



Avaya Scopia® XT Series User Guide



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Chapter 1: About the XT Series

The Avaya Scopia® XT Series is a set of dedicated videoconferencing endpoints which incorporate state-of-the-art video technology for high definition (HD) conferencing. You can also locally host videoconferences with the built-in MCU on most XT Series models. 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 Scopia® 100 Gateway).



Scopia XT7100



Scopia XT5000



Scopia XT Executive



Scopia XT4300



Scopia XT4200



Scopia XT Telepresence

Figure 1: XT Series products

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

- Excellent video quality, with resolutions of up to 1080p at an unprecedented 60 frames per second (fps), depending on the model.
- 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 model.
- Quickly and seamlessly share content on your computer with other endpoints.
- DVD-quality audio with up to 48 kHz sampling rate audio encoding capability, depending on the model. 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.

- 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):
 - 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. It requires both sides of the transmission (sending and receiving endpoints) to support this protocol.
 - 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 Scopia® 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 (may require license, depending on the model).

You can only record to the network if your Scopia® Solution includes a recording server, the XT Series is managed by Scopia® Management, and the meeting is hosted by an external Scopia® Elite MCU (or an 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 Apple® iPad® (may require license, depending on the model).
- Secure point-to-point video calls and videoconferences, via encrypted connections or using TLS certificates. 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.

Related Links

[About the Models in the XT Series Product Line](#) on page 8

[Comparing Between XT Series Models](#) on page 13

[About the Built-In MCU](#) on page 15

About the Models in the XT Series Product Line

The Avaya Scopia® XT Series is a set of dedicated videoconferencing endpoints which incorporate state-of-the-art video technology for high definition (HD) conferencing. You can also locally host videoconferences with the built-in MCU on most XT Series models. 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 Scopia® 100 Gateway).

This section provides an overview of each model in the XT Series product line. To easily compare the different Avaya Scopia® XT Series endpoints, see [Comparing Between XT Series Models](#) on page 13.

The Avaya Scopia® XT Series includes the following models:

- Avaya Scopia® XT7000 Series

Designed for top performance and quality, the XT7000 Series offers excellent video quality (1080p video at 60 frames per second) while saving on bandwidth costs. With the new H.265 video compression standard, you can have the same high quality video while consuming less bandwidth (up to 50%, relative to endpoints with H.264 High Profile).

For unparalleled large room coverage, you can connect two PTZ cameras and two 3-way Microphone Pods. The 3-way Microphone Pod provides superb signal-to-noise ratios, which isolates speakers' voices over background noise and gives a crisp high quality sound.



Figure 2: Avaya Scopia® XT7000 Series

- Avaya Scopia® XT5000 Series

With HD video resolution of up to 1080p video at 60 frames per second (fps), the XT5000 sets the standard for an exceptional videoconferencing experience, and is designed for easy setup and control.

The 3-way Microphone Pod provides superb signal-to-noise ratios, which isolates speakers' voices over background noise and gives a crisp high quality sound. You can also add a second microphone for unparalleled large room coverage.

The XT5000 720 provides HD video resolution of 720p at 60 fps and 5x optical zoom, with the option to upgrade to 1080p at 60fps and 10x optical zoom.



Figure 3: Avaya Scopia® XT5000 Series

You can quickly convert a regular meeting room into a videoconferencing room by adding the Scopia® XT Meeting Center Cart to the XT5000. The Scopia® XT Meeting Center Cart allows you to mount up to two HD 1080p monitors on a mobile stand.



Figure 4: Scopia® XT Meeting Center Cart

- Avaya Scopia® XT4000 Series

Experience cost-effective HD videoconferencing with the Avaya Scopia® XT4000 Series, which was designed specifically for small meeting rooms. The Avaya Scopia® XT4300 offers HD resolution of 1080p at 60 fps and 5x optical zoom, with the option to upgrade to 15x total zoom (5x optical and 3x digital). The Avaya Scopia® XT4200 provides HD resolution of 720p at 60 fps and 5x optical zoom, with the option to upgrade to 40x zoom (10x optical and 4x digital).



Figure 5: Models in the Avaya Scopia® XT4000 Series

- Avaya Scopia® XT Telepresence

Experience the immersive feeling of telepresence using the Scopia® XT Telepresence platform. The excellent video quality in each of the three cameras, combined with high-quality audio, give the feeling of an in-person meeting.

Depending on the XT Codec Unit used in your XT Telepresence deployment, you can inherit the features of the Avaya Scopia® XT5000.



Figure 6: Scopia® XT Telepresence

- Avaya Scopia® XT Executive

Designed as a professional personal endpoint, the Scopia® XT Executive is an all-in-one HD videoconferencing desktop endpoint and PC monitor. The Scopia® XT Executive fully integrates with your PC or Mac. Using a unique control application, you can place calls, join videoconferences, and navigate the system menus with your computer's keyboard and mouse. The XT Remote Control Unit can be used as well.

The Scopia® XT Executive has a built-in, high-quality HD camera with a maximum resolution of 1080p at 30 frames per second (fps) together with the display. To fit your videoconferencing needs, you can also connect an optional XT Premium Camera with PTZ capability.



Figure 7: Scopia® XT Executive

The XT7000 Series, XT5000, XT4300 and Scopia® XT Executive can also locally host HD continuous presence videoconferences with their built-in MCU. You can choose a license of up to 4 or 9 participants.

! Important:

The Scopia® XT Executive and Avaya Scopia® XT4300 can host up to four participants.

Depending on your deployment and the model, you can locally host videoconferences with other endpoints (including H.323, SIP, Scopia® XT Desktop clients, Scopia® Mobile, and ISDN endpoints, if your deployment includes an ISDN gateway such as Scopia® 100 Gateway) without relying on an external MCU. You can locally host videoconferences with the following editions:

- Avaya Scopia® XT Series MCU Edition

The Avaya Scopia® XT Series MCU Edition allows you to host videoconferences with standard H.323, SIP, and ISDN (via Scopia® 100 Gateway) endpoints on your chosen XT Series model.

- Avaya Scopia® XT Series SMB Edition

The Avaya Scopia® XT Series SMB Edition allows you to host videoconferences with a variety of different endpoints on your chosen XT Series model: Scopia® XT Desktop clients, Scopia® Mobile clients, H.323, SIP, and ISDN (via Scopia® 100 Gateway) endpoints.

It includes the software of the Scopia® XT Desktop server which must be deployed in the DMZ.

! Important:

If your license allows nine participants, you can include up to eight remote endpoints.

For more information on the SMB Solution deployment, see *Avaya Scopia® Solution Guide*.

Related Links

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

Comparing Between XT Series Models

This section provides a comparison between the models of the Avaya Scopia® XT Series product line. For an overview, see [About the XT Series](#) on page 7.

The following table summarizes the differences between each of the models in the XT Series.

Table 1: Differences in features for models in the XT Series

Feature	XT7100 	XT5000/ XT5000 720 	Scopia® XT Executive 	XT4300 	XT4200 	Scopia® XT Telepresence 
Maximum resolution	1080p 60fps	1080p 60fps XT5000 720: 720p 60fps (1080p optional)	1080p at 30fps (built-in camera) or 60fps (PTZ camera)	1080p 60fps	720p 60fps	1080p x3 at 60fps
Hosting with built-in MCU	Up to 9 participants (optional)	Up to 9 participants (optional)	Up to 4 participants (optional)	Up to 4 participants (optional)	—	—
Camera	PTZ camera 3 camera ports (6 with Scopia® XT Camera Switch)	PTZ camera 2 camera ports (5 with Scopia® XT Camera Switch)	Built-in USB camera with digital PTZ only (additional PTZ camera optional)	PTZ camera 1 camera port	PTZ camera 1 camera port	PTZ disabled after calibration

Table continues...

Feature	XT7100 	XT5000/ XT5000 720 	Scopia® XT Executive 	XT4300 	XT4200 	Scopia® XT Telepresence 
Optical zoom	10x	10x XT5000 720: 5x (10x optional)	10x (for optional camera)	5x	5x (10x optional)	10x
Total zoom (optical x digital)	40x	40x (optional for XT5000 720)	40x (for optional camera)	15x (optional)	40x (optional)	PTZ disabled after calibration
Bandwidth efficiency	H.265 SVC (point-to- point calls only) NetSense H.264 High Profile	SVC (point-to- point calls only) NetSense H.264 High Profile	SVC (point-to- point calls only) NetSense H.264 High Profile	SVC (point-to- point calls only) NetSense H.264 High Profile	SVC NetSense H.264 High Profile	SVC NetSense H.264 High Profile
High-quality audio	48 kHz sampling rate	48 kHz sampling rate	48 kHz sampling rate	48 kHz sampling rate	48 kHz sampling rate	48 kHz sampling rate
Type of microphone	Premium 3- way Microphone Pod	3-way Microphone Pod	Built-in microphone (Microphone Pod optional)	1-way Microphone Pod	1-way Microphone Pod	3-way Microphone Pod
Additional Ethernet connection speed	10/100/1000 Mbps	10/100/1000 Mbps (optional for XT5000 720)	10/100/1000 Mbps	10/100/100 Mbps (optional)	10/100/100 0 Mbps (optional)	10/100 or 10/100/1000 Mbps
Scopia® Control license	✓	✓ Optional for XT5000 720	Optional	Optional	Optional	✓
Recording	✓	✓ Optional for XT5000 720	Optional	Optional	Optional	—
Keyboard and mouse control (Scopia® XT Control)	—	—	✓	—	—	—

Related Links

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

About the Built-In MCU

You can use your Avaya Scopia® XT Series to join a videoconference hosted on an external MCU, like the Scopia® Elite MCU, or you can host a meeting on the built-in MCU if available.

An MCU, or Multipoint Control Unit, 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.

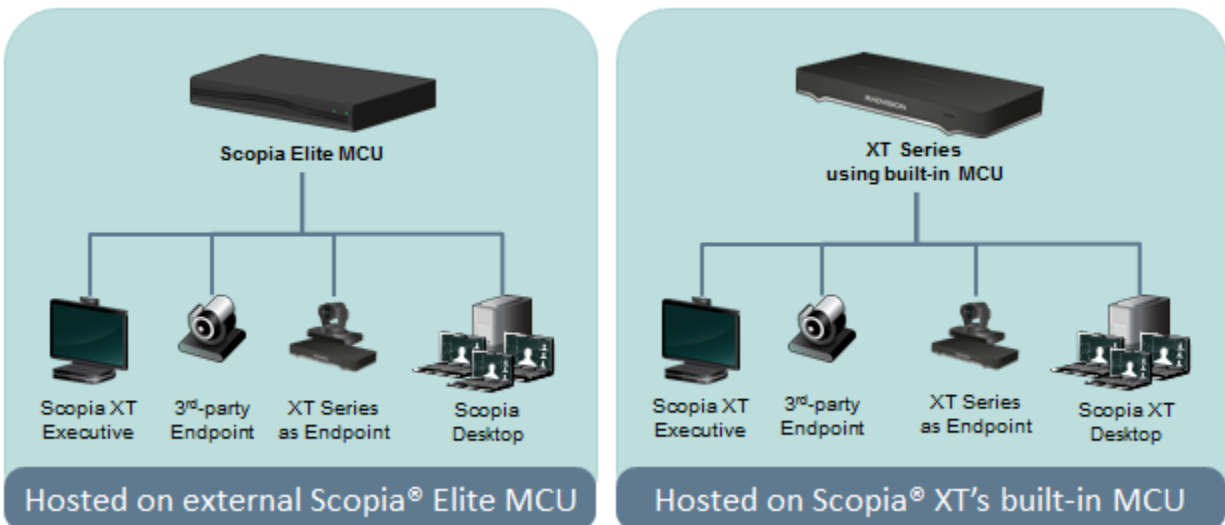


Figure 8: Hosting a videoconference on the XT Series

You can add a license to most XT Series models to activate the built-in MCU to host videoconferences locally (see *Deployment Guide for Avaya Scopia® XT Series*):

- MCU4 can host videoconferences with up to four participants (one local, three remote).
- MCU9 can host videoconferences with up to nine participants (one local, eight remote).

! Important:

The Scopia® XT Executive and Avaya Scopia® XT4300 can host up to four participants.

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.

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.

For the best experience when using the Avaya Scopia® XT Series MCU Edition, we recommend activating the license known as High Bandwidth Option (12Mbps total for all participants) to avoid

sending video at the default lower 6Mbps total for all participants (see *Deployment Guide for Avaya Scopia® XT Series*).

Related Links

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

Chapter 2: Getting Started

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 17.

Related Links

[Initial Workflow for XT Series Users](#) on page 17

[Controlling the XT Series](#) on page 18

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 27

[Tips for Participating in a Videoconference](#) on page 37

[Connecting Headphones to the Scopia® XT Executive](#) on page 38

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. 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. (Scopia® 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 57.
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 27.

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 18).

4. (Scopia® XT Executive only) To use your computer's mouse and keyboard to make video calls from XT Series and to customize your settings, see [Navigating Menus with the Keyboard and Mouse](#) on page 24.
5. Set up your phonebook to easily dial your contacts, as described in [Finding, Adding, Changing or Deleting Contacts](#) on page 43.
6. You can now start video calls and meetings (see [Starting a New Call](#) on page 39).
7. If your endpoint has an embedded MCU (license required), you can also host videoconferences, as described in [Moderating Meetings](#) on page 70.
8. Customize XT Series settings to best fit your needs, as described in [Configuring Advanced User Settings](#) on page 77.

Related Links

[Getting Started](#) on page 17

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 and perform user functions and advanced configuration. You view the results on a connected monitor.
- (Scopia® XT Executive only) Use a keyboard and mouse of a computer connected to the endpoint to navigate its menus instead of the XT Remote Control Unit. This also requires a connected monitor.
- Use the Scopia® Control iPad app 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.
- Use Scopia® Management's administrator web interface to perform system upgrades, backups, and add your endpoint to the organization's address book (see *Deployment Guide for Avaya Scopia® XT Series*).

Related Links

[Getting Started](#) on page 17

[Accessing the XT Series Local Menu](#) on page 19

[About the XT Remote Control Unit](#) on page 20

[Accessing XT Series Web Interface](#) on page 23

[Navigating Menus with the Keyboard and Mouse](#) on page 24

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 or for Scopia® XT Executive only, you can use a keyboard and mouse. 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 23).



Figure 9: 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.

Before you begin

(Scopia® XT Executive only) To navigate menus with a keyboard and mouse, you must first connect your computer and then complete the Quick Setup Wizard which ends with installing the Scopia® XT Control utility to use the keyboard and mouse for menu navigation (see [Installing Scopia® XT Control to Use Keyboard and Mouse \(Scopia® XT Executive\)](#) on page 35).

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. (Scopia® XT Executive only), Access the main menu by pressing **ok/menu** on the XT Remote Control Unit, or select the  Scopia® XT Control icon on your taskbar.
4. 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 27).

5. Navigate using the XT Remote Control Unit or on the Scopia® XT Executive only, you can also use the keyboard and mouse.

Related Links

[Controlling the XT Series](#) on page 18

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 23).
- (Scopia® XT Executive only) Using your keyboard and mouse (see [Navigating Menus with the Keyboard and Mouse](#) on page 24).
- Using Scopia® Control on an Apple iPad 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 10: The XT Remote Control Unit](#) on page 21).

