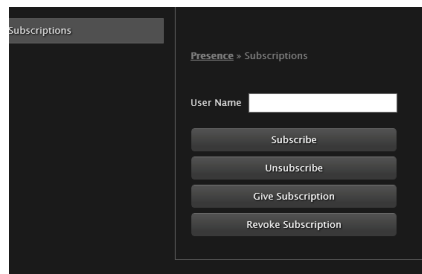


Figure 41: Subscriptions

Related links

[Understanding Presence](#) on page 41

Accepting or rejecting subscription requests

About this task

If your deployment supports it, you can decide which contacts are authorized to view your status. The XT Series displays subscription requests as pending subscriptions. You can view the pending requests and choose the ones you want to accept.

Procedure

1. View pending subscription requests using the **Subscriptions** menu. From the XT Series web interface, select **Presence > Subscriptions**. From the endpoint's main menu, select **Configure > Presence > Subscriptions > Advanced**.

The XT Series displays subscription requests.

2. Click a request and choose from the following:
 - Click **Yes** to allow the contact to see your status.
 - Click **No** to prevent the contact from seeing your status.

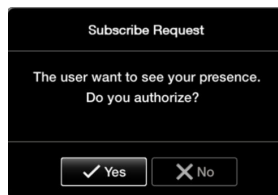


Figure 42: Subscription Request Authorization

3. You can also manually grant or revoke subscriptions using the **Subscriptions** menu by entering a name in the **User Name** field and choosing from the following options:
 - Click **Give Subscription** to allow the contact to see your status.
 - Click **Revoke Subscription** to prevent the contact from seeing your status.

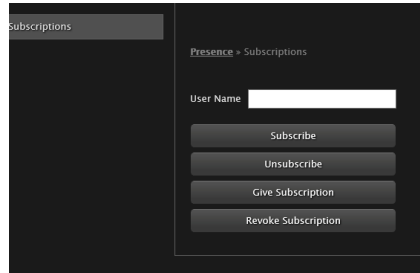


Figure 43: Subscriptions

Related links

[Understanding Presence](#) on page 41

Viewing the status of other users

About this task

There are several ways to view the status of other users. You can view the status of other users in a list of subscribed users. You can view the status of other users in the list of recent calls. You can also view the status of other users in your list of contacts.

Procedure

- View the status of other users on the list of subscribed users. From the XT Series web interface, select **Presence > Subscribed Users**. From the endpoint's main menu, select **Configure > Presence > Subscribed Users**.

The XT Series displays a list of users and their associated status.

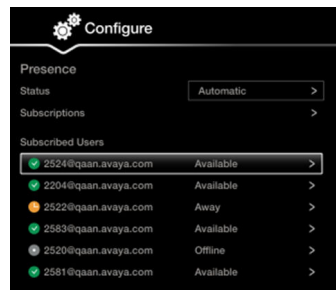
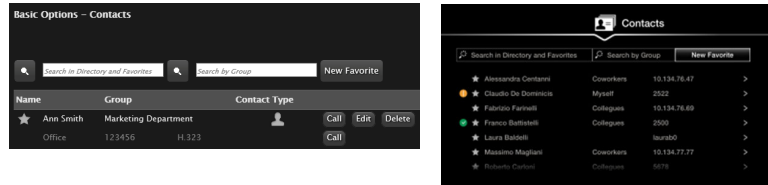


Figure 44: Subscribed Users

- View the status of other users in the list of recent calls. To view the list of recently dialed endpoints, access the call list. From the XT Series web interface, select **Make your call > Basic Options > Recent Calls**. From the endpoint's main menu, select **Call**.
- View the status of other users in your list of contacts. To view contacts: From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**.



From the web interface

From the endpoint interface

Figure 45: Contact list

Related links

[Understanding Presence](#) on page 41

Unsubscribing from contacts

There are several ways to unsubscribe from contacts.

Procedure

- Unsubscribe from the list of subscribed users. From the XT Series web interface, select **Presence > Subscribed Users**. From the endpoint's main menu, select **Configure > Presence > Subscribed Users**. Select an entry from the list and press **DEL**, or press right arrow and confirm the deletion.

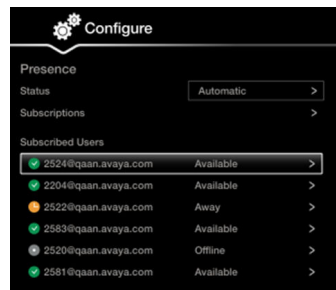
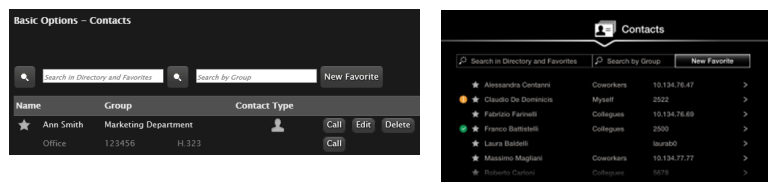


Figure 46: Subscribed Users

- Unsubscribe from your list of contacts. To view contacts: From the XT Series web interface, select **Make your call > Contacts**. From the endpoint's main menu, select **Contacts**. Select an entry from the list and press **DEL**, or press right arrow and confirm the deletion.



From the web interface

From the endpoint interface

Figure 47: Contact list

- Unsubscribe from your list of recent calls. To view the list of recently dialed endpoints, access the call list. From the XT Series web interface, select **Make your call > Basic Options >**

Starting a New Call

Recent Calls. From the endpoint's main menu, select **Call**. Select an entry from the list and press `DEL`, or press right arrow and confirm the deletion.

Related links

[Understanding Presence](#) on page 41

Chapter 4: Participating in Meetings

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

This chapter describes the different actions available during your videoconference, such as recording the videoconference or sharing content with other participants:

Related links

[Joining a Meeting from the XT Series Calendar](#) on page 49

[Moving the PTZ Camera's Position](#) on page 51

[Adjusting the Default Volume Settings](#) on page 52

[Presenting Content from Your Computer](#) on page 53

[Changing Your Own Video Layout](#) on page 61

[Blocking your own Audio and Video](#) on page 64

[Blocking All Incoming Calls \(DND\)](#) on page 67

[Blocking All Calls Except from Trusted Contacts](#) on page 68

Joining a Meeting from the XT Series Calendar

About this task

You can use the calendar of your Avaya Scopia® XT Series endpoint to join a scheduled videoconference. The calendar for this endpoint is stored in Equinox Management, hence this functionality is only available when the XT Series is managed by Equinox Management.

The calendar displays all Equinox Management meetings which have invited this XT Series endpoint. For example, you can book a physical conference room which houses an XT Series room system.

In the XT Series you can only view calendar entries to join meetings. To create or edit a Equinox Management meeting, you must access the Equinox Management user portal, or use the 64-bit Avaya Equinox Add-in for Microsoft Outlook.

Before you begin

The XT Series must be managed by Equinox Management (see *Deployment Guide for Avaya Scopia® XT Series*).

Procedure

1. Access the calendar screen to display today's scheduled meetings. From the XT Series web interface, select **Home** and view the **Calendar** section. From the endpoint's main menu, select **Calendar**.

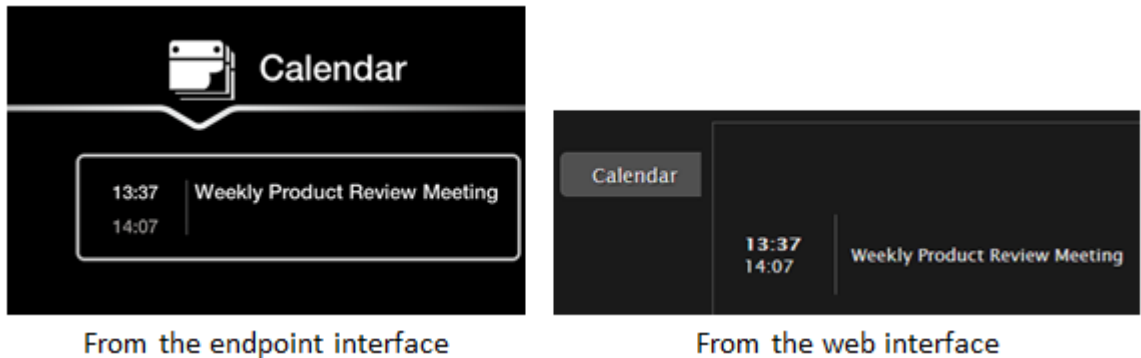


Figure 48: Viewing endpoint's scheduled meetings for today

2. Before the meeting starts, the XT Series displays a notification in the title bar of the endpoint interface notifying you when the meeting is due to start. Then when the meeting is about to start, you are invited to join.

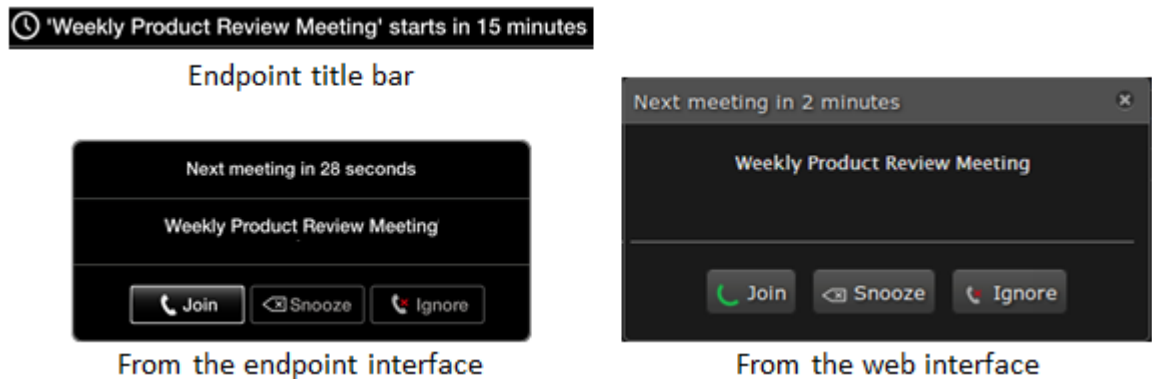


Figure 49: Notifications when a meeting is due to start

3. If the meeting has already started, select **Join Now**.

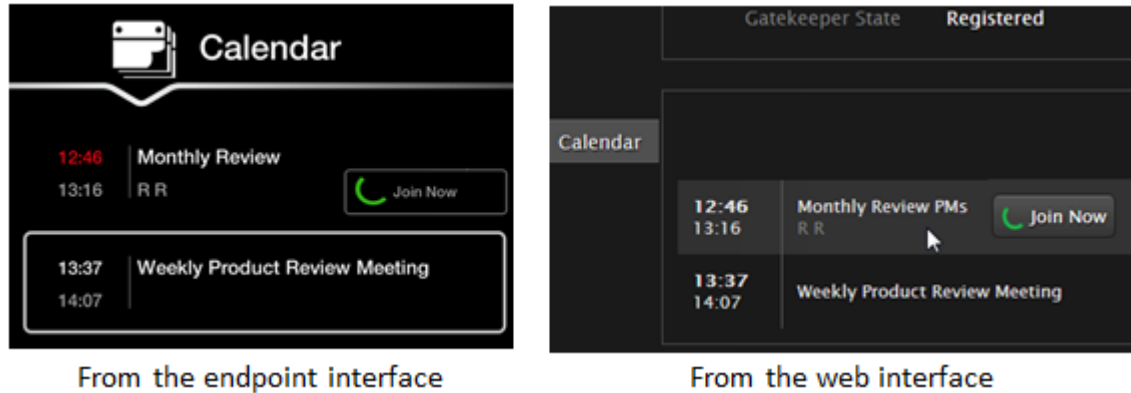


Figure 50: Joining a meeting after its start time

Related links

[Participating in Meetings](#) on page 49

Moving the PTZ Camera's Position

About this task

This section details how to set the angle and zoom of a PTZ camera connected to your Avaya Scopia® XT Series.

A PTZ camera can pan to swivel horizontally, tilt to move vertically, and optically zoom to devote all the camera's pixels to one area of the image. For example, the XT Standard Camera is a PTZ camera with its own power supply and remote control, and uses powerful lenses to achieve superb visual quality. In contrast, fixed cameras like webcams only offer digital PTZ, where the zoom crops the camera image, displaying only a portion of the original, resulting in fewer pixels of the zoomed image, which effectively lowers the resolution. Fixed cameras also offer digital pan and tilt only after zooming, where you can pan up to the width or length of the original camera image.

Once you have set the camera's angle and zoom, the system restores the last camera position the next time you use the camera. You can store multiple preset camera positions if needed (see *Deployment Guide for Avaya Scopia® XT Series*).

Procedure

1. Access the camera control settings. From the XT Series web interface, select **More Actions > Cameras Control**. From the endpoint's main menu, select **Control Camera**.

During a meeting, press **ok/menu** to access the videoconference menu ([Figure 51: Controlling your camera](#) on page 52), and then select **Control Camera**.

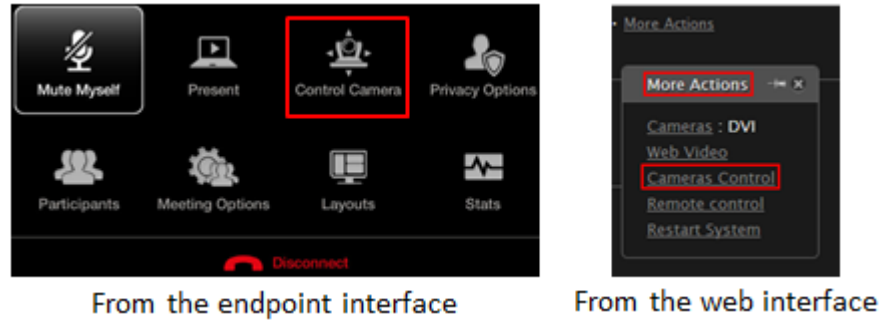


Figure 51: Controlling your camera

2. If you have more than one camera, first select the one you want to move. From the XT Series web interface, select the **Cameras** field. From the endpoint's main menu, select **Control Camera > ok/menu > Video Source**. Press **ok/menu** repeatedly to switch between cameras.



Figure 52: Switching between cameras


3. Move the camera position using the arrows and zoom keys to position your camera.

Related links

[Participating in Meetings](#) on page 49

Adjusting the Default Volume Settings

About this task

Press  + or - on the XT Remote Control Unit to adjust the sound you hear when receiving a call and during a videoconference.

To change the default speaker volume, perform the procedure in this section.

Procedure

1. To change the default volume settings, access the system's call settings. From the XT Series web interface, select **Basic Settings > Call-Answer mode > General**. From the endpoint's main menu, select **Configure > Calling**.

General

Save

Mute No

Volume 44

Video Privacy No

Do not Disturb Yes

DnD Mode All except Trusted

Automatic Answer Never

Answer after (Rings) 0

Ringing Volume 6

Confirm Disconnect Yes

Figure 53: Call-Answer settings

2. Drag the **Volume** slider to set the value.
3. From the web interface only, select **Save**.

Related links

[Participating in Meetings](#) on page 49

Presenting Content from Your Computer

You can display content from your computer on an Avaya Scopia® XT Series monitor. You can share this content with participants in a local conference room, and with remote participants during a

videoconference. Depending on your organization's setup, you can share content in the following ways:

- Quickly present content without connecting your computer to the XT Codec Unit, as described in [Displaying a Presentation with an XT Series EP](#) on page 54. Your computer must have Avaya Scopia® XT Desktop client installed and be in the same network as the endpoint. If the computer and endpoint are in different networks, make sure there is no NAT or firewall between them.
- Present content by first connecting your computer to the DVI port on the XT Codec Unit. Use this method when:
 - Your computer does not have Avaya Scopia® XT Desktop client installed.
 - There is a firewall or NAT device between your computer and the XT Series.
 - There is no network connection in the meeting room, and you are using the XT Series monitor to present the content to participants in the local meeting room only.

Connect your computer as described in [Connecting a Computer to the XT Series](#) on page 58, and then share content as described in [Sharing Computer Content](#) on page 60.

Related links

[Participating in Meetings](#) on page 49

[Presenting Content Using an Avaya Scopia® XT Series Endpoint](#) on page 54

[Connecting a Computer to the XT Series](#) on page 58

[Presenting Content by Connecting your Computer to the XT Series](#) on page 60

Presenting Content Using an Avaya Scopia® XT Series Endpoint

About this task

Users can present content from a laptop on an XT Series monitor without connecting it to the XT Codec Unit, using the Avaya Screen Link feature. If you are also using the XT Series for a videoconference, the content is shared with all participants of the meeting, both located in the same room and remote.

Depending on its security configuration, an XT Series endpoint behaves in one of the following ways when you to connect to it:


- **Rejects Screen Link** — the endpoint does not allow anyone to connect to it for screen sharing.
- **Requires password** — the endpoint generates a one time password that you need to enter on your laptop to connect to it.
- **Seamlessly authenticates Scopia XT Desktop Client and connects to it**

Before you begin

- If you want to present content to local participants only, make sure that the XT Series endpoint is not currently used for a videoconference. If you are using the endpoint for an audio-only call, you can share the presentation with participants in the meeting room.
- To present content from your laptop, bring the laptop into a videoconference room equipped with an XT Series endpoint.

- To display your computer's content on the XT Series using Avaya Screen Link, your computer must have Scopia XT Desktop Client installed and be in the same network as the endpoint. If the computer and endpoint are in different networks, make sure there is no NAT or firewall between them.
 - For automatic pairing (using proximity sensing), the computer's speakers must be able to play audio at up to 19KHz.
 - The proximity pairing is designed to work in proximity to the endpoint's microphone. The optimal distance is up to 1-1.5 m. The exact distance depends on the type of microphone pod used (one way or three way) and the computer's gain levels.
 - When automatic proximity does not work, use manual pairing.

Procedure

1. Choose an XT Series endpoint from the list of endpoints found by Scopia XT Desktop Client:
 - a. Right-click the Scopia XT Desktop icon  and select **Screen Link > Start Screen Link**.

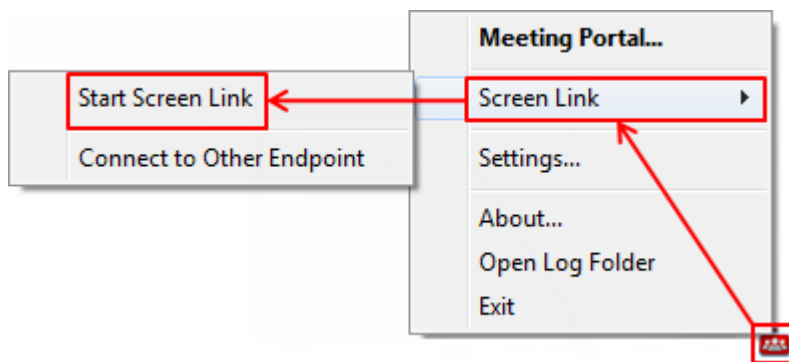



Figure 54: Starting to share content using the XT Series endpoint

Your Scopia XT Desktop Client looks for accessible XT Series endpoints and displays a list of endpoints you can connect to.

- b. Select the XT Series endpoint that you want to use.
 - c. If the endpoint you want to use does not appear in the list, connect to it as described in [Step 2](#) on page 55.
2. Connect to the XT Series endpoint by its IP address:
 - a. Turn on the XT Codec Unit by pressing the  Power key on the XT Remote Control Unit.

The monitor displays this endpoint's IP address.

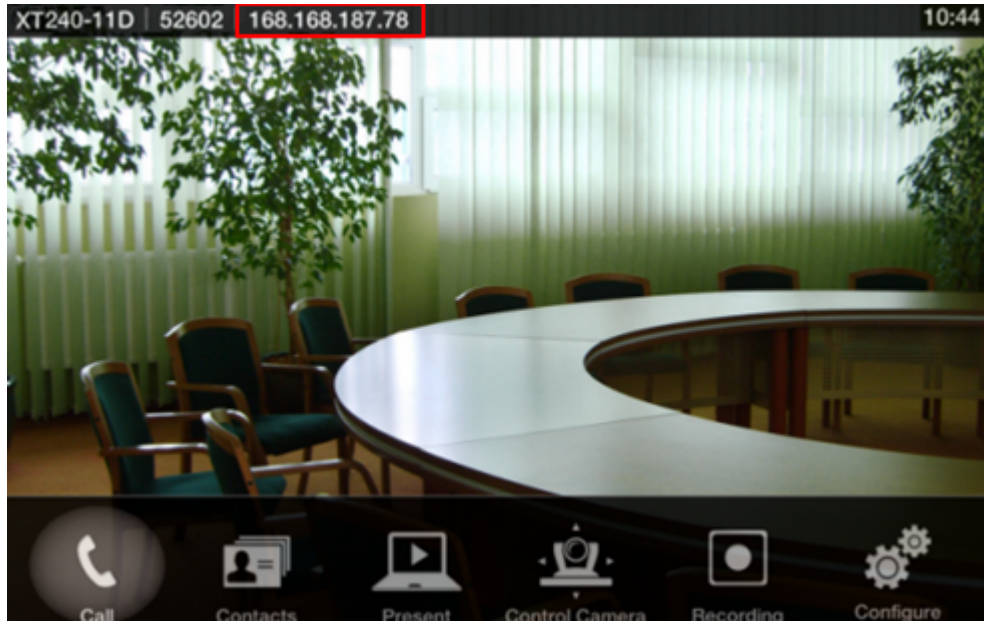



Figure 55: IP address displayed on the XT Series monitor

- b. Right-click the Scopia XT Desktop icon  and select **Screen Link > Connect to Other Endpoint**.

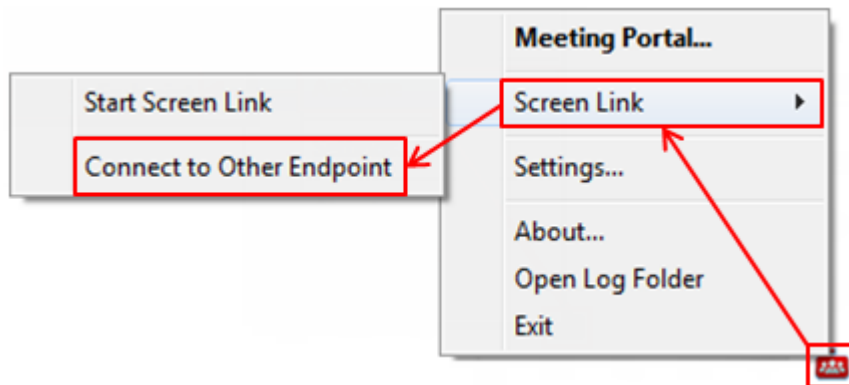


Figure 56: Connecting to an XT Series endpoint by its IP address

- c. Enter the IP address of the endpoint on your laptop.
 - d. Select **OK**.
3. If the XT Series endpoint is protected with a password, enter the password displayed on the endpoint screen.

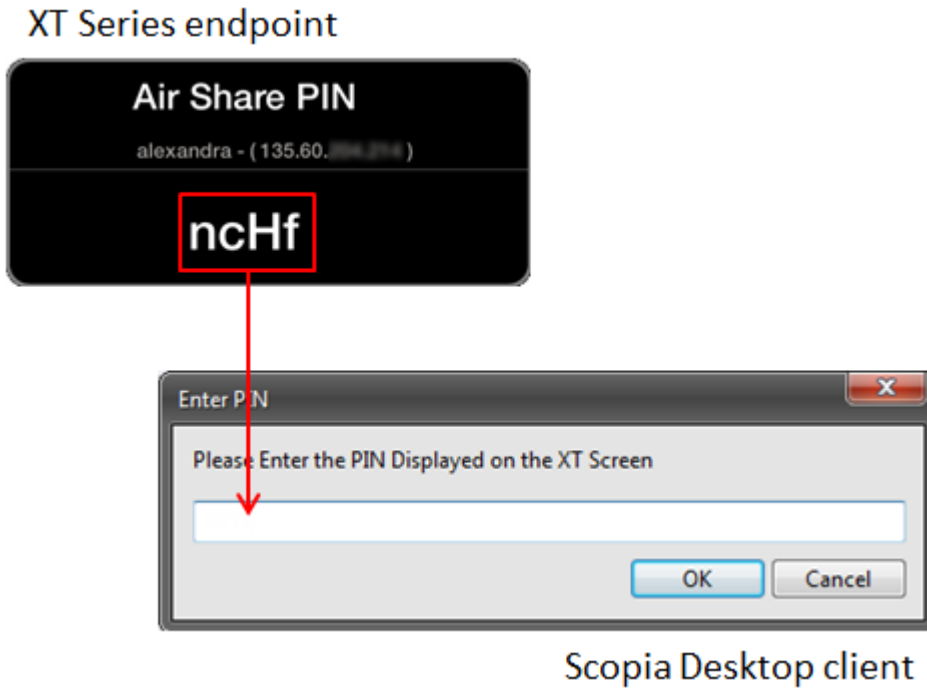



Figure 57: Entering the XT Series endpoint password

The content is displayed on the screen of the XT Series endpoint or the content is shared with remote participants.

4. To stop presenting your content on the endpoint screen, right-click the Scopia XT Desktop icon  and select **Screen Link > Stop Screen Link**.

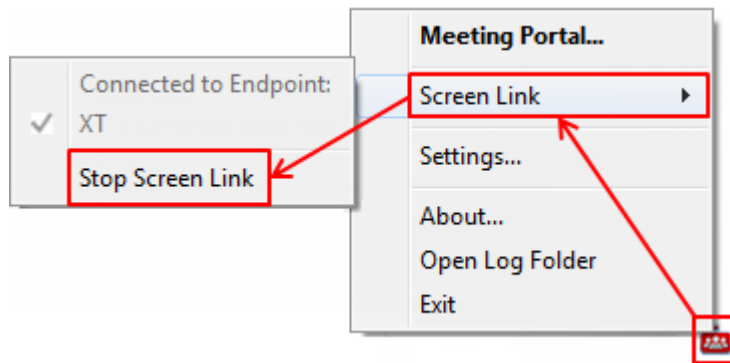



Figure 58: Stopping to share content using the XT Series endpoint


Related links

[Presenting Content from Your Computer](#) on page 53

Connecting a Computer to the XT Series

About this task

Connect a computer to share a presentation or other content with other participants. You can display the content to participants in a local conference room, as well as to remote participants during a call. You connect the video separately from the audio. The computer video is routed to the DVI port on the XT Codec Unit, while the audio is routed to the audio-in  port.

When you share a computer's sound during a call, remote participants hear the computer's audio output as well as the audio from the Microphone Pod. However, analog microphones like the one-way Microphone Pod use the same audio-in  port as a connected computer, so to use both at the same time, connect them via an audio mixer (see *Deployment Guide for the Avaya Scopia® XT Series*).

Alternatively, you can quickly share content without connecting your computer using the Avaya Screen Link feature. You can do so only if your computer has Avaya Scopia® XT Desktop client and is on the same network as the XT Series. If they are in different networks, verify there is no NAT or firewall between them. For more information about using the Avaya Screen Link feature, see the Avaya Scopia® XT Series User Guide, which is available from support.avaya.com.