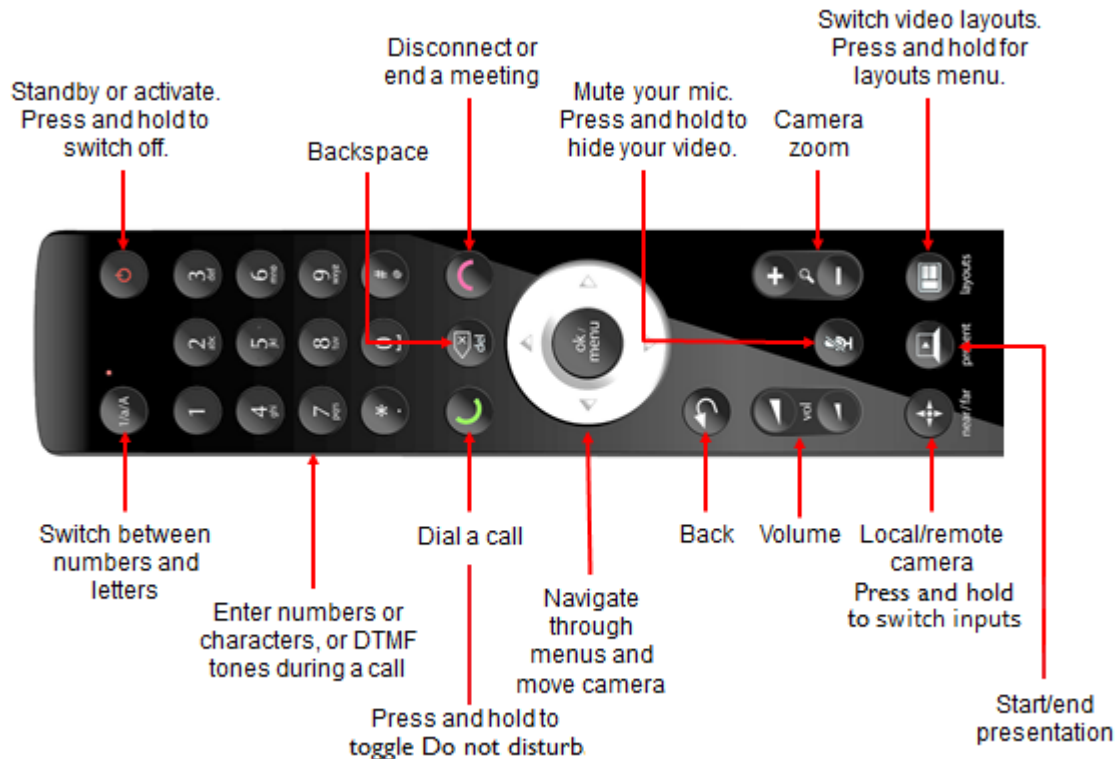


Figure 10: The XT Remote Control Unit

Scroll through menus and options using the arrow keys and pressing the **ok/menu** key to select an item.

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 11: Entry method displayed to the right of an input field](#) on page 21). 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.

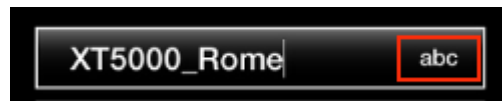


Figure 11: Entry method displayed to the right of an input field

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 MCU 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).

- Press and hold the **Dial**  key to toggle Do Not Disturb (DND).
- Press and hold the **near/far** key to switch between local and remote shared content.

Related Links

[Controlling the XT Series](#) on page 18

[Pairing an XT Remote Control Unit](#) on page 22

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.

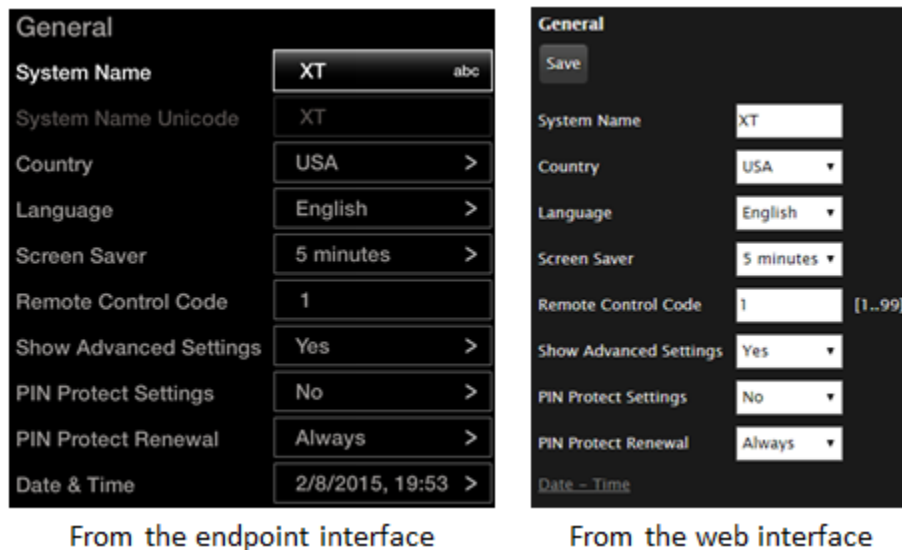


Figure 12: Setting the XT Remote Control Unit Code

2. Enter a two-digit numeric code between *01* and *99* in the **Remote Control Code** field.
3. From the web interface only, select **Save**.
4. On the XT Remote Control Unit, press the * and # keys simultaneously until its red light blinks twice.



Figure 13: 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 20

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

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/*.

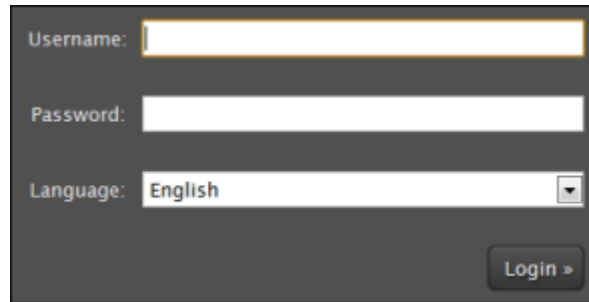
The image shows a login interface for the XT Series web interface. It has a dark grey background. There are three input fields: 'Username:' with a white text box, 'Password:' with a white text box, and 'Language:' with a white dropdown menu showing 'English'. Below these fields is a 'Login »' button.

Figure 14: 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 18

Navigating Menus with the Keyboard and Mouse

About this task

On the Scopia® XT Executive only, you can navigate through endpoint menus using your computer's keyboard and mouse instead of the remote control, by running a PC or Mac program called Scopia® XT Control. It also allows you to seamlessly switch between your computer screen and the system menus. By default, your computer screen is always displayed when you are not in a call.



Figure 15: Controlling your Scopia® XT Executive with your computer

Scopia® XT Control also offers shortcuts for some commonly used tasks, such as sharing content during a call.

You can still use the XT Remote Control Unit at any time (see [About the XT Remote Control Unit](#) on page 20 for details).

Before you begin

To access the endpoint's main menu using your keyboard and mouse, you must first perform the following procedures:

1. Connect your computer to the Scopia® XT Executive to use it as your computer's monitor (see [Connecting a Computer to the XT Series](#) on page 57).
2. Perform the initial setup described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 27. The last step of the quick setup wizard is installing the Scopia® XT Control utility (see [Installing Scopia® XT Control to Use Keyboard and Mouse \(Scopia® XT Executive\)](#) on page 35).

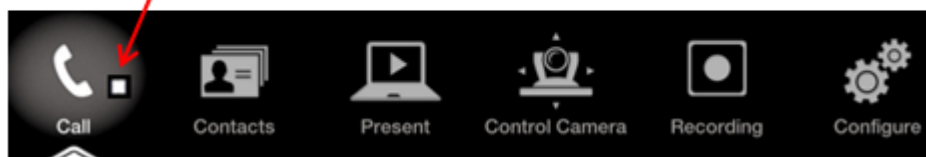
Procedure

1. Select the  Scopia® XT Control icon in your taskbar:



The icon turns gray indicating the keyboard and mouse control the endpoint navigation, the menus appear on the screen, and the mouse cursor is now a square . Move the mouse all the way to the edge of the screen to ensure the square icon follows its movements.

System menus are now controlled
by keyboard and mouse.



! Important:

On the Scopia® XT Executive, the system menus are automatically activated when you receive an incoming call to allow you accept or reject the call.

2. Scopia® XT Control enables a number of functions using the keyboard or mouse (see [Table 2: Using the keyboard or mouse with Scopia® XT Control](#) on page 26).

Table 2: Using the keyboard or mouse with Scopia® XT Control

Function	Using your keyboard	Using your mouse	Using XT Remote Control Unit
Select an option	Press Enter .	Click on the option.	Press ok/menu .
Enter text	Use the keyboard.	N/A	Use the XT Remote Control Unit keypad to enter letters and digits.
Go back to previous page	Press Esc .	Click on an empty area on the screen.	Press  Back .
Navigate endpoint menus	Press the arrows then Enter .	Select the option.	Use the arrow keys then ok/menu .
Move windows in video layout	-	Drag and drop the windows to the desired position.	Press and hold Layouts  and select the desired layout (see Changing Your Own Video Layout on page 61).
Switch control to computer	Press Esc , Backspace , or Ctrl+Shift+1 .	Select the window in the layout representing your desktop.	When you are not in a call, press  Present ,  Delete or  Back .
Zoom in or out	-	Scroll up or down	Press the zoom keys.

Related Links

[Controlling the XT Series](#) on page 18

[Connecting to a Scopia® XT Executive as a Room Endpoint](#) on page 26

Connecting to a Scopia® XT Executive as a Room Endpoint

About this task

If using the Scopia® XT Executive as a room endpoint, you must first connect to Scopia® XT Control before using your keyboard and mouse to control the Scopia® XT Executive. The  icon appears, indicating that authentication is required.

If you are using the Scopia® XT Executive as a personal endpoint, you only authenticate the first time you connect your computer.

Before you begin

Connect your computer as described in [Connecting a Computer to the XT Series](#) on page 57.

Procedure

1. Enter the user code displayed in your Scopia® XT Control page (see [Figure 16: Entering the user code \(example\)](#) on page 27 for an example).

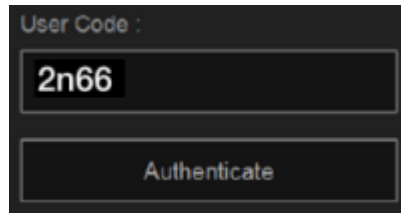


Figure 16: Entering the user code (example)

2. Select **Authenticate** using your computer mouse.
3. You can now control the Scopia® XT Executive with your keyboard and mouse by selecting the  Scopia® XT Control icon in your taskbar:



For tips on getting started and using the Scopia® XT Control utility, see [Navigating Menus with the Keyboard and Mouse](#) on page 24.

Related Links

[Navigating Menus with the Keyboard and Mouse](#) on page 24

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 17: Accessing the Quick Setup

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

Related Links

[Getting Started](#) on page 17

[Setting the System Name, Language, and Call Method](#) on page 28

[Adjusting the Image Position](#) on page 30

[Configuring Basic Network Settings](#) on page 31

[Configuring Basic Gatekeeper Settings](#) on page 33

[Configuring Basic SIP Settings](#) on page 34

[Installing Scopia® XT Control to Use Keyboard and Mouse \(Scopia® XT Executive\)](#) on page 35

Setting the System Name, Language, and Call Method

About this task

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 27.

Procedure

1. Define the name and language as described in [Table 3: Defining name and language of the XT Series](#) on page 29.

System Name	XT
Country	USA >
Language	English >
Protocol Type	H.323 >
Use as	Standard Room endpoint >

From the endpoint interface

System Name	XT
System Name Unicode	XT
Country	USA ▼
Language	English ▼
Protocol Type	H.323 ▼

From the web interface

Figure 18: Setting Country and Language**Table 3: 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	(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 system menus.
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. • H.323: Select if you are registering the endpoint to a gatekeeper only. For more information, see Configuring Basic Gatekeeper Settings on page 33 or contact your administrator. • SIP: Select if you are registering the endpoint to a SIP server only. For more information, see Configuring Basic SIP Settings on page 34 or contact your administrator. You can register the endpoint to as many as three SIP servers (see <i>Deployment Guide for the XT Series</i>). • H.323 and SIP: Select if you are registering the endpoint to both a gatekeeper and a SIP server. For more information, see Configuring Basic Gatekeeper Settings on page 33 and Configuring Basic SIP Settings on page 34, or contact your administrator.

Table continues...

Field	Description
Use as	(Scopia® XT Executive only) Select whether this endpoint is used with different computers: • Select Personal Executive endpoint for a single user, where you pair the computer once to the XT Series using Scopia® XT Control. • Select Shared Executive endpoint for multiple users, where you pair the computer afresh with Scopia® XT Control each time you connect. • Select Standard Room endpoint for multiple users, if you do not want to control the endpoint using a keyboard and mouse via Scopia® XT Control. The endpoint is automatically set up with the default settings of other XT Series models, rather than the Scopia® XT Executive. For example, the monitor displays the system menus when you are not in a call (as opposed to the computer content, which is the default for Scopia® XT Executive).

2. To adjust the image on your monitor, select **Next** and continue with [Adjusting the Image Position](#) on page 30.

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 27

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 27.
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**.

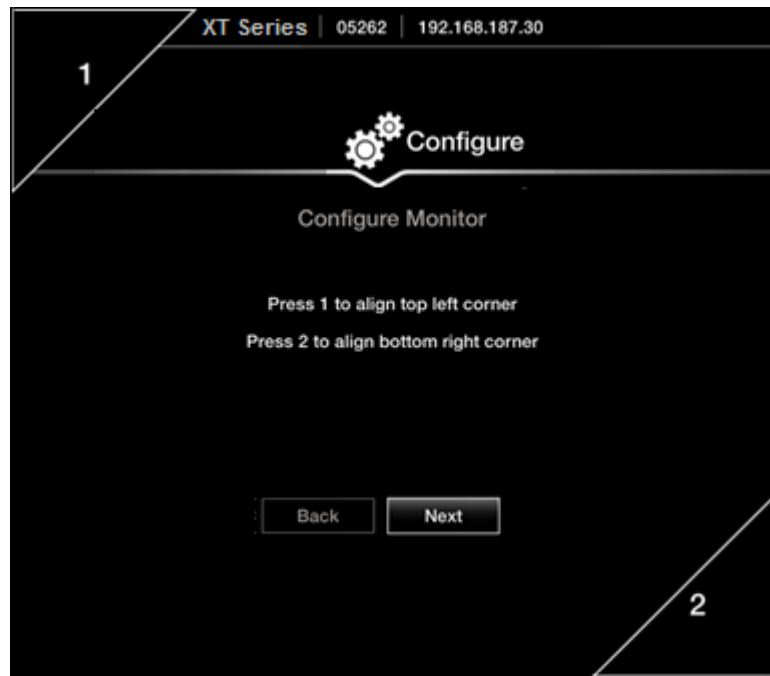


Figure 19: Examining the image position

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 31).

Related Links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 27

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 27, and skip to this step.