Procedure

1. If your computer has a DVI or HD port, connect it to the DVI port on the XT Codec Unit. Alternatively, use the supplied DVI-VGA adapter to connect a VGA cable from the adapter to the computer's VGA port.

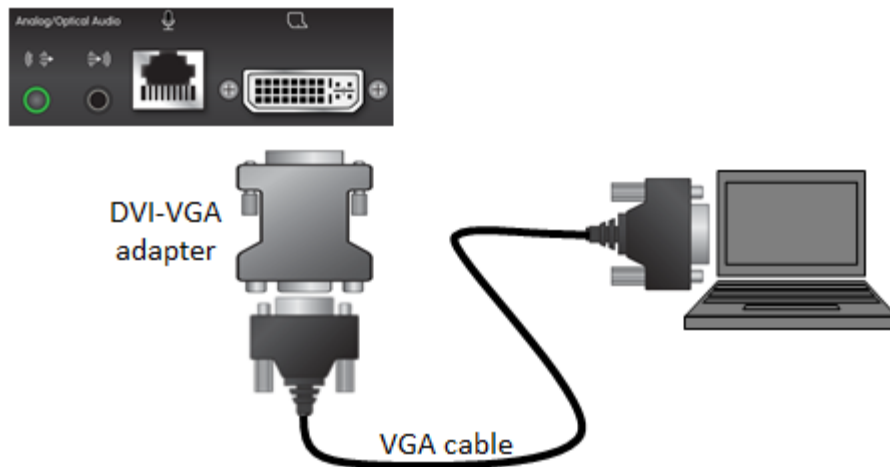



Figure 59: Connecting a computer's display to the XT Series

2. Connect the computer audio to the audio-in  port on the XT Codec Unit, which supports both analog and digital optical audio.

Important:

By default, participants in the meeting can hear your computer's audio even if you mute the audio on the XT Series.

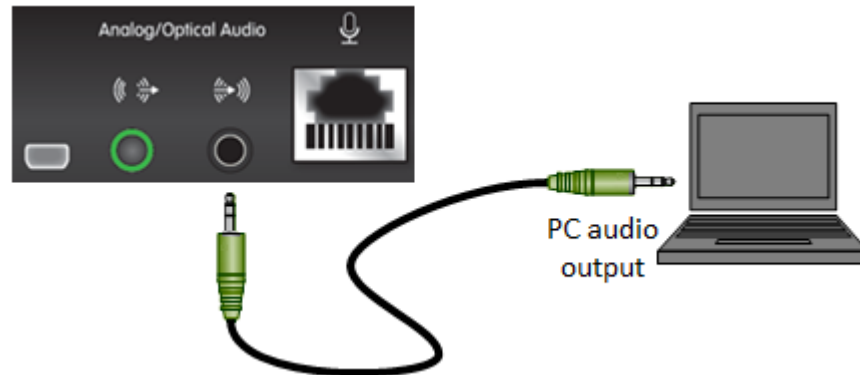


Figure 60: Connecting a computer's audio to the XT Series

When you connect a computer's audio output to the XT Series, the echo cancellation for this analog input is disabled by default (see *Deployment Guide for the Avaya Scopia® XT Series*).

3. Set the computer's resolution by accessing the operating system graphics settings.
4. Select your screen resolution and refresh rates from the list of supported settings (see [Table 8: Supported computer monitor resolutions and refresh rates](#) on page 59).

Table 8: Supported computer monitor resolutions and refresh rates

Name	Resolution	Digital Refresh Rate (Hz)	Analog Refresh Rate Frequency (Hz)
1080p	1920x1080	60	60
SXGA	1280x1024	60,75	60, 75
	1280 x 960	60,85	60,85
SXGA+	1400x1050	60	60
HD+ (900p)	1600x900	60	N/A
HD 720p	720p	60	60
WSXGA	1440x900	60	60
UVGA	1280x960	60, 85	60, 85
	1400x1050		
WXGA	1280x768	60	60
	1280x800	60	N/A (refers to 1280x800)
XGA	1024x768	60, 70, 75	60, 70, 75
SVGA	800x600	60, 72, 75	60, 72, 75
VGA	640x480	72, 75	72, 75

5. To share content from your computer, continue with [Presenting Content by Connecting your Computer to the XT Series](#) on page 60.

Related links

[Presenting Content from Your Computer](#) on page 53

Presenting Content by Connecting your Computer to the XT Series

About this task

You can share the content of your computer screen and its audio either with other participants in a call or when you are not in a call, you can share it with those in the local conference room. This procedure describes how to present content on your computer once your computer is connected to the DVI port on the XT Codec Unit.

Alternatively, you can quickly share content without connecting your computer using the Avaya Screen Link feature. You can do so only if your computer has Avaya Scopia® XT Desktop client and is on the same network as the XT Series. If they are in different networks, verify there is no NAT or firewall between them. For more information about using the Avaya Screen Link feature, see the Avaya Scopia® XT Series User Guide, which is available from support.avaya.com.

During a videoconference, you can choose your video layout to arrange the display of the presentation, remote video, and local video (see [Changing Your Own Video Layout](#) on page 61).

The XT Series sends both live video and shared content simultaneously on separate channels, known as dual video. This happens as long as the remote endpoint can receive dual video. If not, it will switch to sending presentation only until you revert back to live video. The available bandwidth is shared evenly the two streams by default, but an administrator can customize this in the XT Series if required. When using Web collaboration in a meeting, XT Series uses a secure web socket connection to Scopia Elite MCU to send or receive content in place of dual video. In this case, the bandwidth used by the web collaboration stream is automatically managed by the server and not influenced by XT Series configuration.

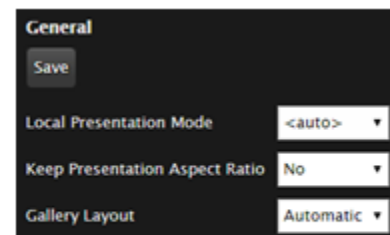
During a videoconference, your computer content is private and is only shared with others when you manually choose to do so.

Before you begin

- (Optional) To automatically start displaying content locally as soon as you connect a computer, access the presentation settings . From the XT Series web interface, select **Administrator Settings > Presentation > General**. From the endpoint's main menu, select **Configure > Advanced > Presentation**.



From the endpoint interface




From the web interface

Figure 61: Automatically sharing computer content

Set **Local Presentation Mode** to **Automatic** (endpoint's interface) or **<auto>** (web interface). In this mode, the system always shows the computer content when not in a call, and asks if you want to accept incoming calls. To start sharing content with remote participants in a videoconference, follow the procedure below.

- Connect your computer to the XT Series (see [Connecting a Computer to the XT Series](#) on page 58).

Procedure

1. To share computer content with participants in a videoconference, press **Present**  on the XT Remote Control Unit, from the endpoint's main menu, or from the in-call menu. From the XT Series web interface, select **More Actions > Presentation**.

If you are only using the XT Series for a local presentation, your computer content is typically displayed automatically when you connect it to the XT Codec Unit. You only need to perform this step if you set **Local Presentation Mode** to **Manual** (see [Before you begin](#) on page 60).

2. To end sharing computer content, press **Present**  or **Back**  on the XT Remote Control Unit.

Related links

[Presenting Content from Your Computer](#) on page 53

Changing Your Own Video Layout

About this task

This section details how to change your own video layout during a call or meeting. A video layout is the arrangement of participant images as they appear on the monitor in a videoconference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

The available layouts depend on the number of streams in your meeting and how many monitors you have. There are three streams: your own video, the remote video, and a shared presentation. With one screen, you fill it with the remote video and overlap a small window of your own video. With a shared presentation, you can choose a video layout. With two monitors, you have more choices of video layouts (see [Figure 62: Examples of video layouts with three streams on single or dual monitors](#) on page 62).



Figure 62: Examples of video layouts with three streams on single or dual monitors

As you add more participants to the meeting, each participant adds their own video stream, which requires an MCU to arrange them into a conference layout. The conference layout is then integrated into your XT Series as the remote video stream (see [Figure 63: Multi-party videoconference places conference layout as the remote stream \(example\)](#) on page 62).

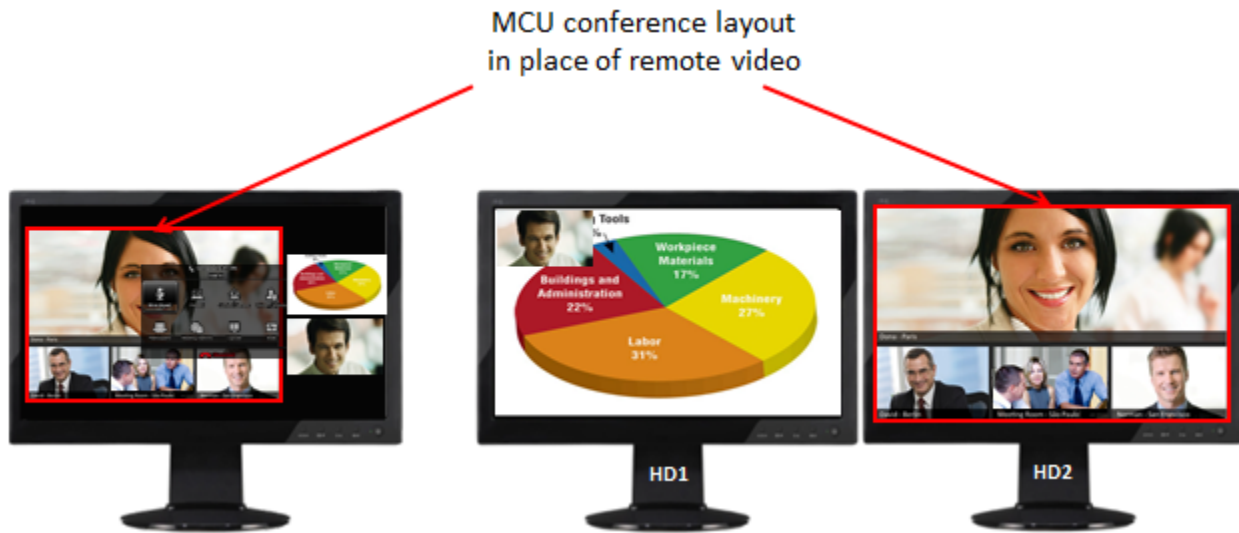


Figure 63: Multi-party videoconference places conference layout as the remote stream (example)

The choice of conference layouts offered by the MCU depends on the MCU model. For example, the layouts in the Scopia Elite MCU can display up to 28 participants, while the built-in MCU of the XT Series can display only up to eight remote participants.

For improved user experience when using one monitor, the Scopia® Elite 6000 MCU offers an additional set of video layouts called gallery layouts (Avaya Scopia Solution version 8.3.2 or later).

Specifically designed for viewing shared content, these video layouts optimize screen space by displaying the presentation as the main part of the screen, with participants as a strip either alongside or underneath. By contrast, a standard video layout might display participants as an image overlay (as an example).

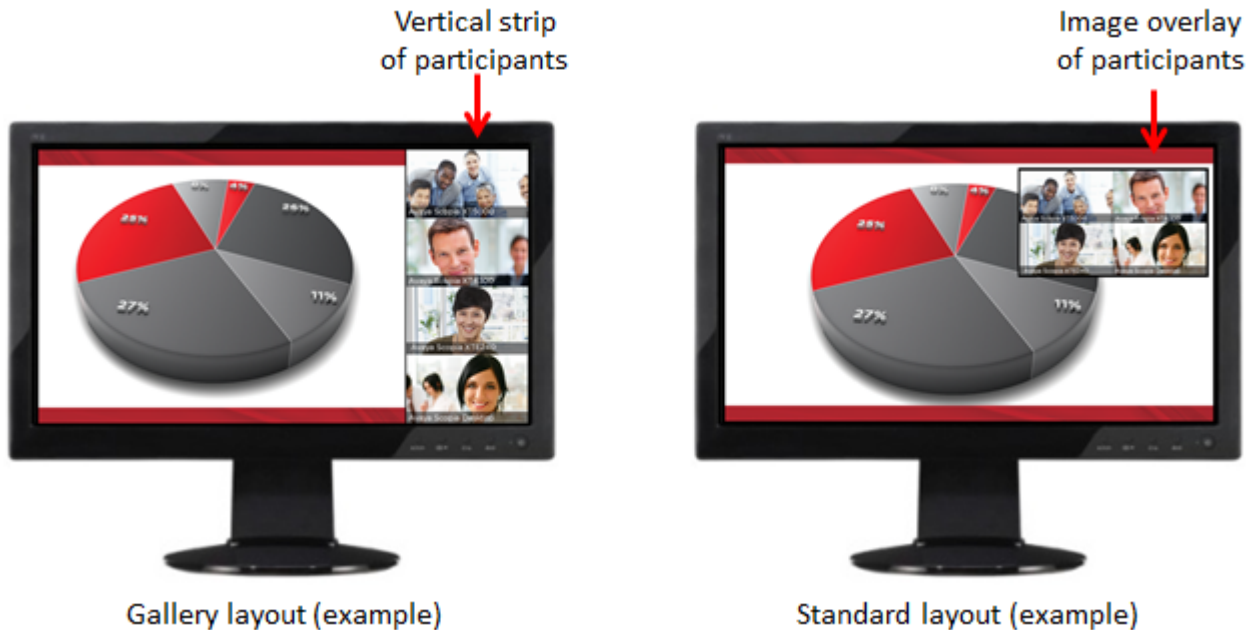




Figure 64: Comparing gallery and standard layouts




Recorded videoconferences use one monitor only. During recording, the auxiliary monitor displays the same video layout as the primary monitor.