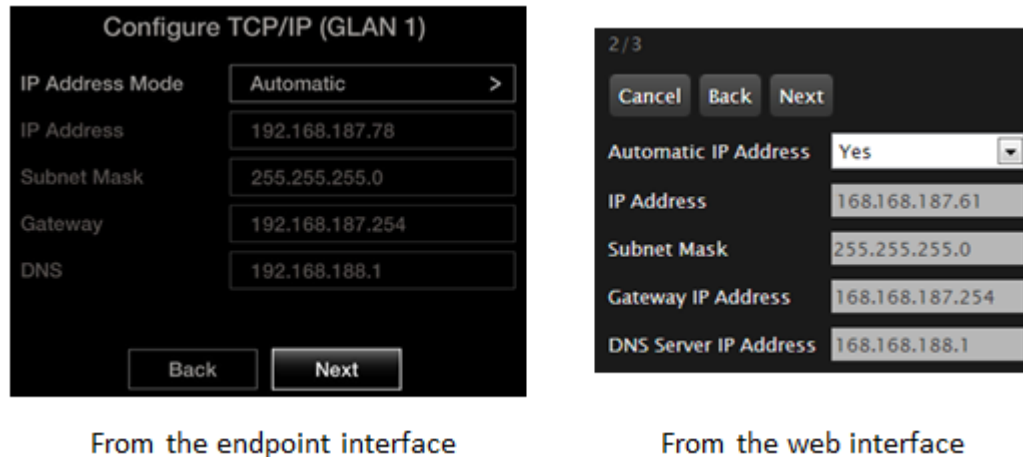


Figure 20: Defining IP Settings

2. Enter the following values:

Table 4: 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: - Scopia® XT Telepresence deployments - Units on a public network - SIP deployments where the unit is secured with a TLS certificate.
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.

3. 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 33.
 - If you are only registering your endpoint to a SIP server (and not a gatekeeper), continue with [Configuring Basic SIP Settings](#) on page 34.

Related Links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 27

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*.

Procedure

1. Access the Quick Setup Wizard from the endpoint, as described in [Configuring Basic Settings with the Quick Setup Wizard](#) on page 27, and skip to this step.

From the endpoint interface

From the web interface

Figure 21: Gatekeeper settings

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 Avaya Scopia® ECS Gatekeeper.
Mode or Automatic IP Address	Choose whether the gatekeeper is configured to automatically detect endpoints. For more information, ask your network administrator.
Gatekeeper IP address	Enter the IP address of the gatekeeper.
E.164	Enter the H.323 number required to dial the XT Series.

3. If you are registering your endpoint to a SIP server, select **Next** and continue with [Configuring Basic SIP Settings](#) on page 34. Otherwise, select **Done** to complete the Quick Setup Wizard.

For Scopia® XT Executive only, to configure using your keyboard and mouse to navigate the menus, continue with [Installing Scopia® XT Control to Use Keyboard and Mouse \(Scopia® XT Executive\)](#) on page 35.

Related Links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 27

Configuring Basic SIP Settings

About this task

This section explains how to register your XT Series to the SIP server.

The XT Series can function in a SIP environment, where aliases are managed by SIP servers, not gatekeepers. You can dial an endpoint by entering its alias 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 aliases and endpoints to successfully route calls.

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 27, and skip to this step.

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

- The DNS name or IP address of the SIP server. You can define up to three servers.
- For the SIP infrastructure that requires a SIP user authentication, credentials for authenticating XT Series to the SIP server.

Procedure

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

In redundant SIP deployments, the XT Series uses this server as the default SIP server.



User	XT12
Authentication Name	a
Authentication Password	*
Use SIP Server	No >
Server Address	10.10.10.10
Back Done	

Figure 22: Configuring basic SIP settings

Table 5: Configuring basic SIP settings for the XT Series

Field	Description
User	Enter the system name (alias). The system is registered to the SIP server under this name. When connecting over SIP, this name is displayed on the monitors participating in the videoconference (for example, John-Smith , or 9th-Floor-Room) .
Authentication Name	If necessary, enter the name for authenticating the XT Series with the SIP server. It can be the same as the User parameter.
Authentication Password	If necessary, enter the password for authenticating your XT Series with the SIP server.
Use SIP Server	Enable registering the system to the SIP server by selecting Yes . For redundant SIP deployments, you can enter information for up to three SIP servers, as described in <i>Deployment Guide for Avaya Scopia® XT Series</i> .
Server Address	Enter the DNS name or IP address of the SIP 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 27

Installing Scopia® XT Control to Use Keyboard and Mouse (Scopia® XT Executive)

About this task

This procedure describes how to configure your Scopia® XT Executive (only) to navigate its menus with a keyboard and mouse by installing Scopia® XT Control, a small standalone program for Windows or Mac (see [Navigating Menus with the Keyboard and Mouse](#) on page 24).

The Scopia® XT Control utility can only be installed from the endpoint's web interface.

Before you begin

1. Verify your computer is running either Windows XP/Vista/7/8, or if it is a Mac, verify it is running OSX 10.x, up to 10.9.
2. Connect your computer to the Scopia® XT Executive (see [Connecting a Computer to the XT Series](#) on page 57).
3. Perform the Quick Setup wizard, which ends with the Scopia® XT Control installation, or install it at any time from the web interface.

Procedure

1. The Quick Setup wizard provides the web address to access your endpoint from the web, and displays a user code to pair a computer's keyboard and mouse to the endpoint. You enter this code at the end of the installation, so make a note of it now.



Figure 23: Installing Scopia® XT Control from the Quick Setup

2. Select **Minimize** to remove the window and expose your computer content.
3. Access the XT Series web interface, as described in [Accessing XT Series Web Interface](#) on page 23.
4. In the main web page of the endpoint, in the **Home > XT Control** section, select **Create package** ([Figure 24: Installing Scopia® XT Control for Windows](#) on page 36).

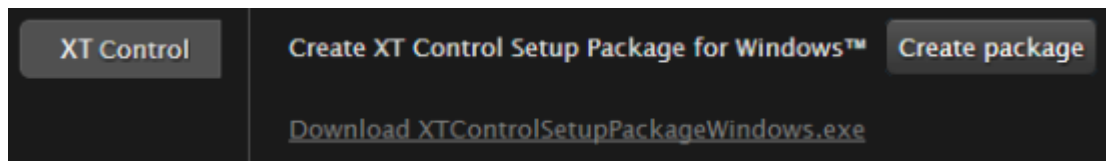


Figure 24: Installing Scopia® XT Control for Windows

5. For Mac users only, copy the setup package to a folder on your computer, and launch the  Scopia® XT Control:
6. For Windows users only, launch the installation package:
 - a. Select **Next** in the installation wizard and select to install Scopia® XT Control.
 - b. Select the installation folder and click **Next**.
 - c. Choose a location in the Start menu, and select **Install**.
 - d. Select **Finish**.

Scopia® XT Control automatically connects to the Scopia® XT Executive.

7. Use your keyboard to enter the user code displayed at the start of this procedure.

If you accidentally closed the code, leave the **User Code** field empty and select **Authenticate** to display a new code.

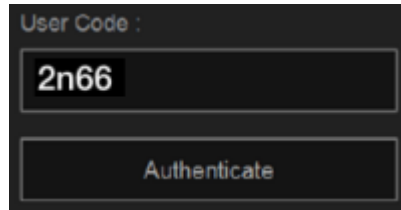


Figure 25: Entering the user code (example)

8. Select **Authenticate** using your computer mouse.
9. You can now control the Scopia® XT Executive with your keyboard and mouse by selecting the  Scopia® XT Control icon in your taskbar:



For tips on getting started and using the Scopia® XT Control utility, see [Navigating Menus with the Keyboard and Mouse](#) on page 24.

Related Links

[Configuring Basic Settings with the Quick Setup Wizard](#) on page 27

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 17

Connecting Headphones to the Scopia® XT Executive

About this task

By default, you hear the sound from your computer and the Scopia® XT Executive on the monitor's speakers. For privacy, you can connect headphones.

During a call, you hear the audio output on your headphones and remote participants hear the audio input from either the Scopia® XT Executive's built-in microphone or the Microphone Pod, depending on the microphone you are using (see *Deployment Guide for Avaya Scopia® XT Series* for more information).

When you share content from your computer, remote participants also hear the PC audio if the computer's audio output is connected (see [Connecting a Computer to the XT Series](#) on page 57).

Procedure

Connect your headphones to the headphone port on the back of the Scopia® XT Executive monitor:

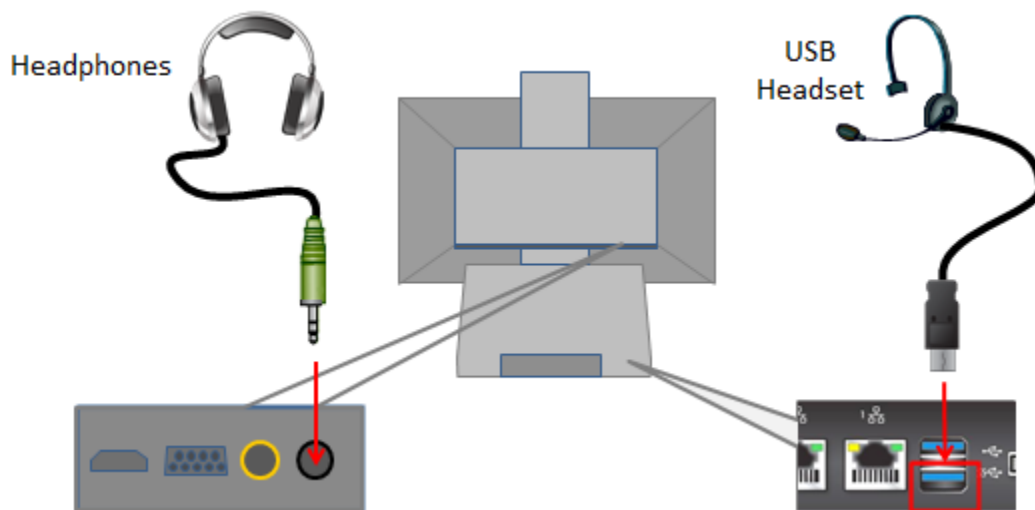


Figure 26: Connecting Headphones to the Scopia® XT Executive

Alternatively, attach a USB headset with microphone to the USB port on the XT Codec Unit, for example [Plantronics Voyager Pro UC](#), wireless [Plantronics Savi W440](#), or [Jabra Pro 9450 Duo](#).

Related Links

[Getting Started](#) on page 17

Chapter 3: Starting a New Call

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 preferences, 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 39

[Finding, Adding, Changing or Deleting Contacts](#) on page 43

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, 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.

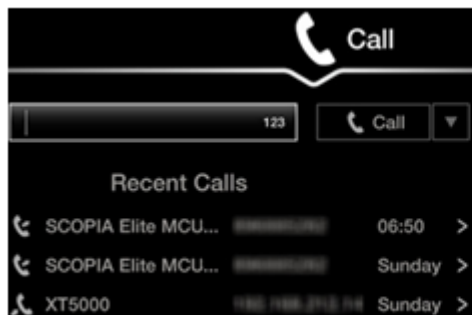
Your call is securely encrypted when it shows a padlock icon  on the monitor. Ask your system administrator to configure encryption (see *Deployment Guide for Avaya Scopia® XT Series*).

Important:

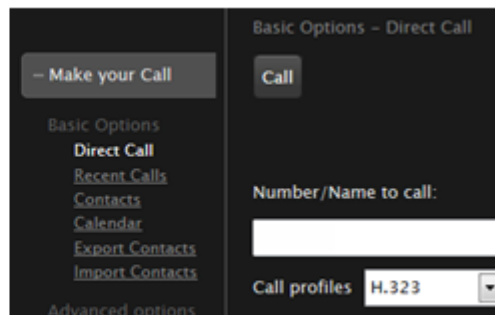
Using encryption is subject to local regulation. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

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.



From the endpoint interface



From the web interface

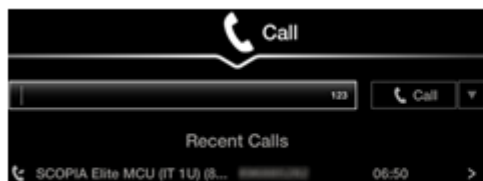
Figure 27: Enter a new dial string to contact an endpoint

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*.

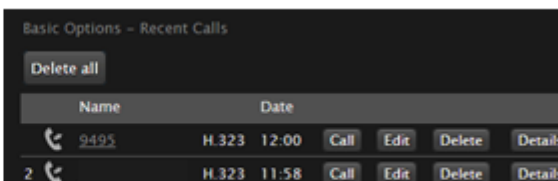
Important:

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.



From the endpoint interface



From the web interface

Figure 28: List of recently dialed endpoints

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**.



Figure 29: 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 39).
 - 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**.

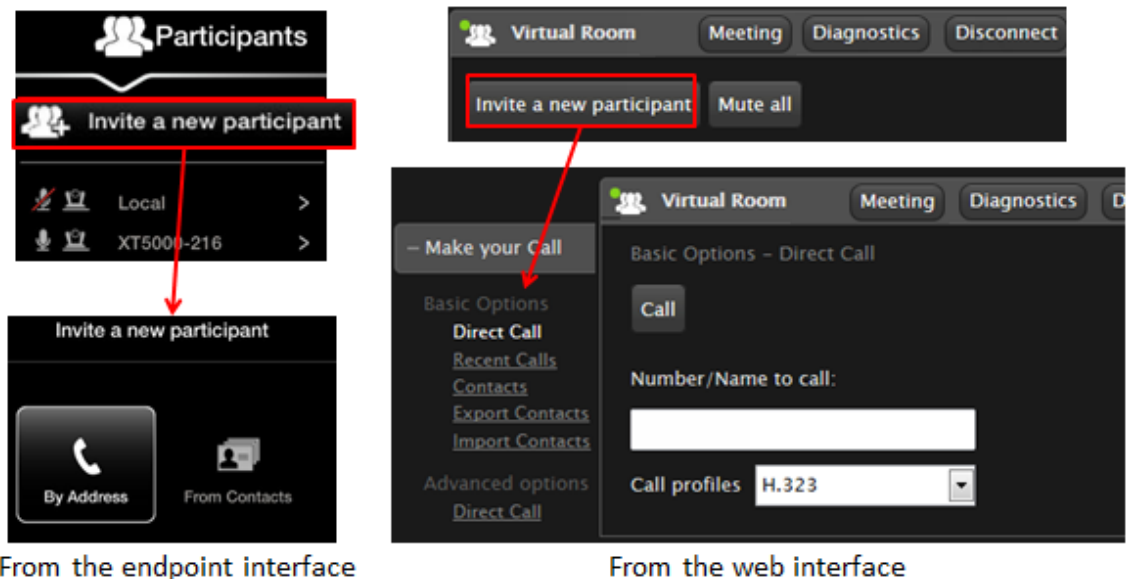


Figure 30: Inviting a new participant from the endpoint interface

- 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**.

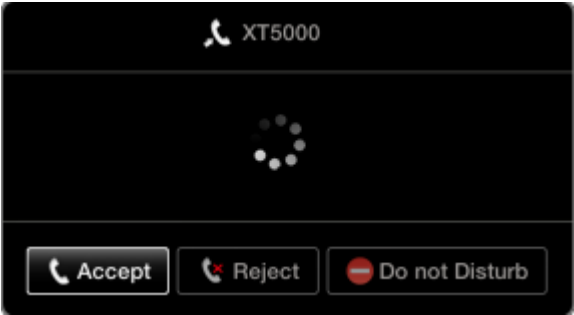


Figure 31: Answering a video call

7. 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.