Before a call, your monitor(s) display your own video, except on the XT Executive which shows the computer content by default.

Meeting moderators can also change the video layout for all participants in a meeting (see [Changing the Video Layout for all Participants](#) on page 72).

Procedure

1. To cycle through the most commonly used video layouts, press the **Layouts**  key on the XT Remote Control Unit repeatedly.
2. To view all available layouts, press and hold the **Layouts**  key on the XT Remote Control Unit, or press **ok/menu** and then select **Layouts**.

The choices of layouts depend on the number of streams to display and the number of connected monitors. The group icon  represents remote video, while the single icon  represents local video. The graph icon  represents the presentation.

When a participant shares content in a meeting hosted by a Scopia® Elite 6000 MCU, you can choose from an additional set of layouts designed to optimize screen space (known as gallery layouts or MCU). This requires Avaya Scopia Solution version 8.3.2 or later.

*** Note:**

Gallery layout is not available when receiving Web Collaboration.

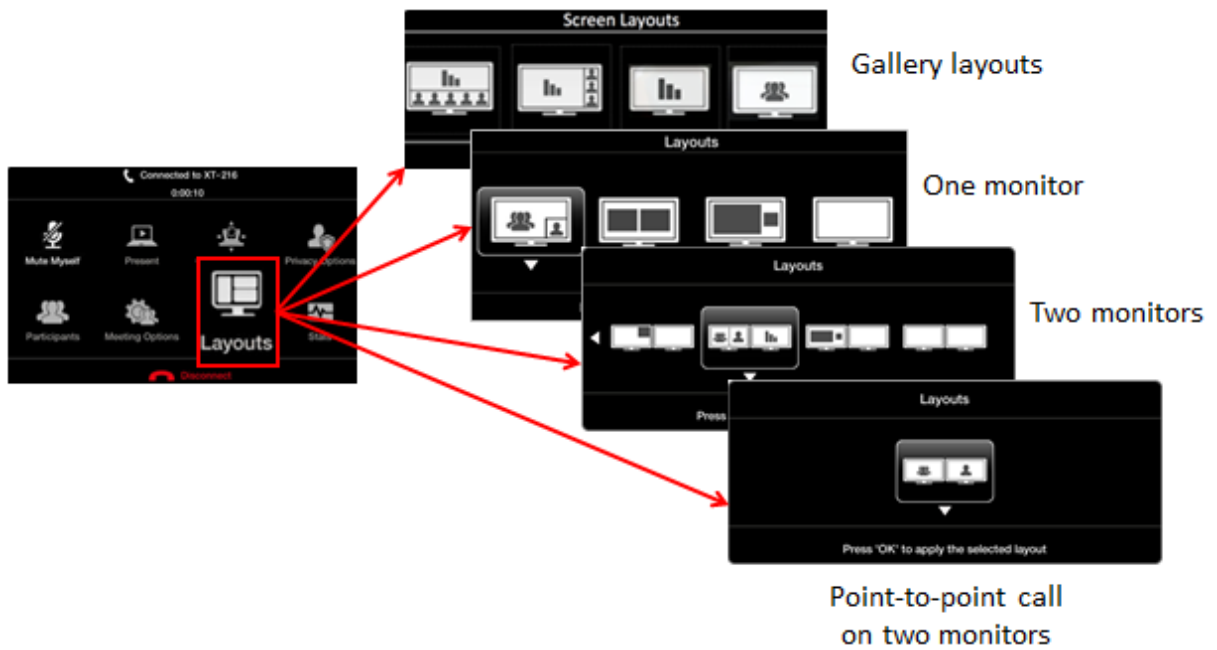


Figure 65: Changing video layout during a call (example)

3. (Meetings hosted by a Scopia Elite MCU only) To view additional layouts available on the MCU:
 - a. Press **0** on the XT Remote Control Unit.
 - b. Continue to press **0** to rotate through the available layouts.
 - c. (Optional) Press **#** to automatically adjust the size of the video display to better fit your endpoint screen.
 - d. By default, your own image is not in the video layout. Press **1** to add your image, and press **1** to remove it.

For more information about MCU layouts, see *User Guide for Scopia Elite MCU*.

Related links

[Participating in Meetings](#) on page 49

Blocking your own Audio and Video

About this task

During a call, you can block and unblock your own audio and video and either replace the video with a placeholder static slide, or you can hide your participation altogether if your XT Series is hosting the meeting.

Procedure

1. To mute your own audio, access the call menu. From the XT Series web interface, select **Mute** from the top bar under the tabs. From the endpoint, select **ok/menu** > **Mute Myself**.

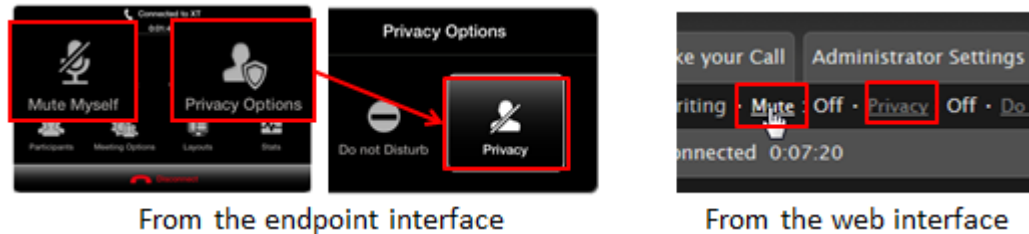





Figure 66: Blocking your own audio and video

Alternatively you can press the mute  key on the XT Remote Control Unit, or if you use the Microphone Pod, you can press its own mute button. When your audio is muted, the  icon disappears on the display.

2. To block your own video and replace it with a static slide, access the call menu. From the XT Series web interface, select **Privacy** from the top bar under the tabs. From the endpoint, select **ok/menu** > **Privacy Options** > **Privacy** (see [Figure 66: Blocking your own audio and video](#) on page 65). Alternatively, you can remove it from the video layout.

The camera moves to its sleep position when it is disabled.

The system sends a placeholder slide to remote participants, and displays the  icon on your display.

Alternatively, you can hide your video. You can choose this preference: From the XT Series web interface, select **Administrator Settings** > **System** > **Customization** > **General**. From the endpoint's in-call menu, select **Configure** > **Advanced** > **System** > **Customization**. At the **Privacy Options** menu, select **Hide Video**.

3. To block your audio and video and hide your participation in the meeting by removing your space in participants' video layout, access the in-meeting settings. From the XT Series web interface, select **Meeting** > **Hide Myself**. From the endpoint's in-call menu, select **Meeting Options** > **Hide Myself**.

This feature is only available when your endpoint hosts the meeting on its built-in MCU.

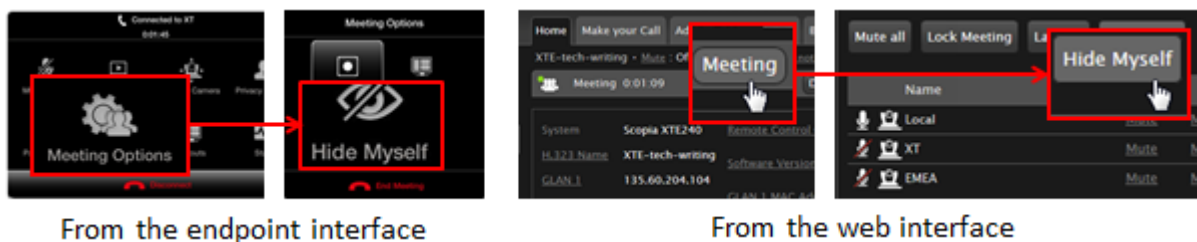


Figure 67: Hiding your presence in a meeting

4. To block your video by default, access the call settings. From the XT Series web interface, select **Basic Settings** > **Call-Answer Mode** > **General**. From the endpoint's main menu, select **Configure** > **Calling**.

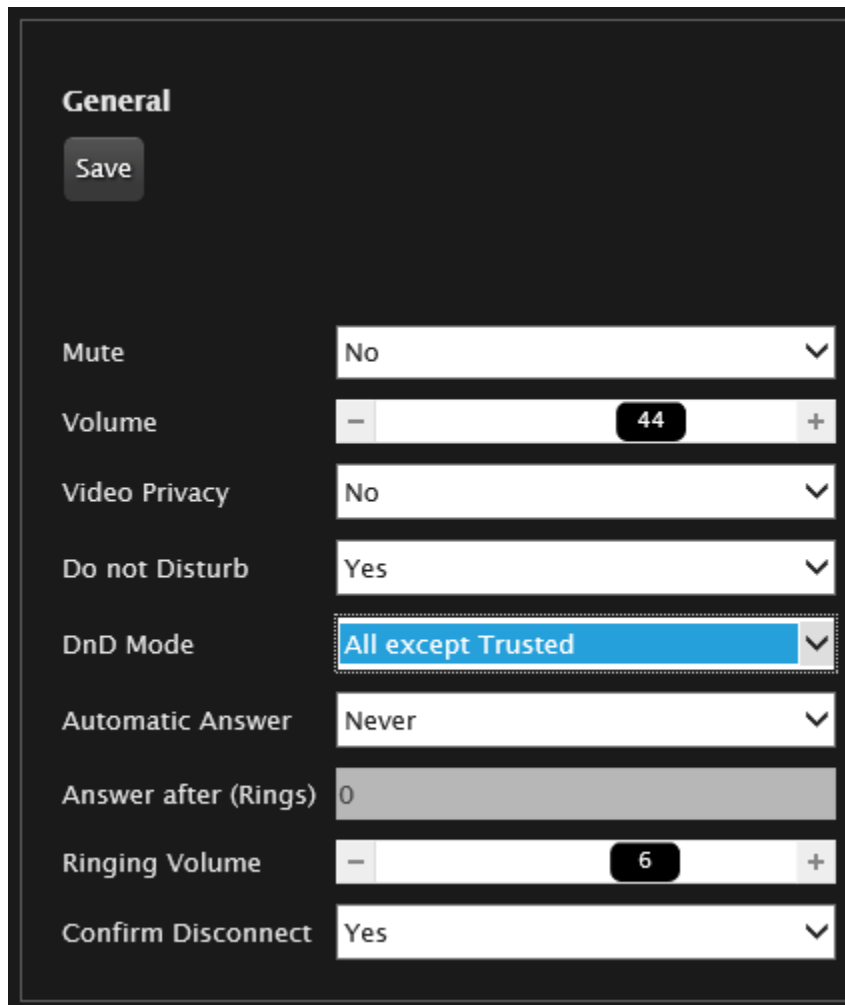


Figure 68: Call settings

5. Set **Privacy** or **Video Privacy** to **Yes**.
6. From the web interface only, select **Save**.

Related links


[Participating in Meetings](#) on page 49


Blocking All Incoming Calls (DND)

About this task

If you do not want to answer incoming calls, you can configure the Avaya Scopia® XT Series to block all incoming calls by enabling Do Not Disturb (DND).

When the Do Not Disturb feature is enabled:

- The system blocks notifications of incoming calls.
- The  icon appears in the system information area of the monitor display.
- When a remote endpoint calls, the system informs it that you are unavailable and automatically disconnects the calling endpoint.

You can also temporarily enable Do Not Disturb when receiving an incoming call. To enable, select **Do not disturb** on the window which appears when your endpoint rings. To disable, press and hold  **Call** on the XT Remote Control Unit or from the endpoint's main menu select **Turn off Do not disturb**.

Procedure

1. Access the call settings. From the XT Series web interface, select **Basic Settings > Call-Answer Mode > General**. From the endpoint's main menu, select **Configure > Calling**.

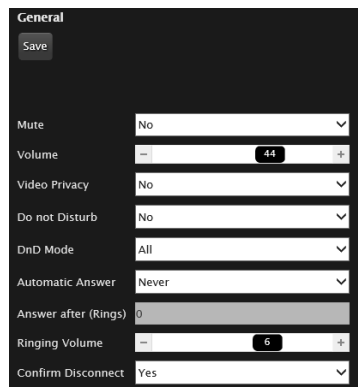


Figure 69: Calling preferences

2. Set **Do Not Disturb** to **Yes**.
3. Set **DnD Mode** to **Everyone**.
4. From the web interface only, select **Save**.

Related links

[Participating in Meetings](#) on page 49

Blocking All Calls Except from Trusted Contacts

About this task

You can configure your XT Series to automatically reject all incoming calls except the ones coming from your trusted favorite contacts (or numbers). In this way you can block unwanted calls that may interrupt your work, remaining available for you trusted favorites.

Procedure

1. Access the call settings. From the XT Series web interface, select **Basic Settings > Call-Answer Mode > General**. From the endpoint's main menu, select **Configure > Calling**.

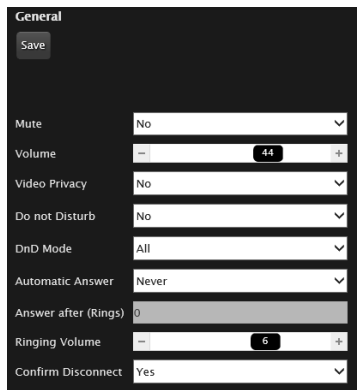


Figure 70: Calling preferences

2. Set **Do Not Disturb** to **Yes**.
3. Set **DnD Mode** to **All Except Trusted**.
4. From the web interface only, select **Save**.

Related links

[Participating in Meetings](#) on page 49

Chapter 5: Moderating Meetings

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

A moderator has special rights in a videoconference, including blocking the sound and video of other participants, inviting new participants, disconnecting others, determining video layouts, and closing meetings.