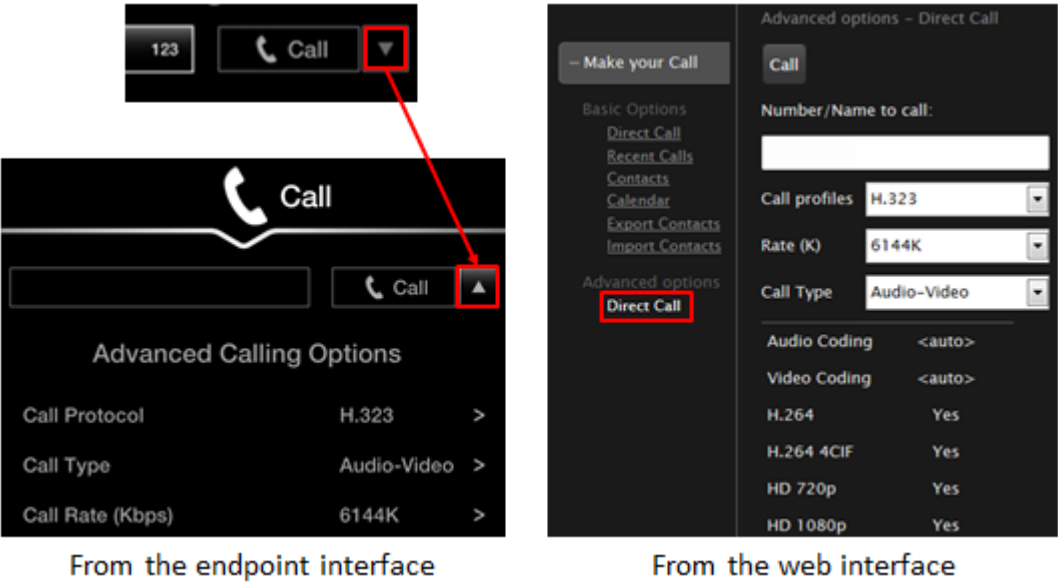


Figure 32: Accessing advanced call options

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

Table 6: Entering advanced call properties

Field Name	Description
Call Protocol or Call profiles	If necessary, select the protocol to use when calling this personal endpoint or meeting room: • 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, such as Microsoft Lync clients .

Table continues...

Field Name	Description
	Select ISDN to call ISDN endpoints. This requires an ISDN gateway such as Scopia® 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 this 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.

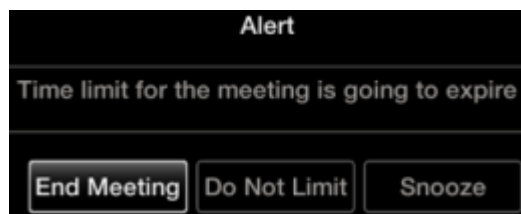


Figure 33: Meeting Duration Alert

Related Links

[Starting a New Call](#) on page 39

Finding, Adding, Changing or Deleting Contacts

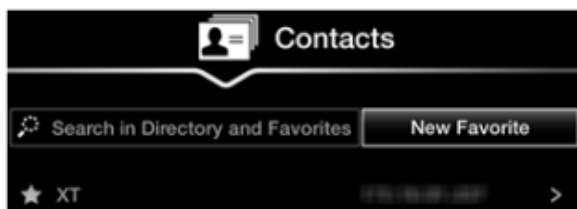
About this task

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 Scopia® Management, a third-party LDAP server, or the contact list of another XT Series, you can only view and search for contacts.

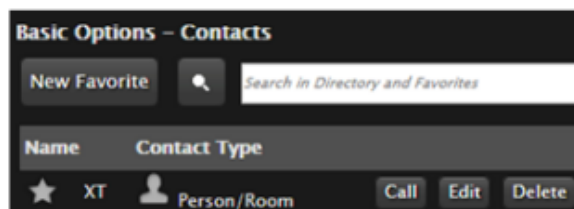
Contact your administrator for details about your organization's LDAP server.

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 endpoint interface



From the web interface

Figure 34: 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 Scopia® Management, a third-party LDAP server, or 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.

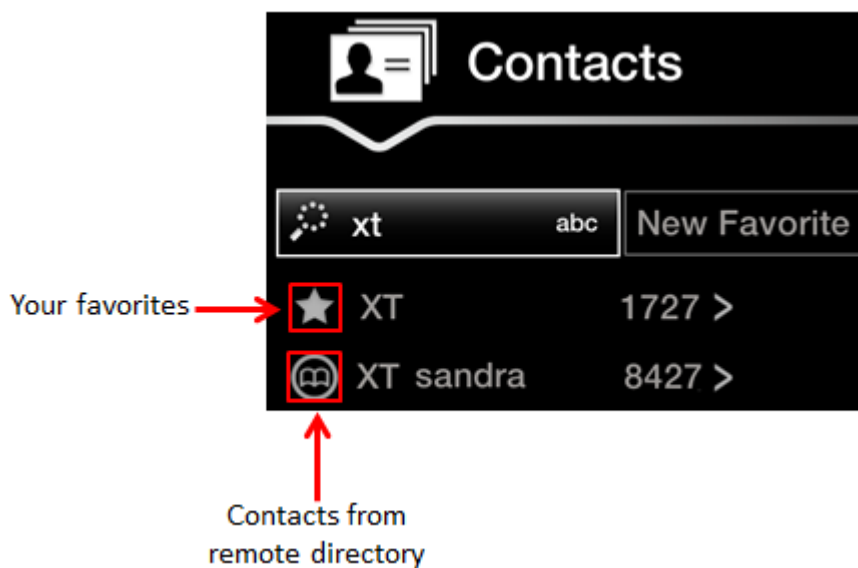


Figure 35: Searching for a contact

To add a contact from the remote directory to your favorites, first find the entry. From the XT Series web interface, select **Add to favorites** next to the contact's name. From the endpoint interface, select the entry with the right-arrow and choose **Add to favorites**.

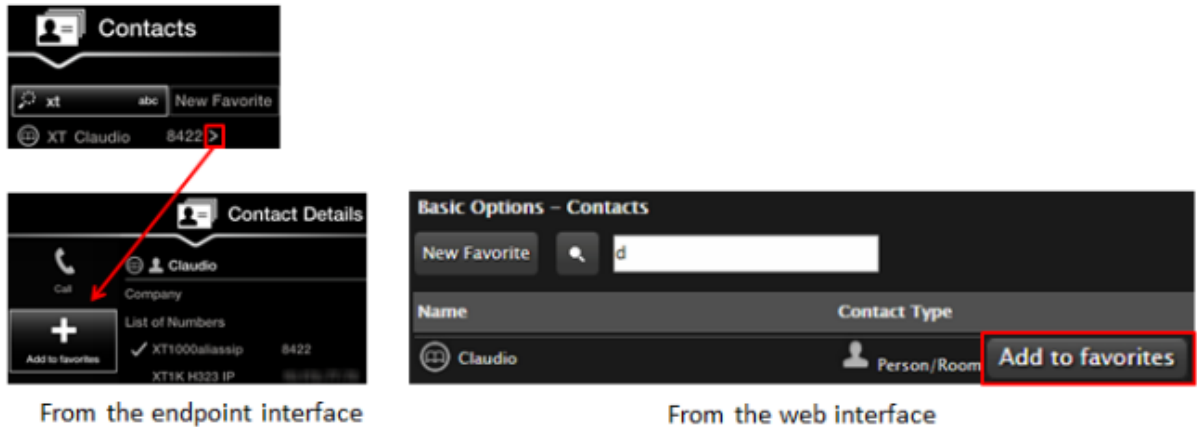


Figure 36: Adding a contact from the remote directory to your favorites

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.

3. 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).

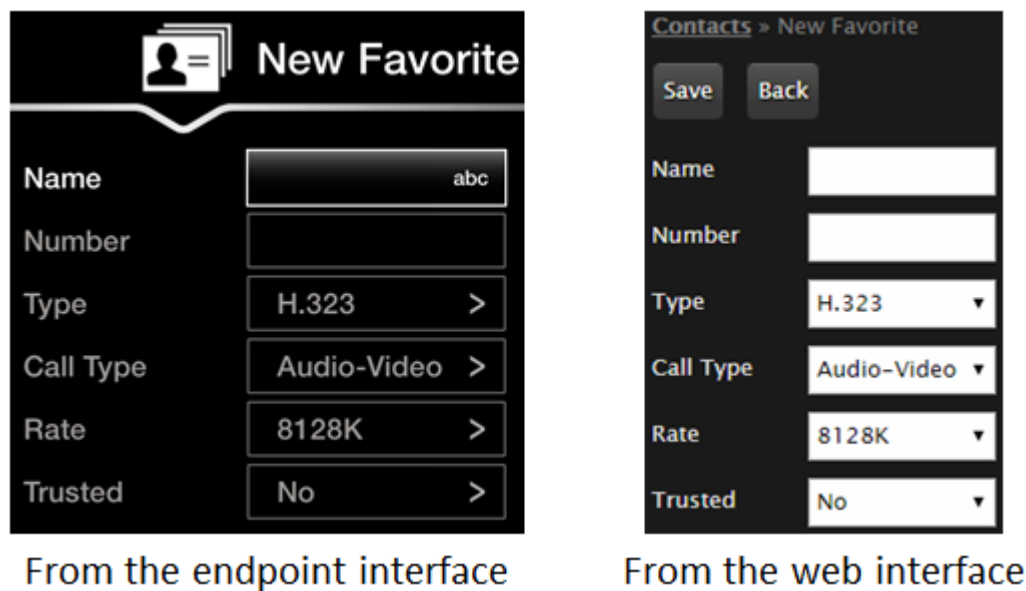


Figure 37: Add a new contact

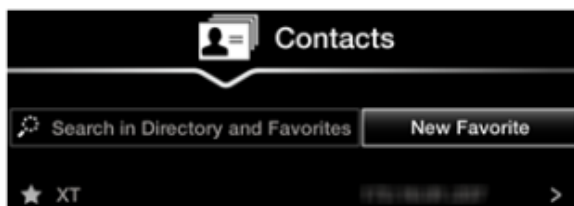
Enter the following details. When you are done, select **Save** (web interface only).

Table 7: Entering advanced information for a contact

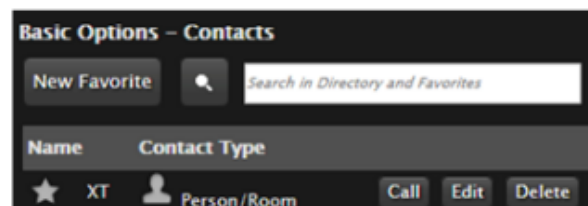
Field Name	Description
Name	Enter the contact's name.
Number	Enter the dial string to contact this endpoint. It can be a number, an H.323 alias like <i>john_smith</i> , or a URI address like <i>john@company.com</i> . After saving the contact, you can edit the contact's information to add several numbers for the same contact, for example: home, office or virtual room (see Editing an existing contact on page 47).
Type	If necessary, select the protocol to use when calling this personal endpoint or meeting room: • 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, such as Microsoft Lync clients . • Select ISDN to call ISDN endpoints. This requires an ISDN gateway such as Scopia® 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	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 77).

You can also manually define the Type, Call Type, and Rate each time you place a call (see [Starting a Meeting](#) on page 39).

4. 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 endpoint interface



From the web interface

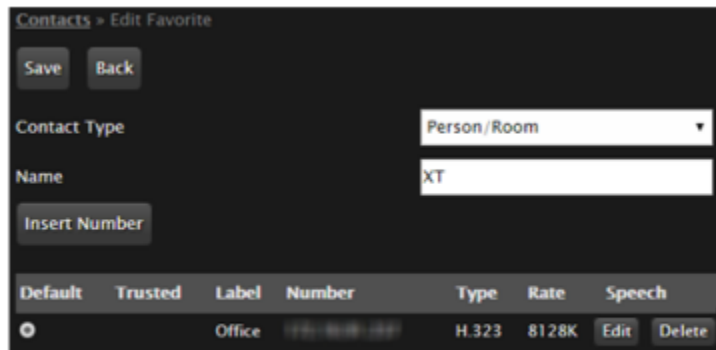
Figure 38: Contact list

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).



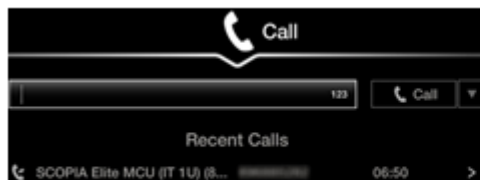
From the endpoint interface



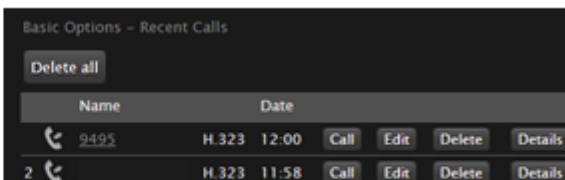
From the web interface

Figure 39: 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**.



From the endpoint interface



From the web interface

Figure 40: List of recently dialed endpoints

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**.

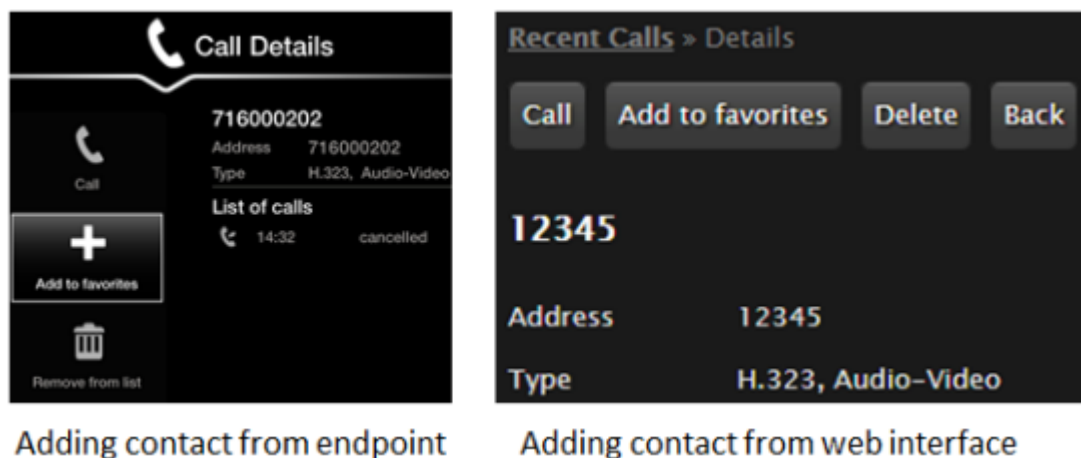


Figure 41: Adding a recent call to the local contacts

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**.

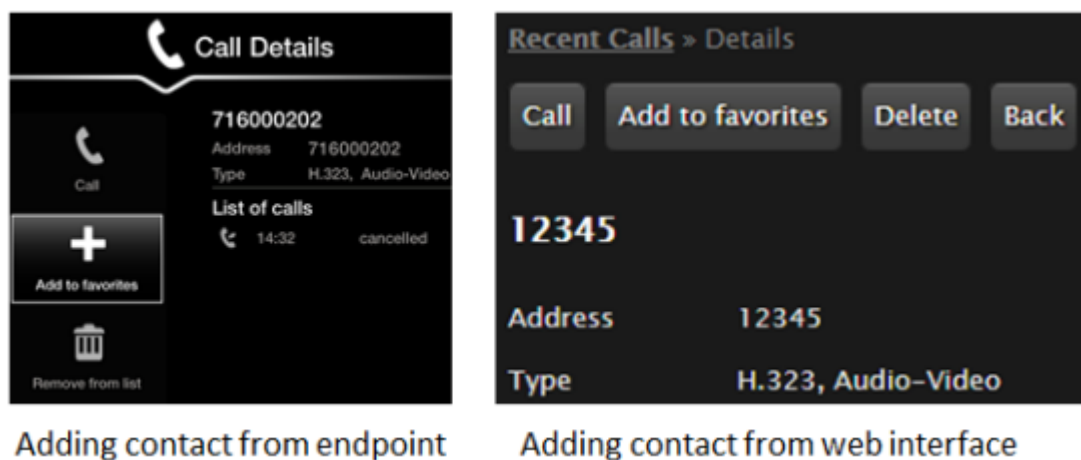


Figure 42: Adding a recent call to the local contacts

Related Links

[Starting a New Call](#) on page 39

Chapter 4: Participating in Meetings

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 66

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 Scopia® Management, hence this functionality is only available when the XT Series is managed by Scopia® Management.

The calendar displays all Scopia® Management meetings which have invited this XT Series endpoint. For example, you can invite a user's Scopia® XT Executive, or you can book a physical conference room which houses an XT Series room system.

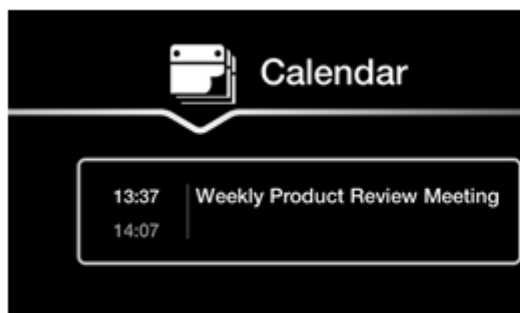
In the XT Series you can only view calendar entries to join meetings. To create or edit a Scopia® Management meeting, you must access the Scopia® Management user portal, or use the 64-bit Scopia® Add-in for Microsoft Outlook.

Before you begin

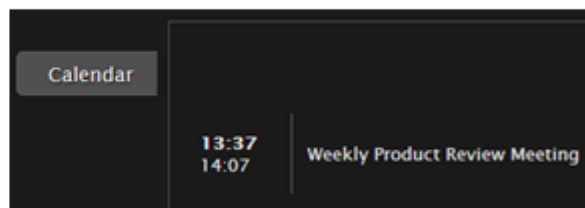
The XT Series must be managed by Scopia® Management (see *Deployment Guide for Avaya Scopia® XT Series*).

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**.



From the endpoint interface



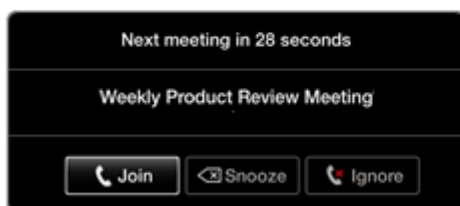
From the web interface

Figure 43: Viewing endpoint's scheduled meetings for today

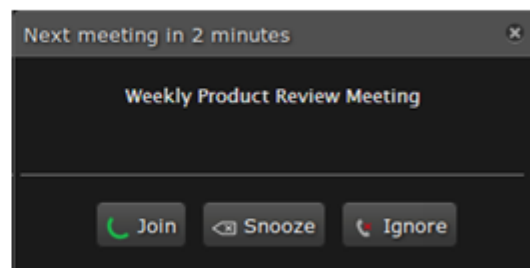
- Before the meeting starts, the XT Series displays a notification in the title bar of the endpoint interface notifying you when the meeting is due to start. Then when the meeting is about to start, you are invited to join.



Endpoint title bar



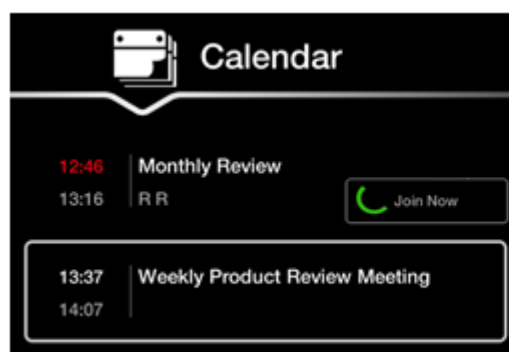
From the endpoint interface



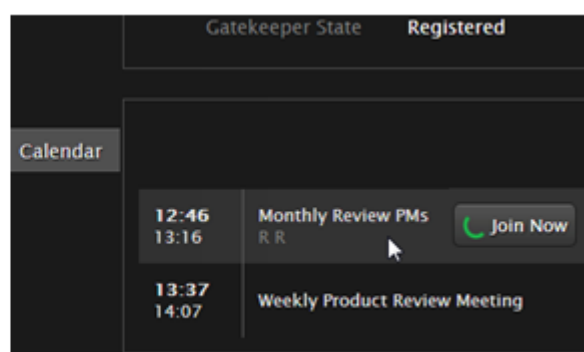
From the web interface

Figure 44: Notifications when a meeting is due to start

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



From the endpoint interface



From the web interface

Figure 45: 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 46: Controlling your camera](#) on page 51), and then select **Control Camera**.

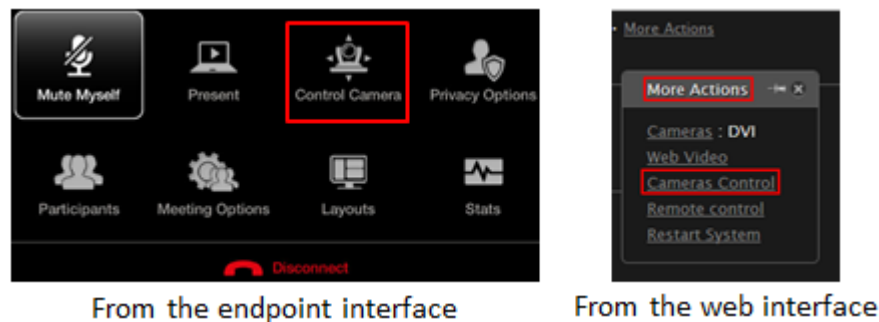


Figure 46: Controlling your camera

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 47: 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. If you are using Scopia® XT Control on a Scopia® XT Executive, you can also right-click an empty area of the main menu or call page and adjust the volume slider.

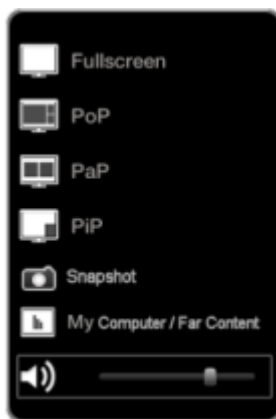


Figure 48: Changing the volume during a call

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**.

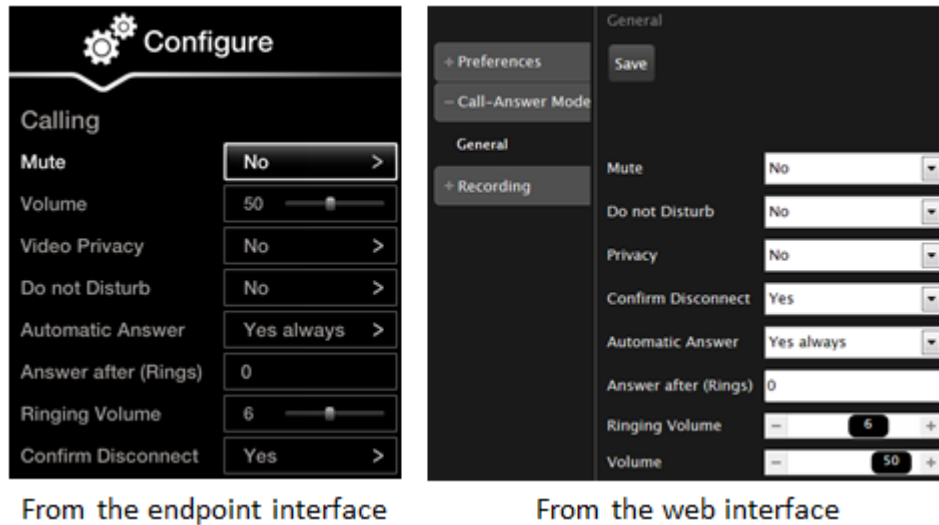


Figure 49: Call-Answer settings

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® 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 Scopia® 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 57, and then share content as described in [Sharing Computer Content](#) on page 59.

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 57

[Presenting Content by Connecting your Computer to the XT Series](#) on page 59

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® 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® 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.

Procedure

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

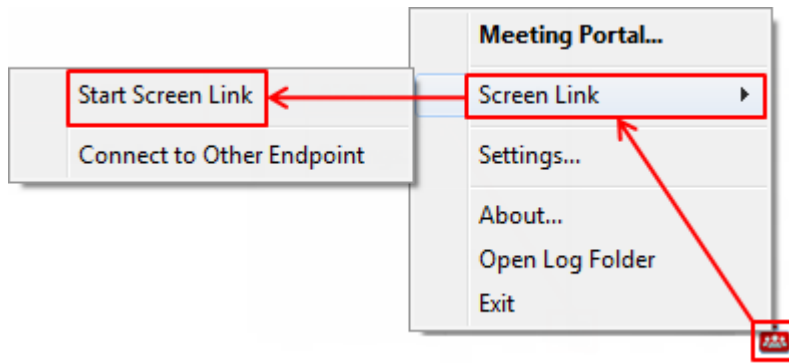


Figure 50: Starting to share content using the XT Series endpoint

Your Scopia® 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.

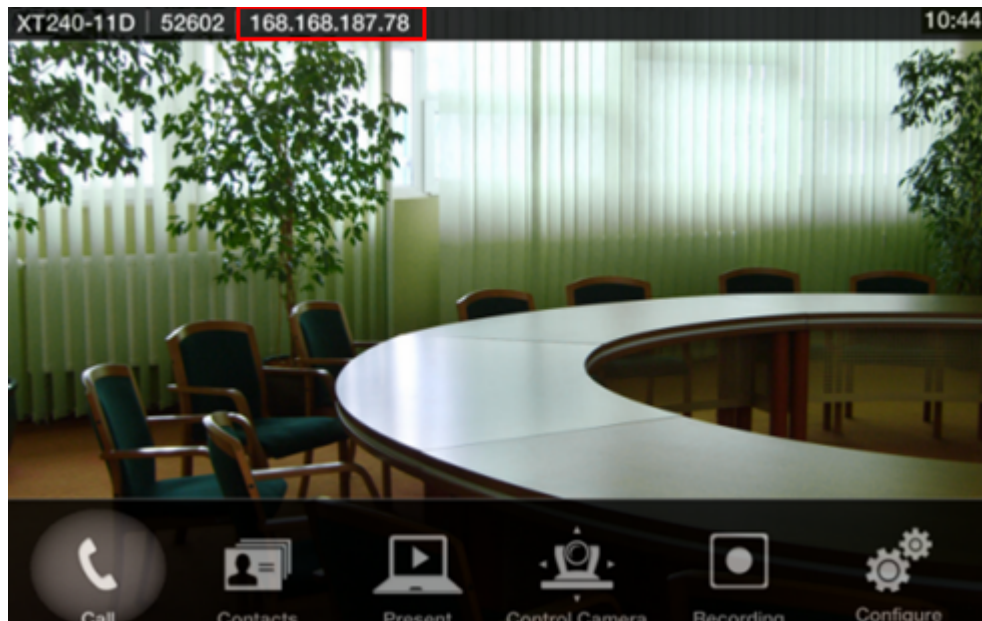


Figure 51: IP address displayed on the XT Series monitor

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

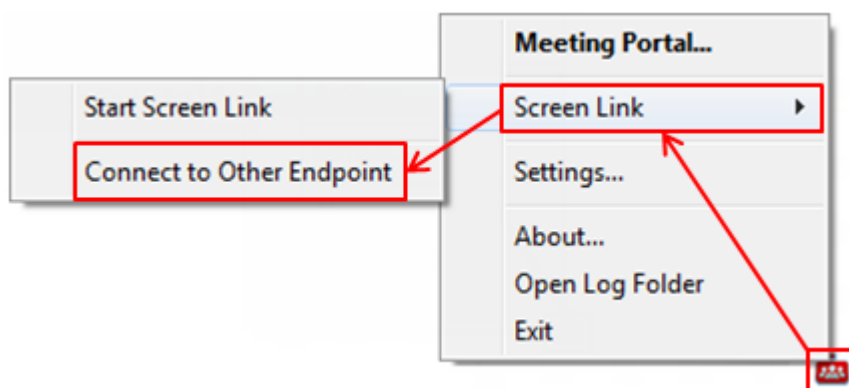
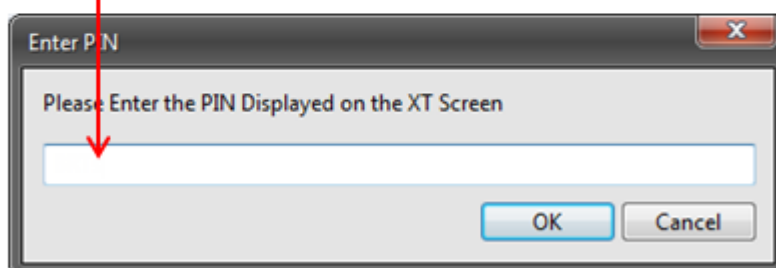
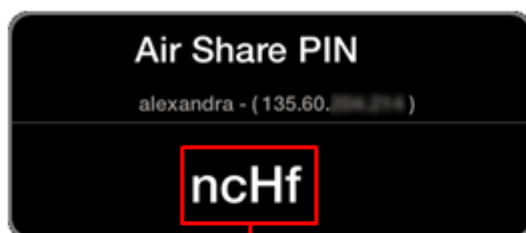


Figure 52: Connecting to an XT Series endpoint by its IP address

- 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.

XT Series endpoint



Scopia Desktop client

Figure 53: 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® Desktop icon  and select **Screen Link > Stop Screen Link**.

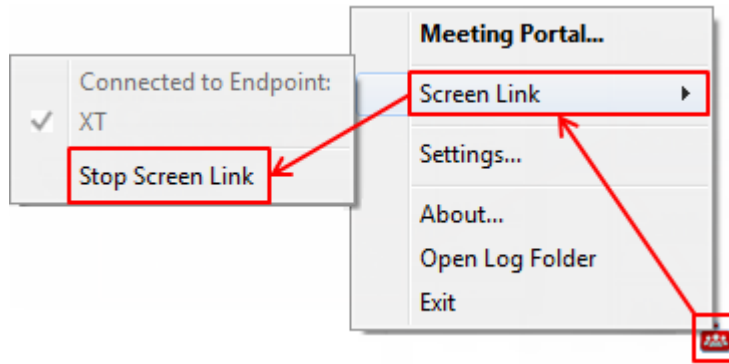


Figure 54: Stopping to share content using the XT Series endpoint

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*).

On the Scopia® XT Executive, your computer content is automatically displayed on the monitor, but only ever shared when you manually choose to do so. When you receive an incoming call, it automatically displays the XT Series menus to easily allow you accept or reject the call, and your local camera displays your video on the monitor.

Alternatively, you can quickly share content without connecting your computer. You can do so only if your computer has Scopia® 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.

Procedure

1. If your computer has a DVI 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.

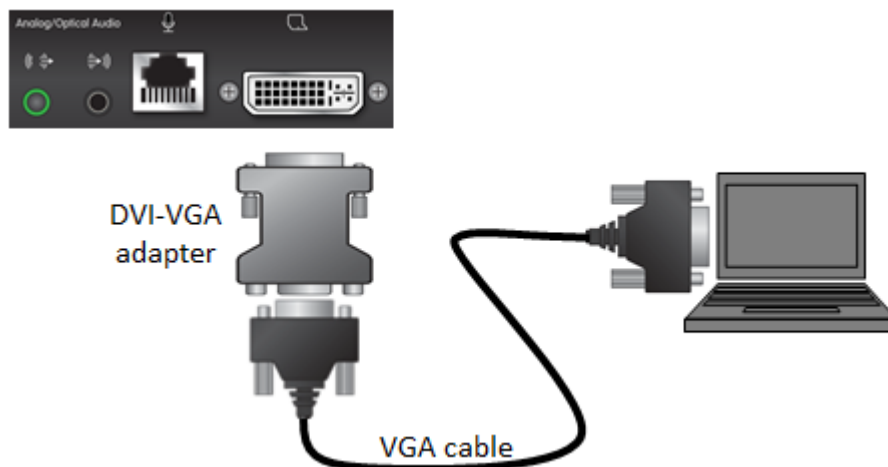


Figure 55: Connecting a computer's display to the XT Series

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

! Important:

Participants in the meeting can hear your computer's audio even if you mute the audio on the XT Series.