Related links

[Moderating a Videoconference](#) on page 69

[Changing the Video Layout for all Participants](#) on page 72

[Recording Meetings](#) on page 74

Moderating a Videoconference

About this task

You can moderate a videoconference hosted on an external MCU or hosted on your own XT Series built-in MCU. A moderator has special rights in a videoconference, including blocking the sound and video of other participants, inviting new participants, disconnecting others, determining video layouts, and closing meetings.

This section describes different actions you can take as the moderator of a videoconference hosted by your XT Series built-in MCU, for example inviting participants and assigning a participant to be the lecturer. To change the video layout of all participants, see [Changing the Video Layout for all Participants](#) on page 72.

You can moderate a videoconference hosted by another MCU (such as another XT Series MCU or Scopia Elite MCU) if your XT Series is managed by Equinox Management, or if the other MCU supports H.243 and you are connected to the meeting via H.323. Both the XT Series built-in MCU and many third-party MCUs support the H.243 standard, which enables remote videoconference management.

Procedure

1. Access the active videoconference. From the XT Series web interface, select **Participants** in the meeting window. From the endpoint, press **ok/menu** to access the videoconference menu, and select **Participants**.

Your own endpoint is listed as **Local** in the participant list, and you can select it to perform a moderator task on your own endpoint.

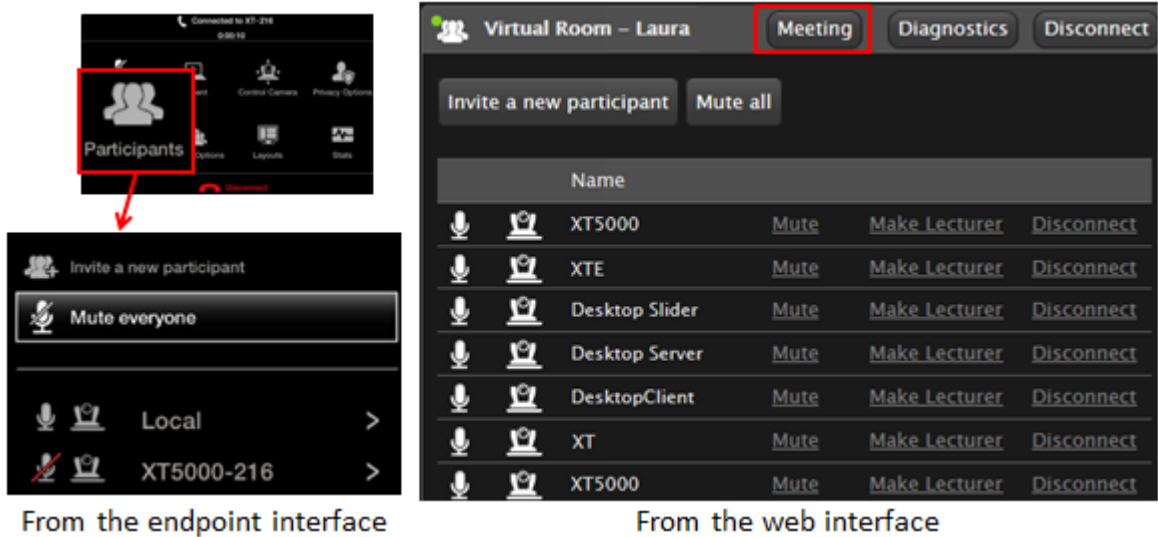


Figure 71: Moderating a hosted videoconference

2. To invite someone to join the meeting, select **Invite a new participant**.

You can choose an endpoint from the contacts, dial directly or choose one recently dialed.

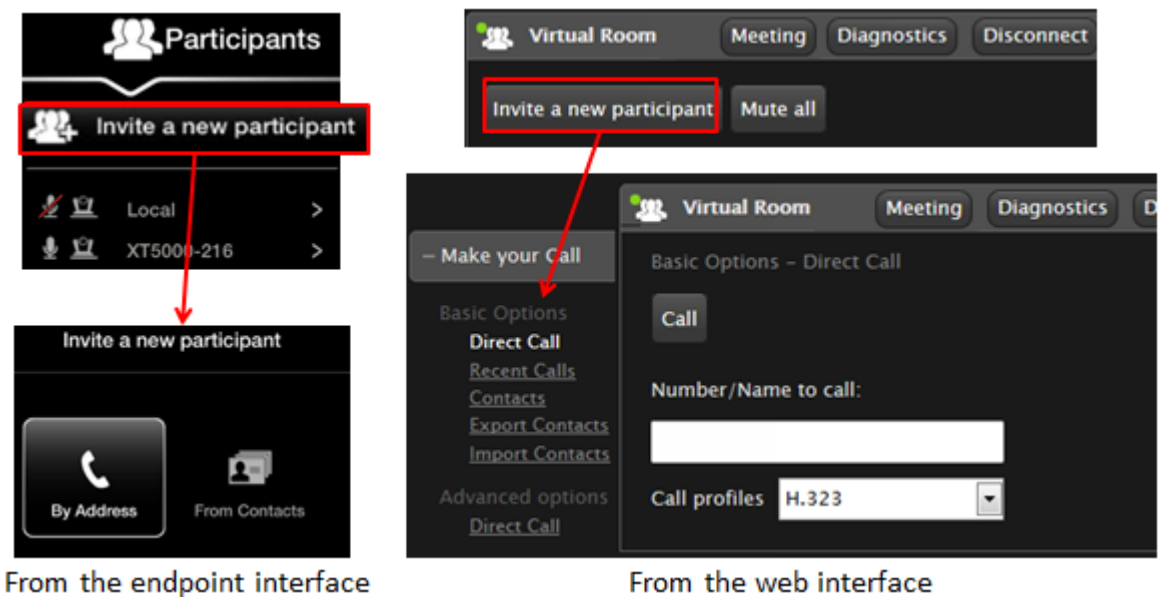


Figure 72: Inviting new participant by address or contacts

3. To disconnect a participant, select the endpoint and select **Disconnect**.
4. To mute all participants, select **Mute everyone** or **Mute all**. This is typically used to eliminate background noise from participants.
5. To mute a specific endpoint, select **Mute** for that endpoint.

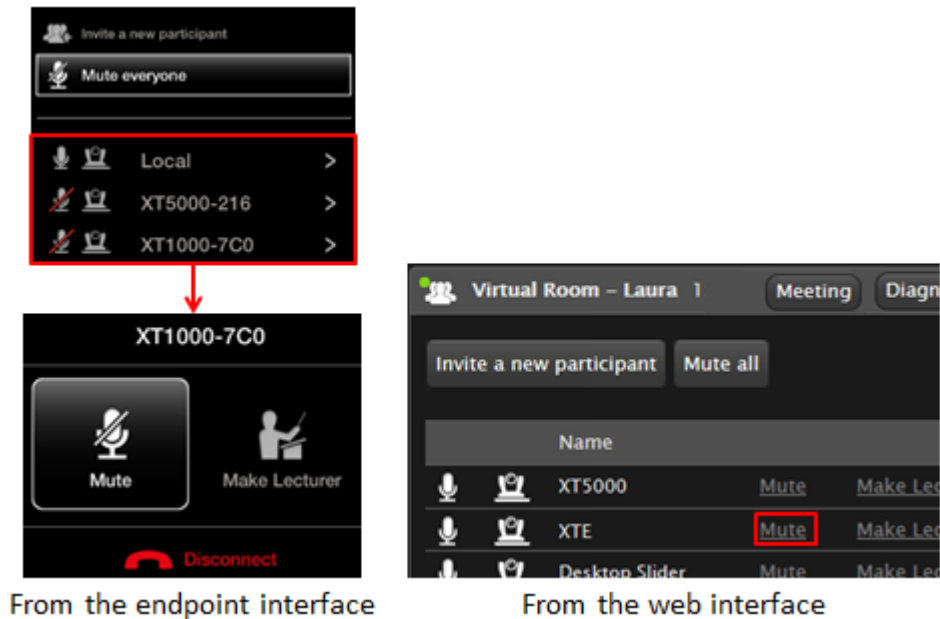


Figure 73: Muting a participant

6. To designate a participant as a lecturer, select **Make lecturer** for that endpoint.
All participants in the videoconference can see the lecturer's video in the main part of the screen, while a smaller image shows the most recent active speaker. This requires the hosting MCU support the H.243 standard, which enables remote videoconference management.
7. To prevent new participants from joining a meeting hosted on an XT Series, select **Lock Meeting**.
8. You can view detailed statistics about the hosting MCU, or you can view details of all the endpoints if you are the host of the meeting. From the XT Series web interface, select **Diagnostics**. Select **Previous** or **Next** to scroll through the endpoints. From the endpoint, press **ok/menu** to access the videoconference menu, and select **Stats**. Use the arrow keys on your XT Remote Control Unit to scroll through the endpoints.

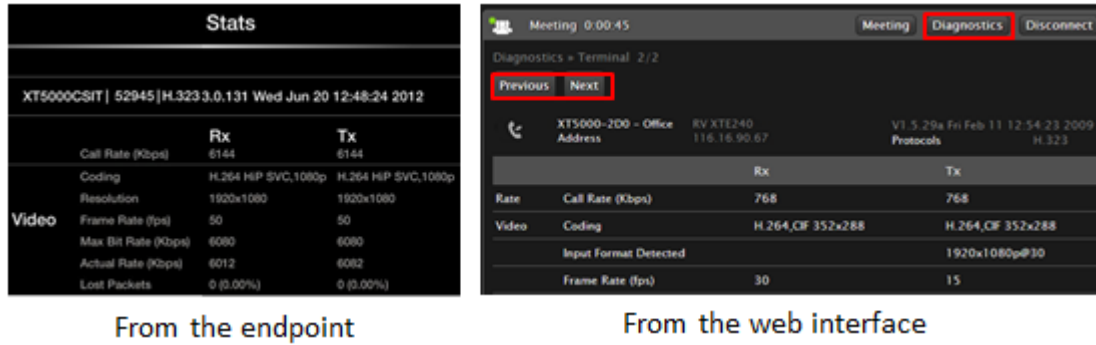


Figure 74: Viewing the remote endpoint's information

In the statistics window, **Rx** means receiving or incoming statistics, while **Tx** stands for transmitting, or outgoing statistics.

- To end the meeting and disconnect all participants, from the endpoint interface press **ok/menu** and select **Meeting Options > End meeting**. From the XT Series web interface, select **Disconnect** at the top of the meeting window.

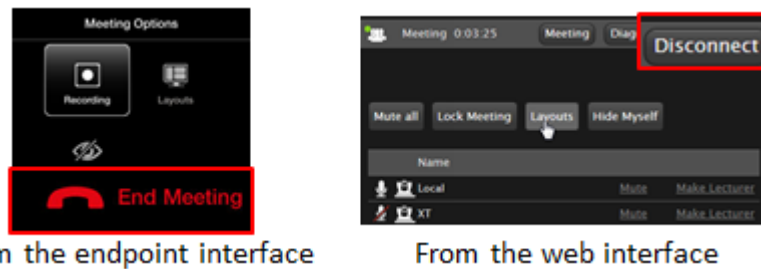


Figure 75: Ending a meeting (moderators only)

Related links

[Moderating Meetings](#) on page 69

Changing the Video Layout for all Participants

About this task

As a meeting moderator, you can determine the video layouts for all participants in your meeting. A video layout is the arrangement of participant images as they appear on the monitor in a videoconference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

If you host the meeting on your XT Series built-in MCU, you can change the video layouts on the XT Series.

The default layout is a dynamic one, which changes depending on the number of participants displaying video. The choice of layouts depends on your XT Series model and the number of participants with video present in the call.



Figure 76: Examples of video layouts for meetings hosted on the XT Series built-in MCU

Procedure

1. (For meetings hosted by an XT Series built-in MCU) To change the video layout for all participant from the endpoint interface, press **ok/menu** on the XT Remote Control Unit and select **Meeting Options > Layouts**. From the XT Series web interface, select **Meeting > Layouts**.

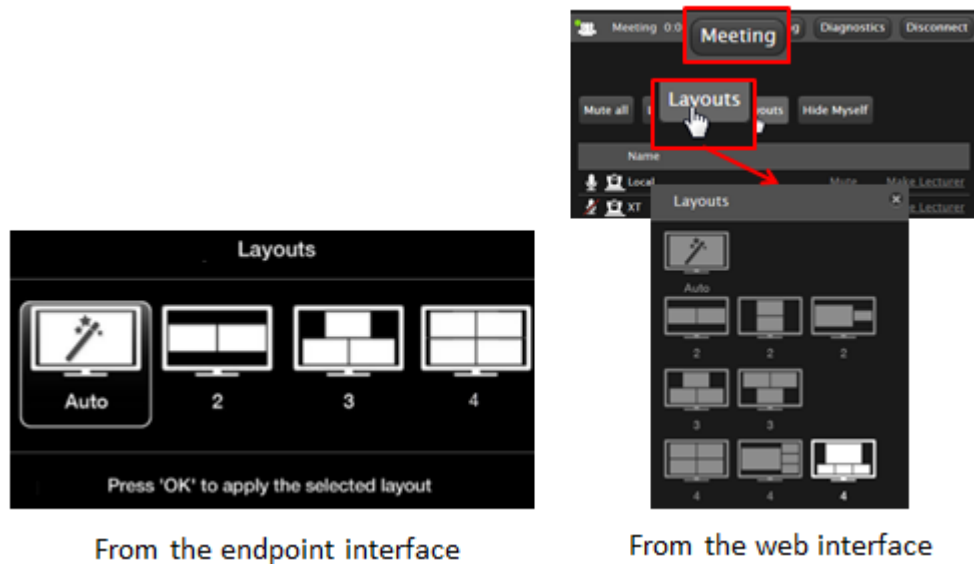


Figure 77: Changing the video layout for all participants

2. Select the desired layout according to the number of participants, or select **Auto** to restore the default layout.

Related links

[Moderating Meetings](#) on page 69

Recording Meetings

About this task

This section describes how to start, pause, or stop a recording during a videoconference.