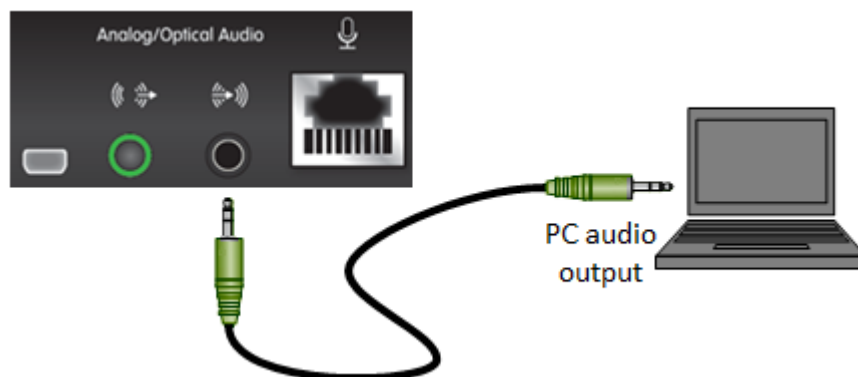


Figure 56: Connecting a computer's audio to the XT Series

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
HD+ (900p)	1600x900	60	N/A
WSGA	1440x900	60	60
UVGA	1280x960	60, 85	60, 85
WXGA	1280x768 / 1280x800	60	60
720p	1280x720	60	60
XGA	1024x768	60, 70, 75	60, 70, 75
SVGA	800x600	60, 72, 75	60, 72, 75
VGA	640x480	72, 75	72, 75

- To share content from your computer, continue with [Presenting Content by Connecting your Computer to the XT Series](#) on page 59.

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. You can do so only if your computer has Scopia® 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.

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.

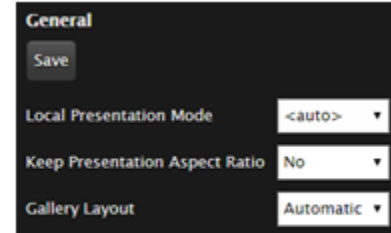
During a videoconference, your computer content is private and is only shared with others when you manually choose to do so.

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 57: 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 57).

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).

The Scopia® XT Executive screen displays a presenting  icon in the bottom corner to indicate your computer content is visible to others during a call. In addition, if you use Scopia® XT Control to navigate menus with a keyboard and mouse, the icon in the taskbar changes to .

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 58: Examples of video layouts with three streams on single or dual monitors](#) on page 61).



Figure 58: 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 59: Multi-party videoconference places conference layout as the remote stream \(example\)](#) on page 62).

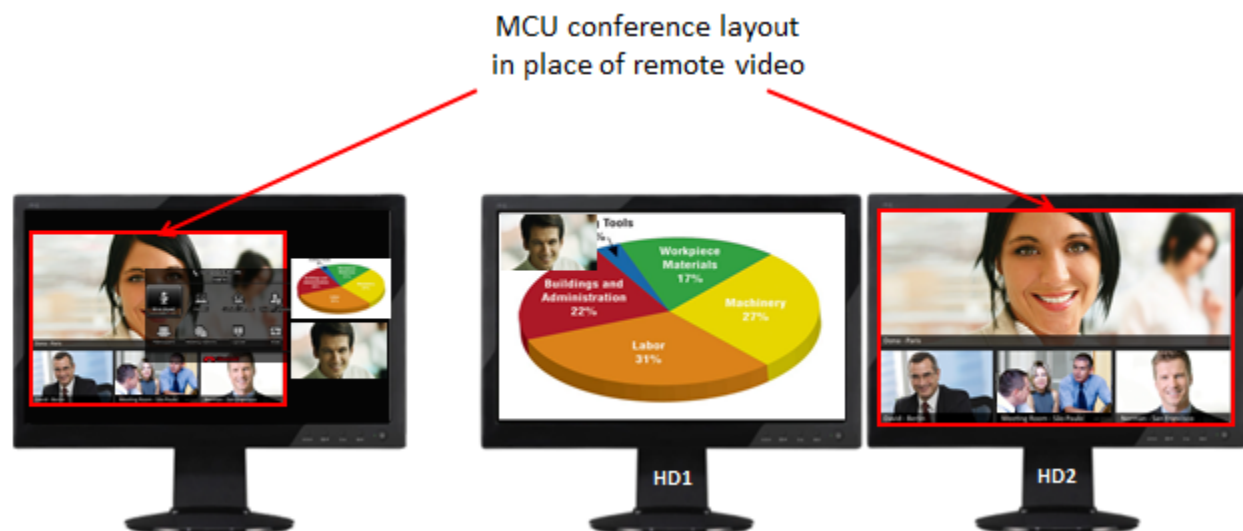


Figure 59: Multi-party videoconference places conference layout as the remote stream (example)

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 Series 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).

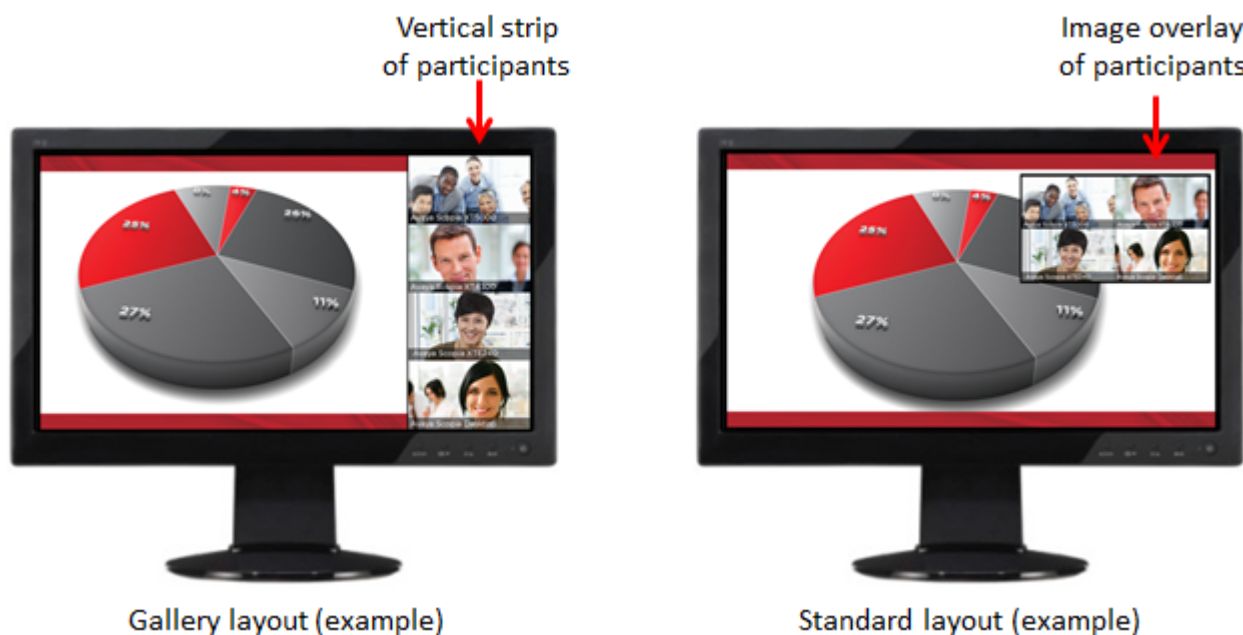


Figure 60: Comparing gallery and standard layouts

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 Scopia® 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 73).

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 Series MCU, you can choose from an additional set of layouts designed to optimize screen space (known as gallery layouts). This requires Avaya Scopia® Solution version 8.3.2 or later.

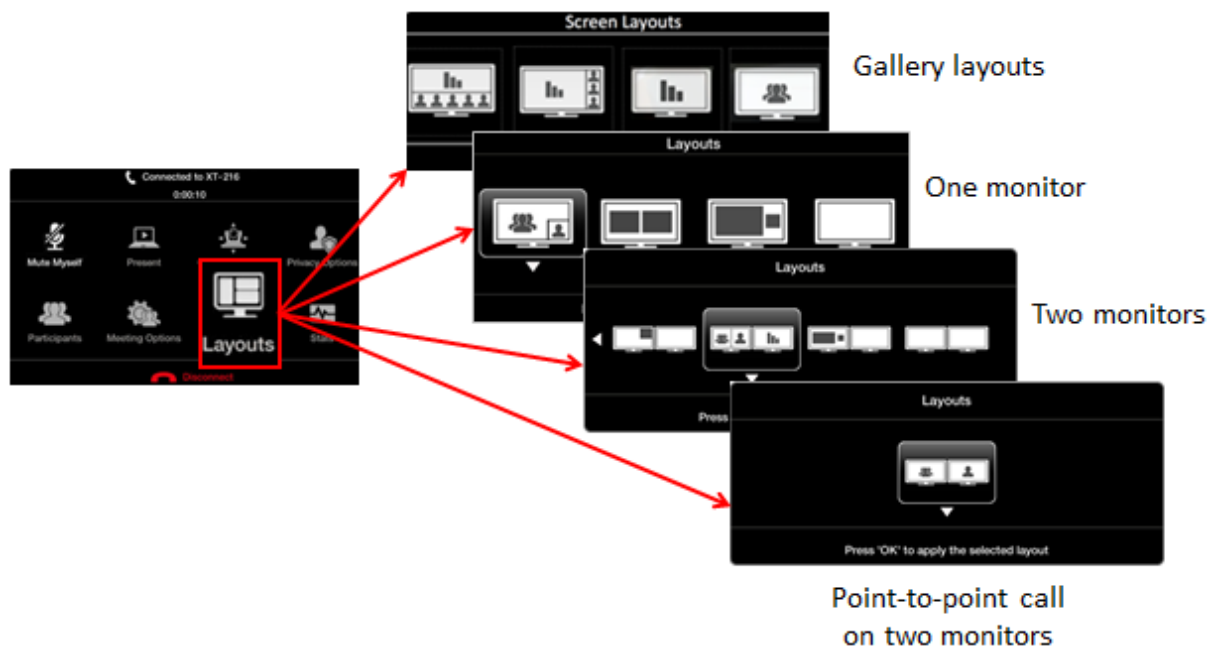


Figure 61: Changing video layout during a call (example)

3. (Scopia® XT Executive only) If you are using Scopia® XT Control, you can drag and drop the images to change the arrangement of the layout, or you can right-click an empty area of the video layout and choose a different layout from the context menu.

To switch between your own content versus the remote shared content during a call, you can use the same context menu or press **near/far** on the XT Remote Control Unit.

4. (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**.

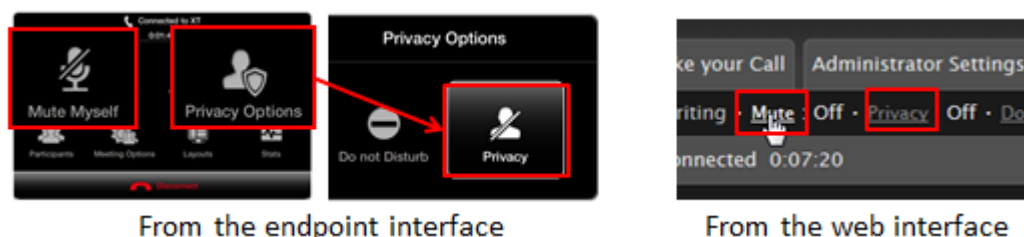


Figure 62: Blocking your own audio and video

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 62: Blocking your own audio and video](#) on page 64).

The camera moves to its sleep position when it is disabled, or on the Scopia® XT Executive the embedded camera's LED turns off.

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

- 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.

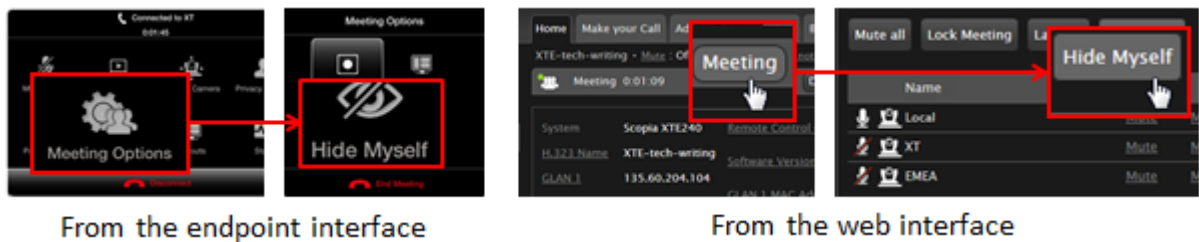


Figure 63: Hiding your presence in a meeting

- 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**.

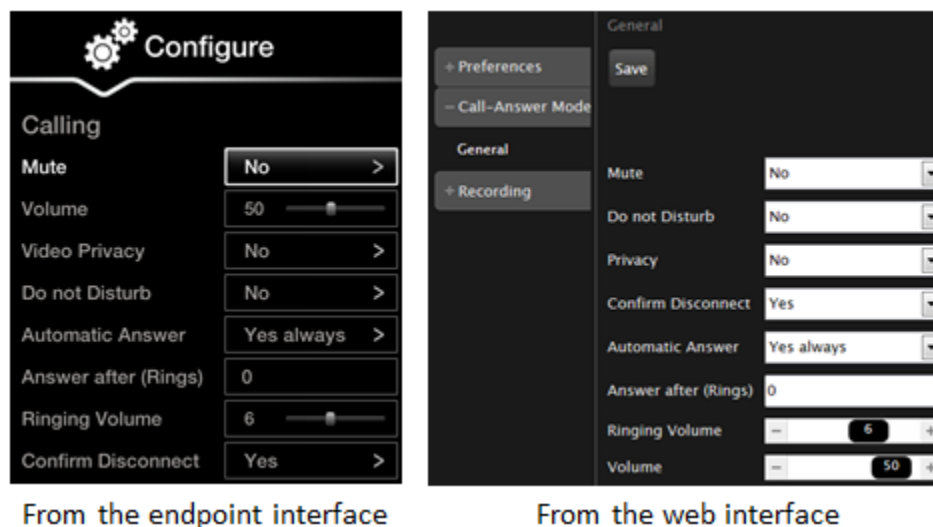


Figure 64: Call settings

- Set **Privacy** or **Video Privacy** to **Yes**.
- 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**.