You can record meetings to a locally connected USB storage device or the network. When recording to a USB device, you can also save the locally recorded files to an external server for back-up (if your system administrator has configured one). The external back-up server can be a generic FTP server or an Avaya Equinox Streaming and Recording Server. The process of saving a recorded file to an external server could require some time to complete, depending on the duration of your recorded session and the speed of your network connection. Typical transfer time for 4GB file (size of a recorded session of 5 hours at 2048K, 1080p) is around 30 minutes. During the file transfer you can monitor the progress of a file transfer, represented by a blue bar over the file preview in the playback page. A special icon is also shown in the XT Series GUI title bar to indicate that the transfer is still in progress. If you shut down the XT Series or unplug the USB key while a file transfer is in progress, the transfer will be interrupted and you will need to restart it manually from the XT Series Web interface. A special icon over the file will show that the transfer failed.

You can view recordings from the local USB storage device either on the XT Series or using any standard media player. The system saves the file as an MP4, and records the video in H.264 format with audio in AAC-LC format. You can view recordings saved to the network via the Avaya Equinox Unified Portal (see *Using Avaya Equinox Unified Portal*).

If using a USB device to record a videoconference hosted by your built-in MCU, up to six remote endpoints can join the meeting (if your license is MCU 9). If your license is MCU 4, up to three remote endpoints can join. If more remote endpoints already joined, you cannot start a recording.

! Important:

Any recordings you make are not authorized by the manufacturer and are made at the sole responsibility and liability of the user.

Recorded videoconferences use one monitor only. During recording, the auxiliary monitor displays the same video layout as the primary monitor.

Before you begin

- To record to a local USB storage device, insert it in the lower USB port on the XT Series. Use a USB storage device formatted with FAT32, EXT2, EXT3, EXT4. Other formats, even if supported, are not recommended.

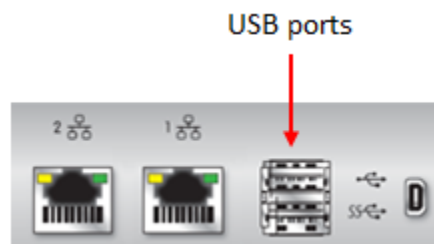


Figure 78: Connecting a USB drive to the XT Series

- To record directly to the network, your Equinox Solution must include a recording server, the XT Series must be managed by Equinox Management, and the meeting must be hosted by an external Scopia Elite MCU (or an older model). The endpoint must be accessible remotely by

Equinox Management with its address in the remote access settings (see *Deployment Guide for Avaya Scopia® XT Series*). For more information, contact your system administrator.

- (Optional) Customize your recording settings for local USB recording, such as video resolution, as described in [Enabling and Configuring Recording](#) on page 81. For example, to increase the recording time allowed, lower the recording bitrate.

Procedure

1. Access the **Recording** menu. From the XT Series web interface, select **More Actions > Recording**. From the endpoint's main menu, select **Recording**, or during a call, press **ok/menu** on the XT Remote Control Unit, and select **Meeting Options > Recording**.

The **Recording** screen indicates the amount of time you can record based on the available space on your USB storage device.

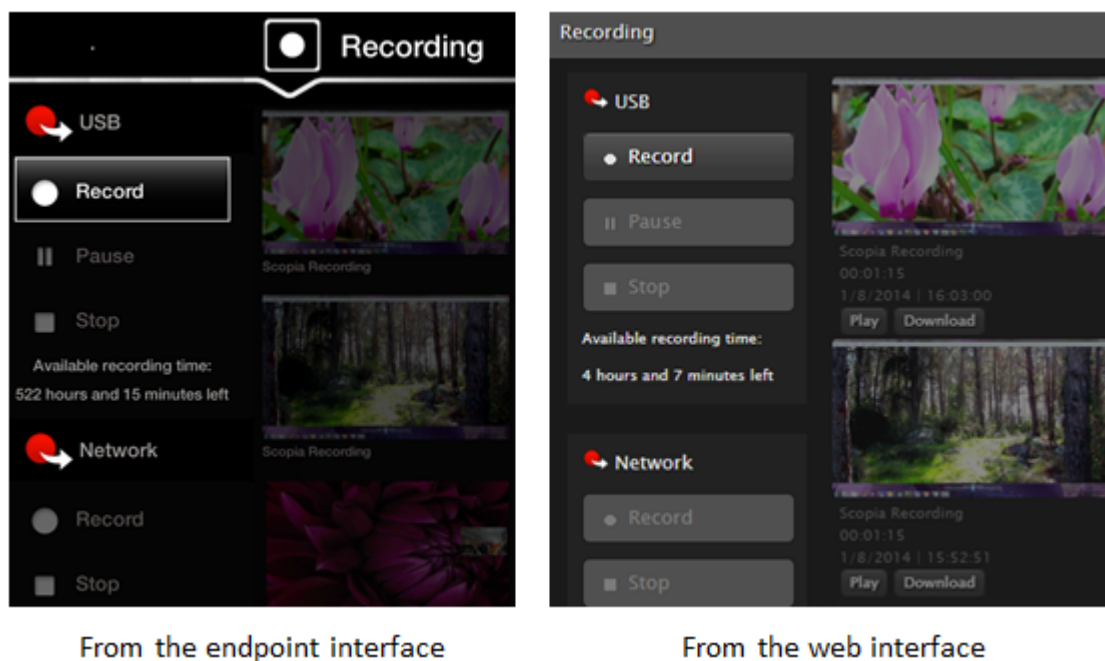


Figure 79: Start a recording

2. To start recording, select the **Record** option under your preferred recording location (USB or the network). For more information about the location options available to you, see the **Before you begin** section above or [Setting Recording Preferences](#) on page 81.

The recording icon appears at the top of the monitor, next to the remaining time available for the recording. You can pause or stop the recording by selecting those buttons in the recording screen.



Figure 80: Recording icon and time remaining on this USB drive

If you started the recording at any time after the videoconference started, the recording automatically stops when the videoconference ends. Otherwise, stop the recording by selecting **Stop**.

3. To playback recorded videoconferences stored on a local USB storage device, from the endpoint interface select the recording and press **ok/menu** to play. From the XT Series web interface, find the recording and select **Play** to view it directly in the browser (Chrome or Firefox only), or **Download** to save the MP4 file locally.

If your system administrator has configured an external back-up server for recordings, you can see the progress of the file as it transfers to the back-up location. The blue bar represents the progress.

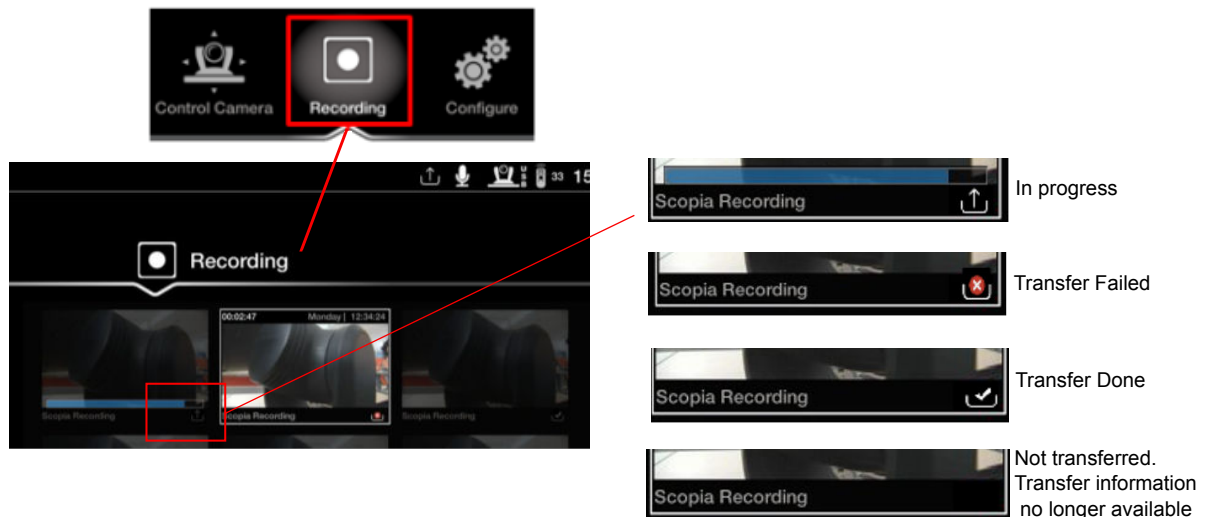


Figure 81: Viewing recordings stored on local USB drive

! Important:

Verify the system is not muted, to ensure you can hear the audio during playback.

4. To view a recorded meeting stored on the network, access the Avaya Equinox Unified Portal and follow the links to view recordings stored there (see *Using Avaya Equinox Unified Portal*).

If you receive an incoming call, playback is paused and you must manually accept or reject the new call. If you reject the call or enable Do Not Disturb, playback resumes automatically.

Inside a call, you must start presenting to share playback of the recording.

Related links

[Moderating Meetings](#) on page 69

[Uploading a recording file to a USB](#) on page 77

[Clearing the transfer status](#) on page 77

Uploading a recording file to a USB

About this task

You can upload a video recording from your PC/Mac to a USB. You can then play the video recording from your USB.

Procedure

1. Access the **Recording** menu. From the XT Series web interface, select **More Actions > Recording**. From the endpoint's main menu, select **Recording**, or during a call, press **OK/menu** on the XT Remote Control Unit, and select **Meeting Options > Recording**.
2. Click **Upload Video** and follow the prompts to upload the file to the USB.

Related links

[Recording Meetings](#) on page 74

Clearing the transfer status

About this task

If your system administrator has configured an external back-up server for recordings, the XT Series shows the file transfer status for the last 100 transferred files. You can manually clear the saved files information from the interface, for instance when you want to copy again all your files to a different FTP server.

Procedure

1. Access the **Recording** menu. From the XT Series web interface, select **More Actions > Recording**. From the endpoint's main menu, select **Recording**, or during a call, press **OK/menu** on the XT Remote Control Unit, and select **Meeting Options > Recording**.
2. Click **Clear Transfer Status**.

Moderating Meetings

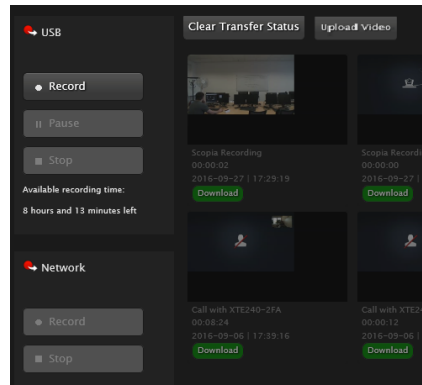


Figure 82: Clear Transfer Status

A confirmation message is displayed.

Related links

[Recording Meetings](#) on page 74

Chapter 6: Configuring Advanced User Settings

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

This section explains how to configure advanced user settings to fit your preferences. For example, you can set default call settings or recording settings, and secure your unit with PIN codes.

Related links

[Setting Call Answering Preferences](#) on page 79

[Activating the Screen Saver](#) on page 81

[Enabling and Configuring Recording](#) on page 81

[Setting PIN Codes for the XT Series](#) on page 85

[Confirming Call Disconnections](#) on page 86

Setting Call Answering Preferences

About this task

This procedure describes how to define system behavior for incoming calls. By default, the endpoint notifies you of an incoming call, so you manually choose to answer it. However, you can automatically answer calls after a certain number of rings, or automatically answer immediately.

Procedure

1. Access the call settings. From the XT Series web interface, select **Basic Settings > Call-Answer Mode > General**. From the endpoint's main menu, select **Configure > Calling**.

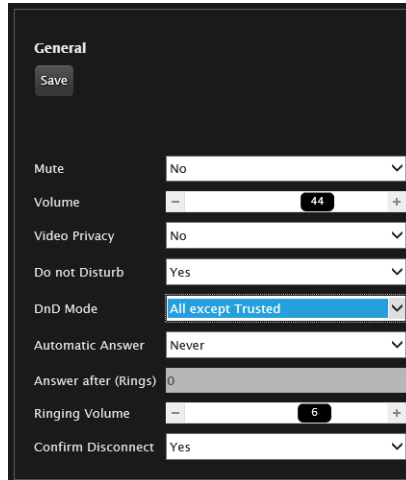


Figure 83: Setting call answer preferences

2. Select the required option from the **Automatic answer** list:

- Select **Yes always** for the system to automatically answer an incoming call. The system will not prompt you to accept a call if the display shows the Home page. This is useful for meeting rooms, where endpoints often dial in to that meeting room.
- Select **Yes trusted always** for the system to automatically answer incoming calls only from trusted contacts. The system will not prompt you to accept a call if the display shows the Home page. This is useful for meeting rooms, where endpoints often dial in to that meeting room.

You can indicate if a contact should be trusted when you add or modify the contact's information (see [Finding Changing or Deleting Contacts](#) on page 35).

- Select **Never** to always manually accept a call.
- Select **Yes if not in a call** (only XT Series with a built-in MCU) to automatically answer when the system is not in a call. During a call, it displays an incoming call notification. If you accept an incoming call during a call, you add the caller to your videoconference.
- Select **Yes trusted if not in a call** (only XT Series with a built-in MCU) to automatically answer when the system is not in a call, for trusted contacts only. During a call, it displays an incoming call notification. If you accept an incoming call during a call, you add the caller to your videoconference.