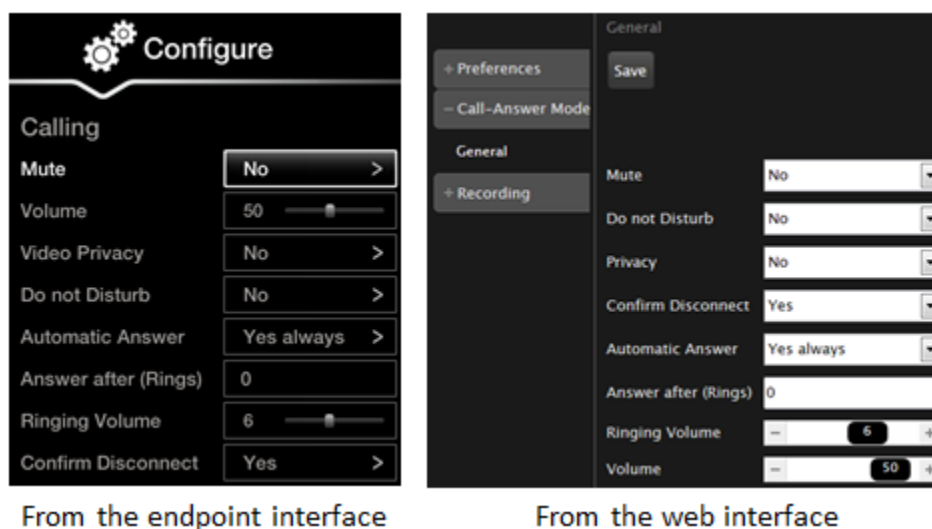


Figure 65: Calling preferences

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

Related Links

[Participating in Meetings](#) on page 49

Chapter 5: Recording Meetings

About this task

You can record meetings to a locally connected USB storage device or the network. This section describes how to start, pause, or stop a recording during a videoconference.

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 Scopia® Desktop Web Portal (see *User Guide for Avaya Scopia® Desktop Client*).

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.

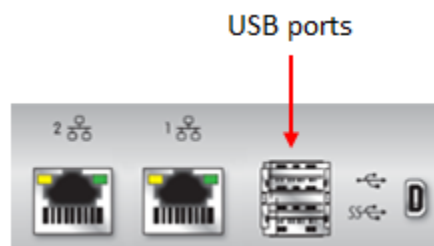


Figure 66: Connecting a USB drive to the XT Series

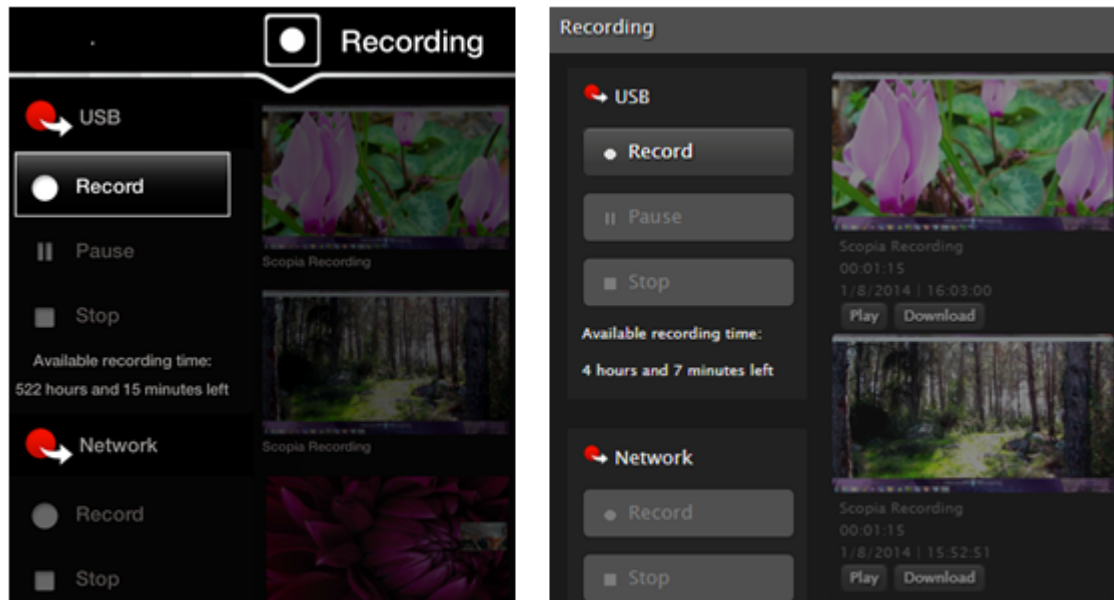
- To record to the network, your Scopia® Solution must include a recording server, the XT Series must be managed by Scopia® Management, and the meeting must be hosted by an external Scopia® Elite MCU (or an older model). The endpoint must be accessible remotely by Scopia® Management with its address 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, such as video resolution, as described in [Enabling and Configuring Recording](#) on page 79. 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.



From the endpoint interface

From the web interface

Figure 67: 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 79.

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 68: 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.

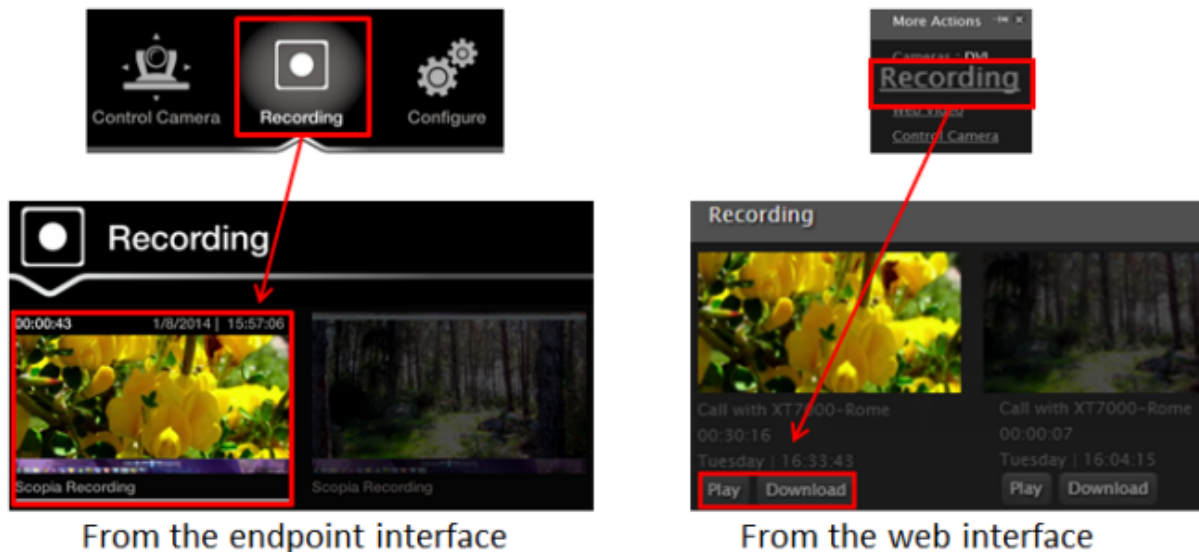


Figure 69: Viewing recordings stored on local USB drive

! 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 Scopia® Desktop web portal and follow the links to view recordings stored there (see *User Guide for Avaya Scopia® Desktop Client*).

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.

Chapter 6: Moderating Meetings

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 70

[Changing the Video Layout for all Participants](#) on page 73

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 73.

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 Scopia® 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.

Important:

When a meeting is hosted by the Scopia® Elite MCU, you may need to enter a PIN if you are not the moderator and attempt a moderator-only action (depending on whether or not the meeting has PIN-protected moderator features).

For meetings hosted by a standalone (not built-in) MCU, use DTMF to issue instructions to the hosting MCU by pressing the XT Remote Control Unit keypad during the call, according to the MCU's documentation. For example, in meetings hosted on the Scopia® Elite MCU, press * to access the MCU menu (see *User Guide for Scopia® Elite MCU* for more information).

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.

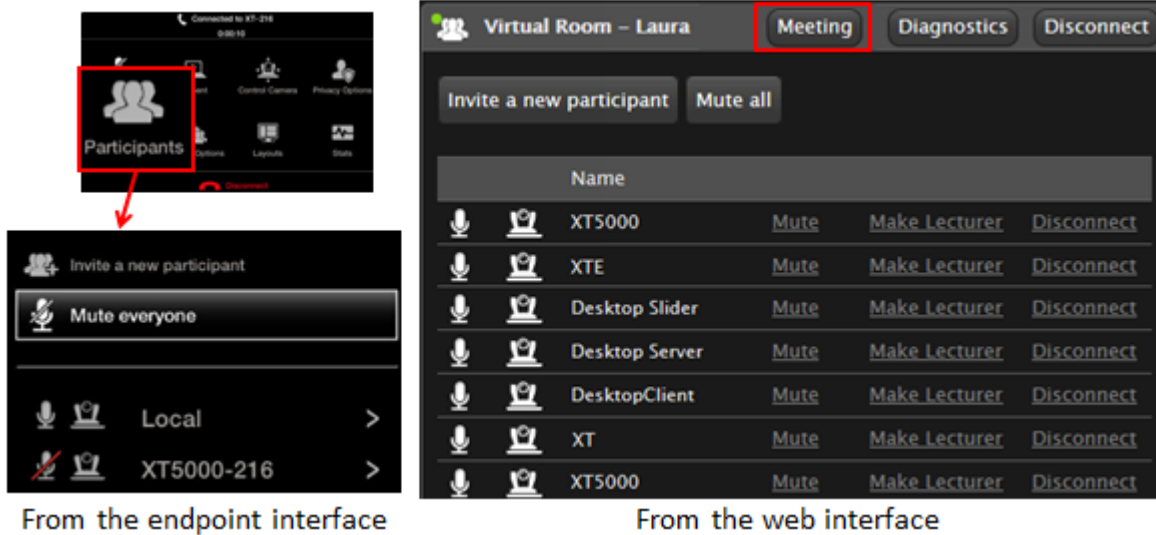


Figure 70: Moderating a hosted videoconference

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.

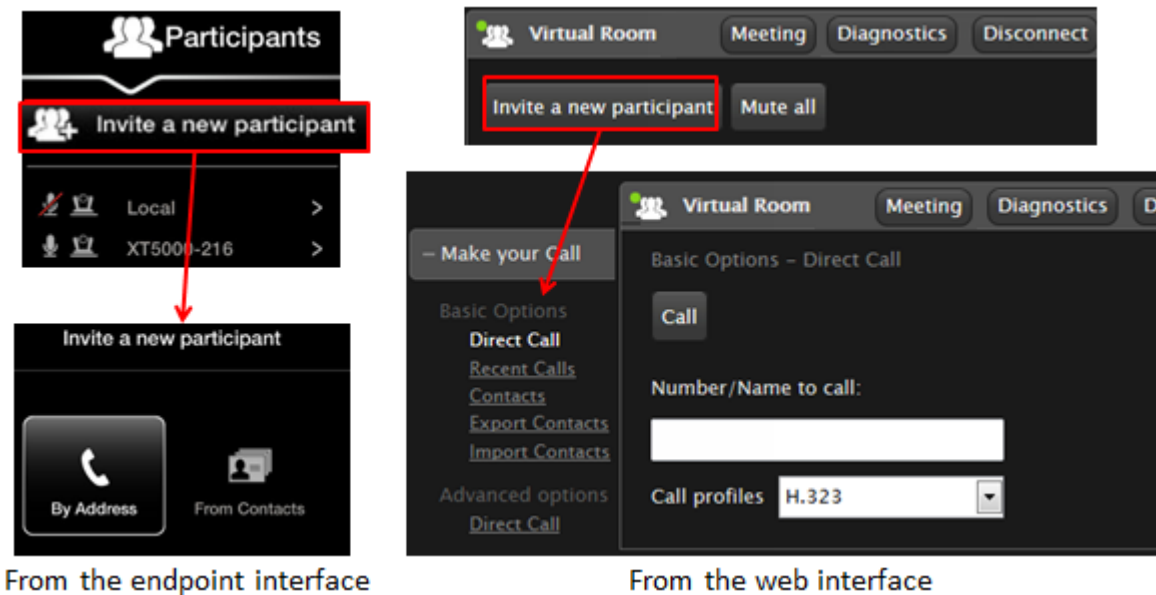


Figure 71: Inviting new participant by address or contacts

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.

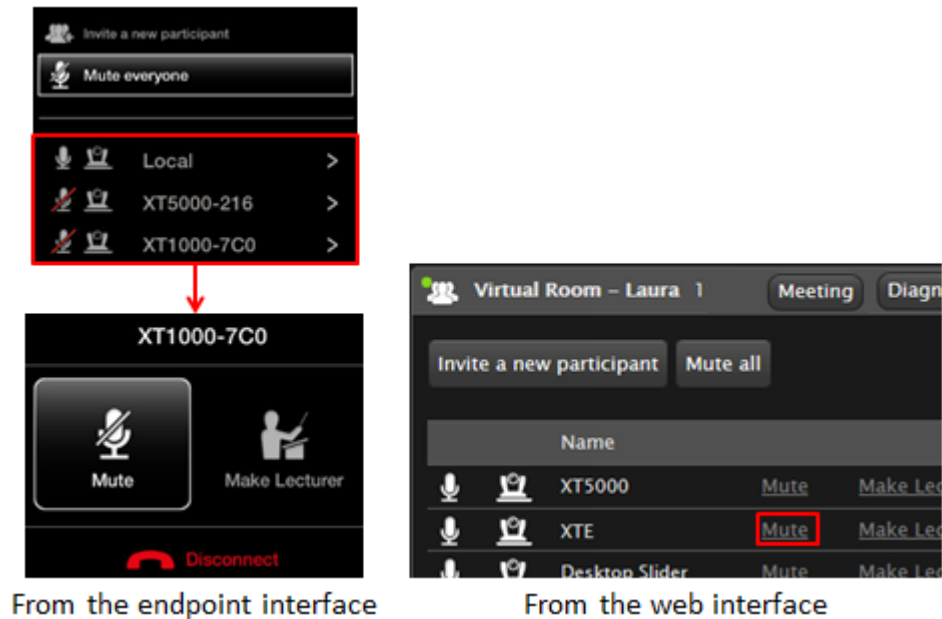


Figure 72: Muting a participant

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.

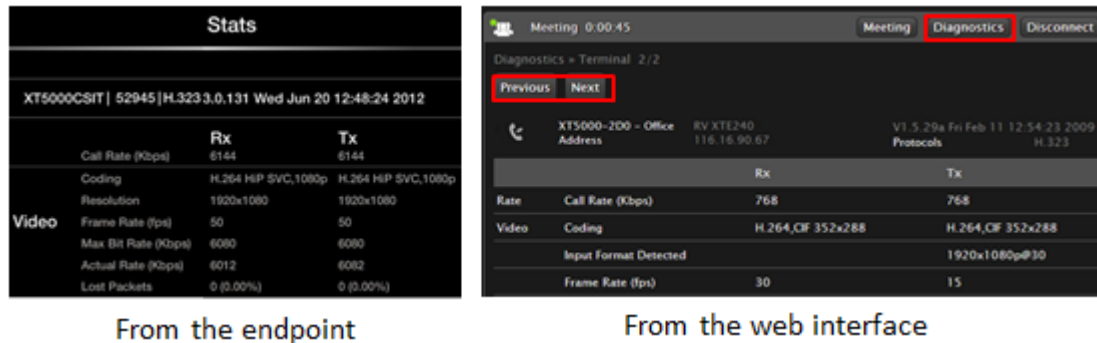


Figure 73: Viewing the remote endpoint's information

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.

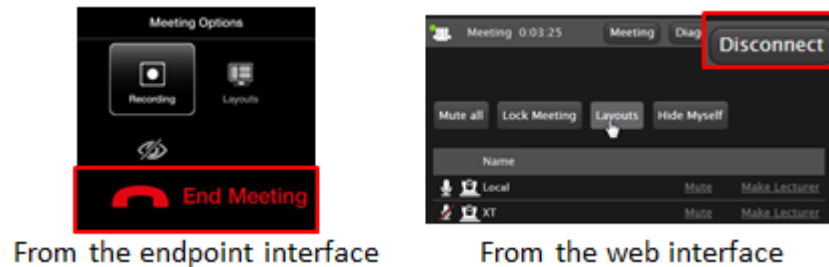


Figure 74: Ending a meeting (moderators only)

Related Links

[Moderating Meetings](#) on page 70

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. However, if you host the meeting on an external MCU like the Scopia® Elite MCU, you must use the methods available on that MCU, such as sending DTMF commands.