You can indicate if a contact should be trusted when you add or modify the contact's information (see [Finding Changing or Deleting Contacts](#) on page 35).

3. **(Optional)** Enter the number of rings in the **Answer after (Rings)** list to specify after how many rings the system accepts a call. This option is relevant only if automatic answering is enabled.
4. From the web interface only, select **Save**.

Related links


[Configuring Advanced User Settings](#) on page 79

Activating the Screen Saver

About this task

The screen saver helps protect your monitor from burn-in without switching it off.

Your administrator may have configured the screen saver to start automatically when Avaya Scopia® XT Series is not used for some time.

You can activate the screen saver at any time by pressing the  Power key on the XT Remote Control Unit.

By default, the XT Series stops sending to the monitor after 15 minutes. You can modify this in the **Monitor Turn Off** field. From the XT Series web interface, select **Configure > Advanced > I/O Connections > Monitor > General**. From the endpoint's main menu, select **Advanced Settings > I/O Connections > Monitor > General**.

Related links

[Configuring Advanced User Settings](#) on page 79

Enabling and Configuring Recording

About this task

You can record meetings to a locally connected USB storage device or the network. When recording to a USB device, you can also save the locally recorded files to an external server for back-up (if your system administrator has configured one). This procedure describes how to configure your recording preferences, such as where to record meetings. When recording meetings to the USB device, you can also define the video resolution and bitrate. This is useful, for example, to increase the time available for recording by saving disk space.

You can view recordings from the local USB storage device either on the XT Series or using any standard media player. The system saves the file as an MP4, and records the video in H.264 format with audio in AAC-LC format. You can view recordings saved to the network via the Avaya Equinox Unified Portal (see *Using Avaya Equinox Unified Portal*).

If using a USB device to record a videoconference hosted by your built-in MCU, up to six remote endpoints can join the meeting (if your license is MCU 9). If your license is MCU 4, up to three remote endpoints can join. If more remote endpoints already joined, you cannot start a recording.

If you choose to configure the FTP storage, the XT Series copies the recorded file to an external FTP server, configured as back-up storage. You can use the Avaya Equinox Streaming and Recording Server or a generic FTP server as the external FTP server. You can encrypt the transfer of the recorded files for added security. As soon as you configure the **Save to External Server** feature, the next recorded files will be copied automatically to the external server once the recording ends. The process of saving a recorded file to an external server could require some time to complete, depending on the duration of your recorded session and the speed of your network connection. Typical transfer time for 4GB file (size of a recorded session of 5 hours at 2048K, 1080p) is around 30 minutes. During the file transfer you can monitor the progress of a file transfer, represented by a blue bar over the file preview in the playback page. A special icon is also shown in the XT Series GUI title bar to indicate that the transfer is still in progress. If you shut down the XT

Series or unplug the USB key while a file transfer is in progress, the transfer will be interrupted and you will need to restart it manually from the XT Series Web interface. A special icon over the file will show that the transfer failed.

The XT Series GUI and the XT Series Web interface show the file transfer status (successfully saved or interrupted/failed) for the last 100 transferred files. You can manually clear the saved files information from the Web interface by clicking **Clear Transfer Status**.

If the file transfer succeeds, the recorded file is marked as successfully transferred.

To disable recording and playback, follow the procedure below to access the recording settings, and select **No Recording** in the **Location** field.

Before you begin

You may need a license to record meetings on your XT Series, depending on your model. For more information, see *Deployment Guide for Avaya Scopia® XT Series*.

Procedure

1. Access the recording settings from either the web interface or from the endpoint itself. From the XT Series web interface, select **Administrator Settings > Utilities > Recording > General**. From the endpoint's main menu, select **Configure > Advanced > Utilities > Recording**.

Recording - General	
Save	
Location	Automatic
Resolution	H.264,1080p
Bitrate	2048K
Audio Alert	Yes
Ignore Mute on Playback	No
Save to External Server	Yes
External Server Type	AESR
FTP Server URL	
FTP Server User	
FTP Server Password	
FTP Secure Connection	No
AESR File Owner	
AESR Server Tenant ID	999

Figure 84: Setting your recording preferences

2. Define the following recording settings:

Table 9: Configuring recording settings

Field	Description
Location	<p>Enable recording and playback by defining a location to store the recordings, from the options listed below. To disable recording and playback on this endpoint, select No Recording.</p> <ul style="list-style-type: none"> • Automatic (default option): Select to choose the location each time you record. When you access the recording menu, the XT Series displays the available options to record at that time: <ul style="list-style-type: none"> - You can record videoconferences or local presentations to a USB storage device with enough available disk space. - You can record meetings directly to the network if your Equinox Solution includes a recording server, the XT Series is managed by Equinox Management, and the meeting is hosted by an external Scopia Elite MCU (or an older model). For details, contact your administrator. • USB Storage: Select to only record to a local USB storage device. You can record videoconferences or local presentations, and then view the recordings on the endpoint itself, or using any standard media player. The system saves the file as an MP4, and records the video in H.264 format with audio in AAC-LC format. You can also configure the XT Series to automatically save your locally recorded files to an external ftp/s server or to the Avaya Equinox Streaming and Recording Server. • Equinox Recording Server: Select to only record meetings to the network, even if a local USB storage device is connected. You can only record to the network if your Equinox Solution includes a recording server, the XT Series is managed by Equinox Management, and the meeting is hosted by an external Scopia Elite MCU (or an older model). For details, contact your administrator. <p>You can view these recordings via the Scopia Desktop Web Portal (see <i>User Guide for Avaya Scopia Desktop Client</i>).</p>
Resolution	<p>Select the video resolution to use when recording meetings to a local USB storage device. The frame rate is limited to 25fps. For best quality, use the default 1080p resolution, but use a lower value if your media player does not support higher resolutions.</p> <p>When you change the resolution, the system automatically selects the optimal bitrate for this resolution.</p> <p>You cannot change the video resolution for meetings recorded to the network. If you selected Automatic as the Location, this resolution is applied only when recording to the USB device.</p>
Bit rate	<p>Select the bitrate to determine the file size when recording meetings to a local USB storage device. To use less disk space, select a lower bitrate. For the best results, use the default value for your chosen resolution.</p> <p>Bitrate is the speed of data flow. Higher video resolutions require higher bitrates to ensure the video is constantly updated, thereby maintaining smooth motion. If you lower the bitrate, you lower the quality of the video. In some cases, you can select a lower bitrate without noticing a significant drop in video quality; for example during a</p>

Table continues...

Field	Description
	<p>presentation or when a lecturer is speaking and there is very little motion. Bitrate is often measured in kilobits per second (kbps).</p> <p>To estimate the space you need for the recording, see Table 10: Typical file sizes based on the bitrate on page 85. You can see how much recording time is available on your target disk when you access the Recording menu (see Recording Meetings on page 74).</p> <p>You cannot change the bitrate for meetings recorded to the network. If you selected Automatic as the Location, this bitrate is applied only when recording to the USB device.</p>
Audio Alert	<p>When recording meetings to a local USB storage device, you can indicate to all participants that the meeting is being recorded. Select Yes to enable an audio message alert at the beginning of the videoconference. This alert is also sent to late participants.</p> <p>When recording meetings to the network, an alert is always sent to participants.</p>
Ignore Mute on Playback	<p>Select Yes to send the audio to the connected remote side when viewing a recording, even if the volume on the endpoint is muted. For more information about the sound settings, see Adjusting the Default Volume Settings on page 52. For privacy, you can connect headphones as described in <i>Connecting Headphones to the</i>.</p>
Save to External Server	<p>Select Yes to enable saving of your files to an external FTP server.</p>
External Server Type	<ul style="list-style-type: none"> • Select AESR if you have deployed Avaya Equinox Management with Avaya Equinox Streaming and Recording Server configured to accept file transfers. • Select Generic if you want to transfer your file to a standard FTP server. In case of a generic server, assure that Passive Transfer Mode is enabled on the server.
FTP Server URL	<p>Type a URL containing the name or the IP address of the FTP server and optionally the port number (if different from the standard one, 21) and an existing subdirectory path on the server where your files will be saved. For example:</p> <pre>[ftp://]servername_or_serveraddress[:port][/remotedir/.../]</pre>
FTP Server User	<p>Type the username to login into the FTP server.</p>
FTP Server Password	<p>Type the password to login into the FTP server.</p>
FTP Secure Connection	<p>Select Yes to ensure that the file transfer is secured using FTPS.</p>
AESR File Owner	<p>Type the name of the file owner in Avaya Equinox Streaming and Recording Server. It usually corresponds to a user defined in Avaya Equinox Management.</p>
AESR Server Tenant ID	<p>Type the tenant or organization identification number for the file owner's organization, as defined in Avaya Equinox Management/Avaya Equinox Streaming and Recording Server. If your deployment is not configured in multi-tenant mode, use 999.</p>

Use the following table as a guide to determine the best bit rate to use, depending on the resolution you require and your disk space constraints.

Table 10: Typical file sizes based on the bitrate

Bitrate	File size for 1 minute recording	File size for 30 minute recording	File size for 1 hour recording
6144K	45 MB	1,350 MB	2,700 MB
4096K	30 MB	900 MB	1,800 MB
2048K	15 MB	450 MB	900 MB
1024	7.5 MB	225 MB	450 MB
512	3.75 MB	112.5 MB	225 MB
384	3 MB	85 MB	169 MB

- From the web interface only, select **Save**.

Next steps

If you are configuring the Avaya Equinox Streaming and Recording Server as the external FTP server, see **BROKEN LINK: [Configuring Avaya Equinox Streaming and Recording Server as the external FTP server](#)**.

Related links

[Configuring Advanced User Settings](#) on page 79

Setting PIN Codes for the XT Series

About this task

The PIN for basic settings is disabled by default. You can enable it to require users to enter the PIN for all basic settings, such as changing the interface language. The default value for this PIN is 1234.

Before you begin

If configuring from the endpoint, you must first enable advanced configuration, as described in *Deployment Guide for Avaya Scopia® XT Series*.

To modify the PIN from the web interface, you must be connected via HTTPS (see *Deployment Guide for Avaya Scopia® XT Series*).

Procedure

- Access the PIN settings. From the XT Series web interface, select **Administrator Settings > Utilities > PIN Protect Settings**. From the endpoint's main menu, select **Configure > Advanced > Utilities > PIN Protect Settings**.



Figure 85: Modifying the administrator PIN

2. Select **Basic Settings** to set or change the user's PIN code.
3. Enter the current PIN code. The default PIN is 1234.
4. Enter your new 4 digit PIN code, and re-enter if required.
5. From the web interface only, select **Save**.

Related links

[Configuring Advanced User Settings](#) on page 79

Confirming Call Disconnections

About this task

To prevent accidental disconnection from a call, you can configure the system to confirm before a call is disconnected. By default, calls are disconnected when a participant ends the call, without requiring a confirmation.

Procedure

1. Access the call settings. From the XT Series web interface, select **Basic Settings > Call-Answer Mode > General**. From the endpoint's main menu, select **Configure > Calling**.

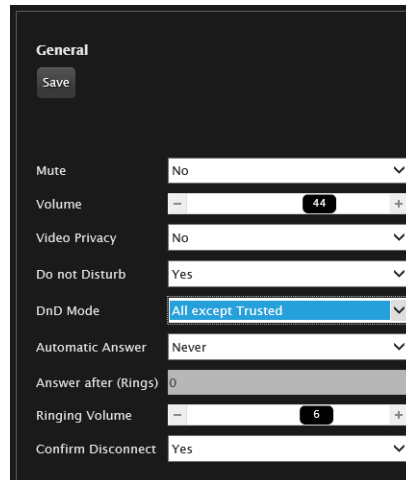


Figure 86: Calling preferences

2. Set **Confirm Disconnect** to **Yes**.
3. From the web interface only, select **Save**.

Related links

[Configuring Advanced User Settings](#) on page 79

Chapter 7: Troubleshooting the Avaya Scopia® XT Series

Important:

You can access the XT Series using a browser (Web UI) or the end point main menu (Graphical User Interface, GUI). Not all figures in this manual show both interfaces. Some figures show either the web UI or the end point main menu. The field and menu names on both interfaces are almost identical.

This section covers troubleshooting problems that may occur when setting up and using the Avaya Scopia® XT Series.

Related links

[Viewing System Information for Customer Support](#) on page 88

[Viewing the quality of your call](#) on page 91

[Resolving Monitor Display Problems](#) on page 92

[Resolving Problems Viewing Computer Content](#) on page 96

[Resolving XT Remote Control Unit Problems](#) on page 96

[Restoring Default User Settings](#) on page 97

[Resolving Video or Audio Disruptions](#) on page 97

[Resolving download problems](#) on page 98

Viewing System Information for Customer Support

About this task

When contacting customer support or your system administrator, you may need to provide information about the system. This procedure describes how to view the following system information:

- Software version
- Host ID (MAC address)
- IP addresses
- Serial number
- System name and model
- Licenses

- Network, gatekeeper, and SIP settings

! Important:

The system serial number also appears on the label at the back of the XT Codec Unit.

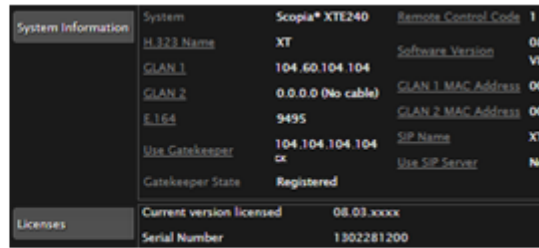
Procedure

1. View system information. From the XT Series web interface, select **Home**. From the endpoint's main menu, select **Configure > About**.

During a meeting, press **ok/menu** and select **Stats > Configure > About**.



From the endpoint interface



From the web interface

Figure 87: Viewing system information

2. To view additional system information from the web interface, such as the host ID or the expiration date of the license, select **Enable License** from the homepage.

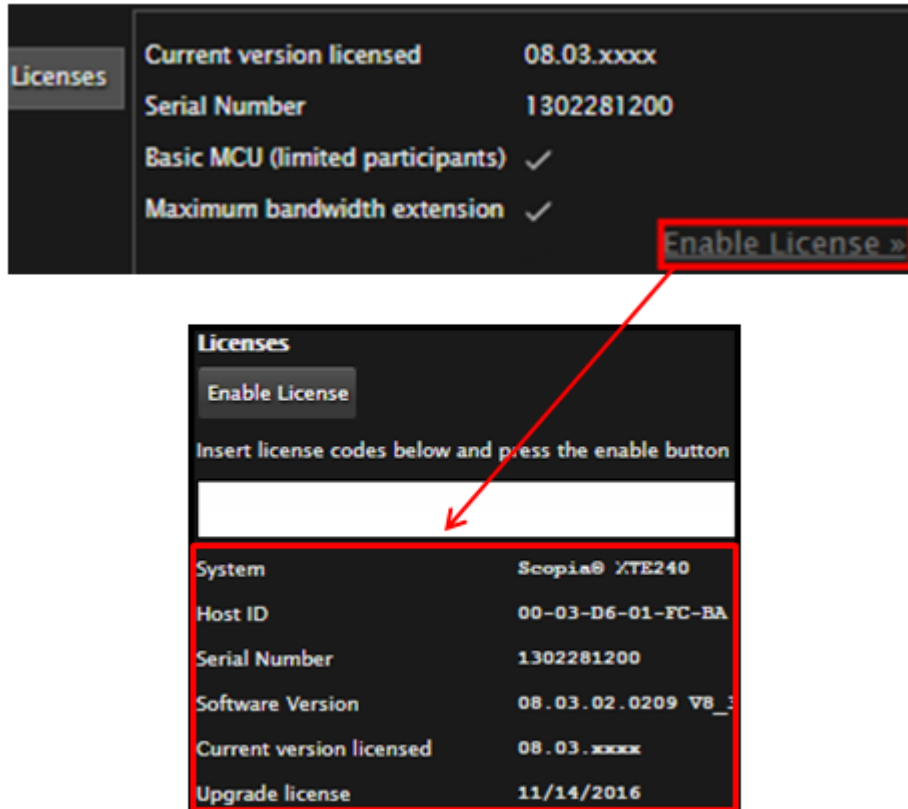


Figure 88: Viewing additional system information from the web interface

3. To view additional system information from the endpoint, such as IP addresses and the gatekeeper's registration status from the endpoint, press the **Back** key and select **System Status**.



Figure 89: Viewing system network information from the endpoint






Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Viewing the quality of your call

XT Series endpoints display a graphical indicator representing the overall quality of each call link.

The link quality indicator level is evaluated separately for audio, video, and presentation streams, based on the average packet loss percentage of the last five seconds. The worst of the three calculated levels is then displayed.

Quality		Average Packet Loss		
Icon	Level	Audio	Video	Presentation
	Excellent	<=3	<=1	<=1
	Good	>3	>1	>1
	Normal	>7	>3	>3
	Bad	>10	>5	>5
	Problematic	>15	>10	>10

For example, if the overall link quality indicator level is Excellent, it means that the average packet loss is now less than 3% for audio, 1% for video, and 1% for presentation.

Procedure

- In a point to point call, the link quality indicator level is displayed in the XT Series user interface top header. If the level is Normal or below, it is also displayed as an alert over the video, when the top header is not visible.



Figure 90: Top Header

- In a multipoint call hosted by the XT Series built-in MCU, the link quality indicator level is displayed as overlay image on the remote participants' video. The level is also available in the statistics of each active call.

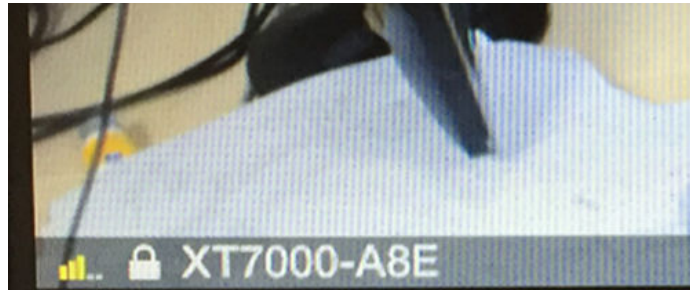


Figure 91: Video Overlay

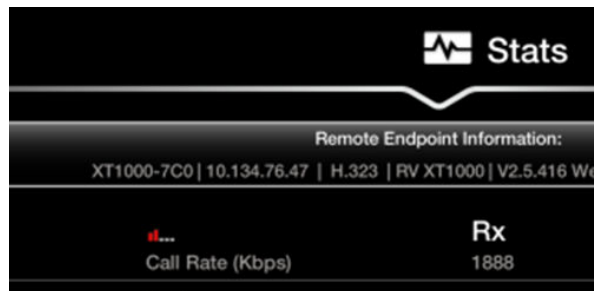


Figure 92: Statistics

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Resolving Monitor Display Problems

Problem

The monitor is having display problems.

Flickering or blank screen



The system displays a flickering or blank screen.

Solution

The rear panel of the XT Codec Unit features two HD outputs for connecting a main and auxiliary screen. For cabling, see the cabling diagram in the *Quick Setup Guide*.

Your system administrator must configure the system for correct video resolution.



When you are not in a call, you can set the refresh frequency of the monitor display:

- Set to 50 Hz by pressing  then **5**.
- Set to 60 Hz by pressing  then **6**.

Blank screen

The system displays a blank screen.

Solution

- Verify the power cord of the XT Codec Unit is connected properly at both ends.
- Verify the monitor's power cord is connected properly at both ends.
- Check that the monitor is connected to HD1  and the power is on.
- Verify the XT Codec Unit's LED is on. If the LED is blinking, press the Power key  on the XT Remote Control Unit.
- Make sure the XT Codec Unit output is properly connected to the monitor input. Make sure the monitor/DVI cable is connected properly at both ends.

Screen layout cropped

The screen layout appears to be cropped.

Configure the monitor layout as described below.

1. From the endpoint's main menu, select **Configure > Quick Setup**.
2. Select **Next** to navigate to the **Configure Monitor** page.
3. Follow the instructions on the screen to adjust the image.

When you adjust the image, 4K output is automatically disabled.

If necessary, refer to [Adjusting the Image Position](#) on page 25 for operational information.

Menus or remote presentation cropped

The system menus or the remote presentation appears to be cropped.

Solution

Adjust the way the image appears on the monitor. To see your adjustments in real-time, we recommend performing this procedure from the endpoint itself.

If configuring from the endpoint, you must first enable advanced configuration, as described in *Deployment Guide for Avaya Scopia® XT Series*.

1. Access the monitor settings. From the XT Series web interface, select **Administrator settings > I/O connections > Monitor > Graphic Adjustments**. From the endpoint's main menu, select **Configure > Advanced > I/O connections > Monitor > Graphic Adjustments**.
2. Navigate to the monitor requiring adjustment (**Monitor HD1** or **Monitor HD2**).
3. Select your preferred image view mode.

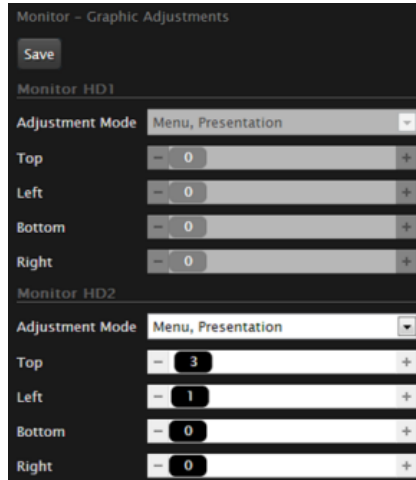


Figure 93: Adjusting the monitor

Table 11: Adjustment options for the monitor

Option	Description
Adjustment Mode	<p>Select Menu, presentation (default) to adjust both the system menu and presentation, local or received.</p> <p>Select Menu to adjust the system menus only.</p> <p>* Note: Adjustment Mode is not applicable to 4K monitors.</p>
Top, Left, Bottom, Right	<p>Drag the sliders to the required sizes until the menu or presentation borders are visible on the monitor.</p> <p>You can also adjust the image for the monitor displaying the system menu, in the quick setup wizard as described in Adjusting the Image Position on page 25.</p>

4. From the web interface only, select **Save**.

Issues with two monitor setup

You may need to optimize the display settings on the XT Series endpoints.

Solution

- Check that the XT Series HD1 and HD2 output are connected to the video source plug on the monitor. If the monitor model has more than one selectable HD video source, use the same one on both.
- Use HD cables of the same model and length and verify that the connectors are not damaged.
- Access the general monitor settings. From the XT Series web interface, select **Administrator settings > I/O connections > Monitor > General**. From the endpoint's main menu, select **Configure > Advanced > I/O connections > Monitor > General**. Ensure that the default values are set:
 - **Numbers of Monitors:** Auto

- **Resolution HD1:** Auto
- **Resolution HD2:** Auto
- In the **General** screen, check that the detected resolutions of both monitors are identical and corresponding to the expected ones.



Figure 94: Detected Resolution

- Access the monitor settings. From the XT Series web interface, select **Administrator settings > I/O connections > Monitor > Graphic Adjustments**. From the endpoint's main menu, select **Configure > Advanced > I/O connections > Monitor > Graphic Adjustments**. Ensure that the **Adjustment Mode** is set to **Menu, Presentation** and all other fields are either set to **0** or are set to identical values.

This is not applicable if using a 4K monitor. It is supported only for HD1.

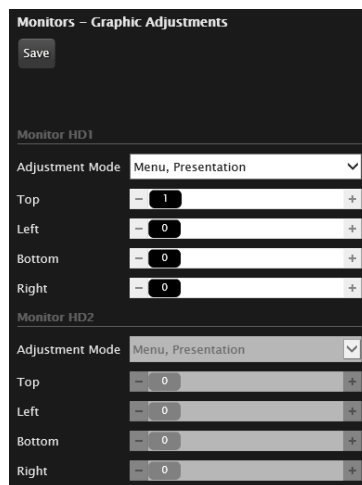


Figure 95: Adjusting the monitor

- Check the settings on the third party monitor. These settings vary depending on the monitor vendor and model. These are the most relevant things to check:
 - The monitor vendor and model should be identical.
 - The graphic settings, such as backlighting, contrast, sharpness, and color should be identical and ideally they should be the default values.
 - The movie or cinema mode should be used and not the gaming mode.
 - Cropping or resizing of the content on the monitors should be disabled.
 - Any dynamic gain or smart management of the image should be disabled.

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Resolving Problems Viewing Computer Content

Problem

I cannot share a presentation from my computer or view its content.

Solution

- Make sure the VGA/DVI cable is properly connected between the PC and the XT Codec Unit (see [Connecting a Computer to the XT Series](#) on page 58).
- Verify the computer's output resolution is supported by the XT Series (see [Connecting a Computer to the XT Series](#) on page 58).

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Resolving XT Remote Control Unit Problems



Problem

The XT Remote Control Unit does not function.

Low battery power

Solution

Replace the battery, as described in *Avaya Scopia® XT Series Installation Guide*. When the XT Remote Control Unit's battery power is low, an icon appears in the system menus letting you know that you should replace the battery:

-  Half-charged Battery
-  Low Battery

XT Remote Control Unit code

Solution

If the battery power is not low, configure the XT Remote Control Unit code on the XT Codec Unit to the same number that it is set on the XT Remote Control Unit, as described in [Pairing an XT Remote Control Unit](#) on page 17).

If you still experience problems, reconfigure the XT Remote Control Unit code to be a number between 01-04, inclusive.

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Restoring Default User Settings

About this task

This procedure explains how to restore the default settings if necessary. You can do this from the endpoint itself only.

Before you begin

If configuring from the endpoint, you must first enable advanced configuration, as described in *Deployment Guide for Avaya Scopia® XT Series*.

Procedure

1. From the endpoint's main menu, select **Configure > Advanced > Utilities > Restore System > Factory Defaults**.



Figure 96: Restoring factory default settings

2. Confirm you want to remove all configurations.

The default settings are restored.

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Resolving Video or Audio Disruptions

Problem

You experience disruptions in either video or audio; for example, additional noise or static.

EMI

Video or audio disruptions can occur due to electromagnetic-interference (EMI), caused by other devices such as cellular phones.

Solution

Avoid using your cellular phones during your meeting to avoid electromagnetic interference.

Noise

Loss in audio quality may result from noise produced by a computer's cooling system.

Solution

If you are using a laptop during a meeting, do not place it too close to the microphone.

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88

Resolving download problems

Problem

You cannot download the Avaya Scopia® XT Control installation package.

Cause

The Yosemite (or higher) operating system does not allow you to download packages obtained from outside of the Apple Mac Applications store.

Solution

1. On your Mac, use the Finder tool to locate the application that you want to open.
Do not use Launchpad to locate the application.
2. Press **Control** and click the application icon.
3. From the Shortcut menu, select **Open**.

The application is saved as a security exception. You can open it in future by double-clicking it, as you would any registered application.

Solution

1. After the application fails to run, navigate to **System Settings > Security and Privacy**.
2. Run the last blocked application.

Related links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 88