The layouts of a multi-party meeting also depend on the host MCU. The Scopia® Elite MCU, has a different set of layouts to the XT Series built-in MCU. In both cases, 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 75: Examples of video layouts for meetings hosted on the XT Series built-in MCU

If the meeting is hosted on the Scopia® Elite MCU, you choose from layouts available on that MCU.



Figure 76: Examples of video layouts for meetings hosted on the Scopia® Elite 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**.

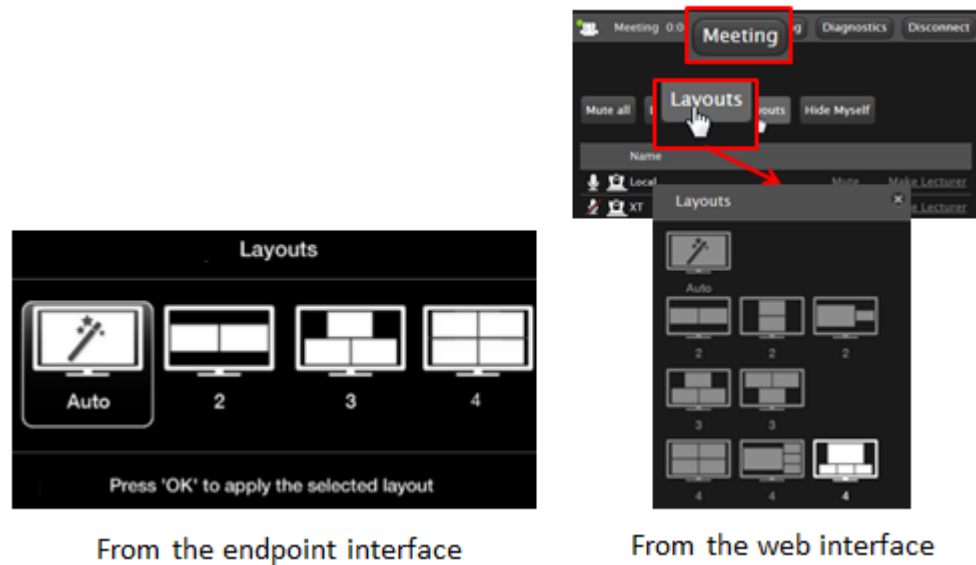


Figure 77: Changing the video layout for all participants

2. Select the desired layout according to the number of participants, or select **Auto** to restore the default layout.
3. (For meetings hosted by an external MCU) To change the video layout for all participants (unless they customized their own layout or are connecting from Scopia® Desktop Client):
 Use DTMF to issue instructions to the hosting MCU by pressing the XT Remote Control Unit keypad during the call.
 For example, in meetings hosted on the Scopia® Elite MCU, press * to access the MCU menu.
 If you are not a moderator, select **Become a moderator** and enter a PIN if required followed by #.
 Select **Change the main video layout** to determine all participants' layout.



Figure 78: Using DTMF to send instructions to the hosting Scopia® Elite MCU

Related Links

[Moderating Meetings](#) on page 70

Chapter 7: Configuring Advanced User Settings

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 77
- [Activating the Screen Saver](#) on page 79
- [Enabling and Configuring Recording](#) on page 79
- [Saving Meeting Snapshots \(Scopia® XT Executive only\)](#) on page 82
- [Setting PIN Codes for the XT Series](#) on page 84
- [Confirming Call Disconnections](#) on page 85

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**.

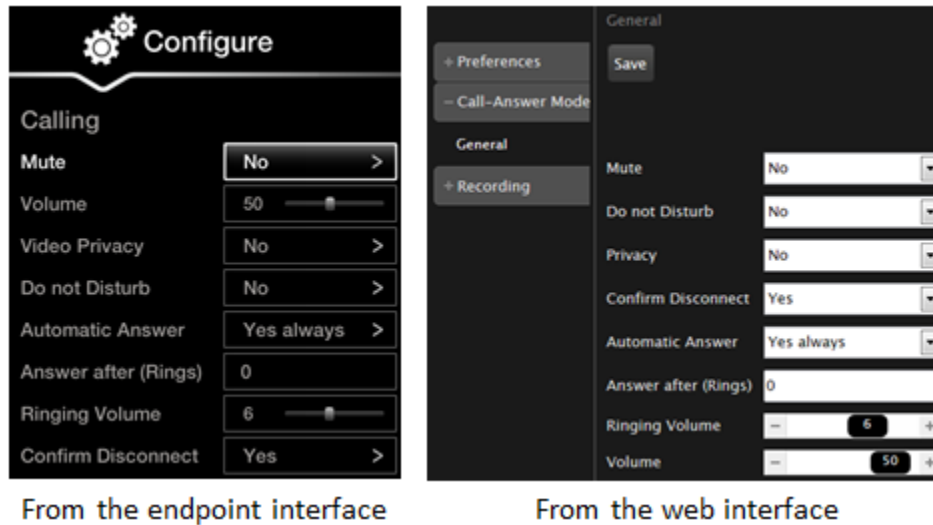


Figure 79: Setting call answer preferences

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 43).

- 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 43).

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 77

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. On the Scopia® XT Executive, the screen saver is managed by the connected computer's control panel.

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 77

Enabling and Configuring Recording

About this task

You can record meetings to a locally connected USB storage device or the network. 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 Scopia® Desktop Web Portal (see *User Guide for Avaya Scopia® Desktop Client*).

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.

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**.

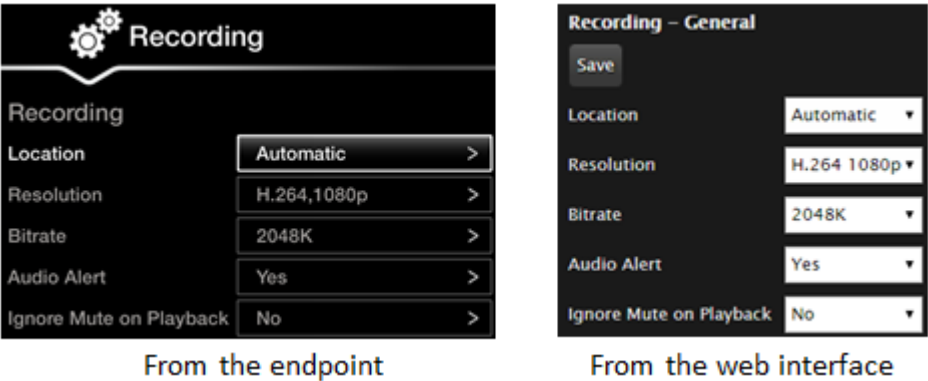


Figure 80: Setting your recording preferences

2. Define the following recording settings:

Table 9: Configuring recording settings

Field	Description
Location	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. • 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: - You can record videoconferences or local presentations to a USB storage device with enough available disk space. - You can record meetings to the network if your Scopia® Solution includes a recording server, the XT Series is managed by Scopia® 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. • Scopia 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 Scopia® Solution includes a recording server, the XT Series is managed by Scopia® Management, and the meeting is hosted by an external Scopia® Elite MCU (or an older model). For details, contact your administrator. You can view these recordings via the Scopia® Desktop Web Portal (see <i>User Guide for Avaya Scopia® Desktop Client</i>).

Table continues...

Field	Description
Resolution	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. When you change the resolution, the system automatically selects the optimal bitrate for this resolution. 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.
Bit rate	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. 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 presentation or when a lecturer is speaking and there is very little motion. In video recordings, the bitrate determines the file size for each minute of recording. Bitrate is often measured in kilobits per second (kbps). To estimate the space you need for the recording, see Table 10: Typical file sizes based on the bitrate on page 81. You can see how much recording time is available on your target disk when you access the Recording menu (see Recording Meetings on page 67). 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.
Audio Alert	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. When recording meetings to the network, an alert is always sent to participants.
Ignore Mute on Playback	Select Yes to play audio 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 Connecting Headphones to the Scopia® XT Executive on page 38.

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

Table continues...

Bitrate	File size for 1 minute recording	File size for 30 minute recording	File size for 1 hour recording
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**.

Related Links

[Configuring Advanced User Settings](#) on page 77

Saving Meeting Snapshots (Scopia® XT Executive only)

About this task

During a meeting, you can save shared content (presentations) and screen shots of local or remote video using your Scopia® XT Executive. This functionality requires that you install and use the Scopia® XT Control utility, which enables you to navigate the endpoint menus with a keyboard and mouse.

If your computer has Microsoft PowerPoint installed on Microsoft Windows, Scopia® XT Control can automatically create a presentation by collecting all snapshots and inserting them as presentation slides on your computer.

Important:

Any snapshots taken are not authorized by the manufacturer and are made at the sole responsibility and liability of the user.

Before you begin

Install the Scopia® XT Control utility, as described in [Installing Scopia® XT Control to Use Keyboard and Mouse \(Scopia® XT Executive\)](#) on page 35.

Procedure

- During the videoconference, press the **PrtScrn** key on your keyboard or right-click an empty area of the endpoint's main menu or In-call menu and select **Snapshot**.

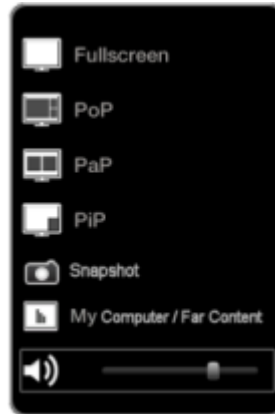


Figure 81: Taking a screen shot

Scopia® XT Control copies the content from the largest window in the video layout to the clipboard. If several windows are the same size, it copies the content from the left-hand window, but if you are recording to the local USB storage or duplicating the main monitor HD1 to HD2, it captures the entire screen.

! Important:

It automatically adds a watermark to the generated image.

2. If your computer is running Microsoft Windows and you have Microsoft PowerPoint installed, view the generated presentation as follows:
 - a. Access your computer screen by selecting the window showing your computer content, or press **Backspace**, or **ctrl+shift+1** on your keyboard.
 - b. Right-click the  Scopia® XT Control icon in your taskbar, and select **Open Presentation**.

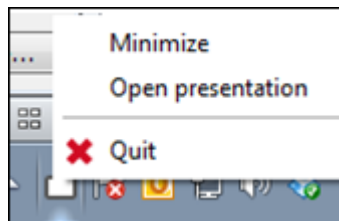


Figure 82: Opening the generated presentation

3. If you do not have both Microsoft Windows and Microsoft PowerPoint installed, save each snapshot from the clipboard independently. After each snapshot, open an image editor to paste the image.

Related Links

[Configuring Advanced User Settings](#) on page 77

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

1. 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**.

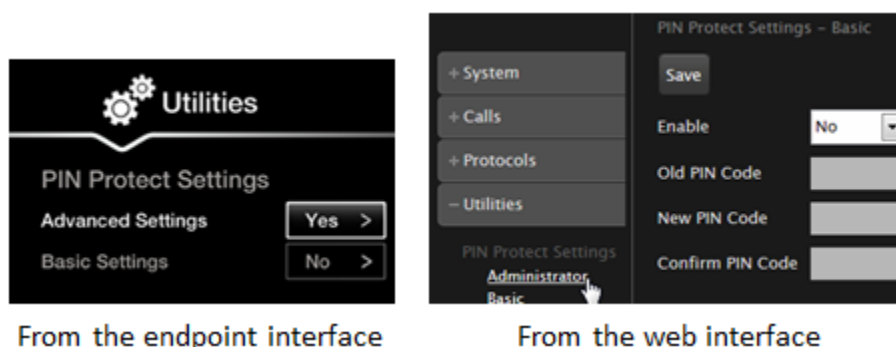


Figure 83: Modifying the administrator PIN

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 77

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**.

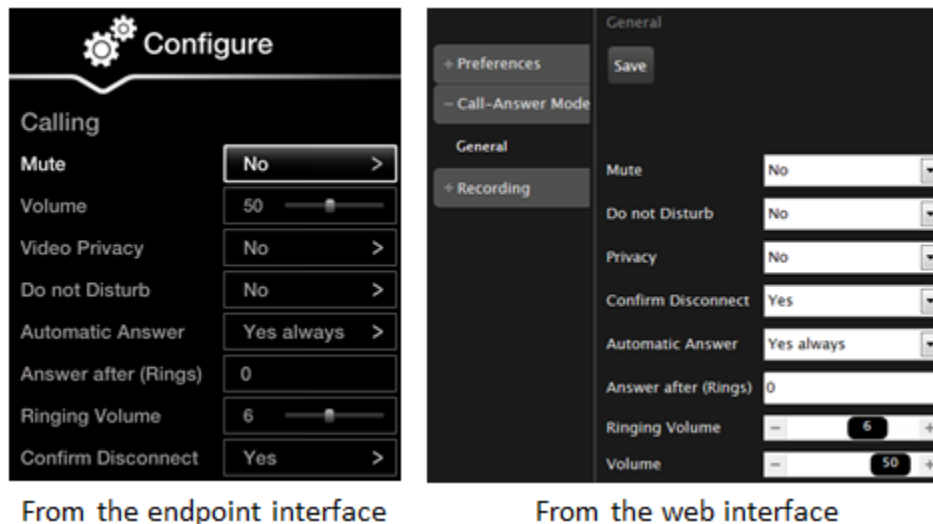


Figure 84: Calling preferences

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

Related Links

[Configuring Advanced User Settings](#) on page 77

Chapter 8: Troubleshooting the Avaya Scopia® XT Series

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 86

[Resolving Monitor Display Problems](#) on page 88

[Resolving Problems Viewing Computer Content](#) on page 90

[Resolving XT Remote Control Unit Problems](#) on page 90

[Restoring Default User Settings](#) on page 91

[Cannot Control with Keyboard and Mouse](#) on page 91

[Resolving Video or Audio Disruptions](#) on page 92

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
- User code (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.

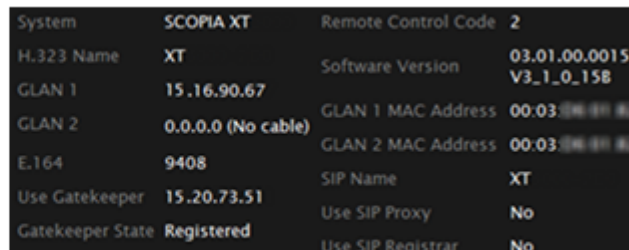
Procedure

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 85: Viewing system information

2. 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**.

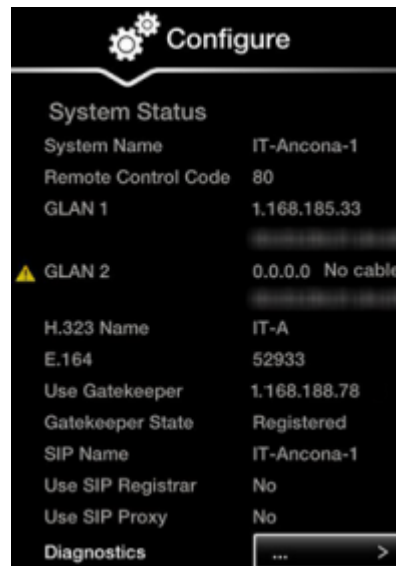


Figure 86: Viewing system network information

Related Links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 86

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.

If necessary, refer to [Adjusting the Image Position](#) on page 30 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. On the Scopia® XT Executive, use the **Monitor HD2** area.

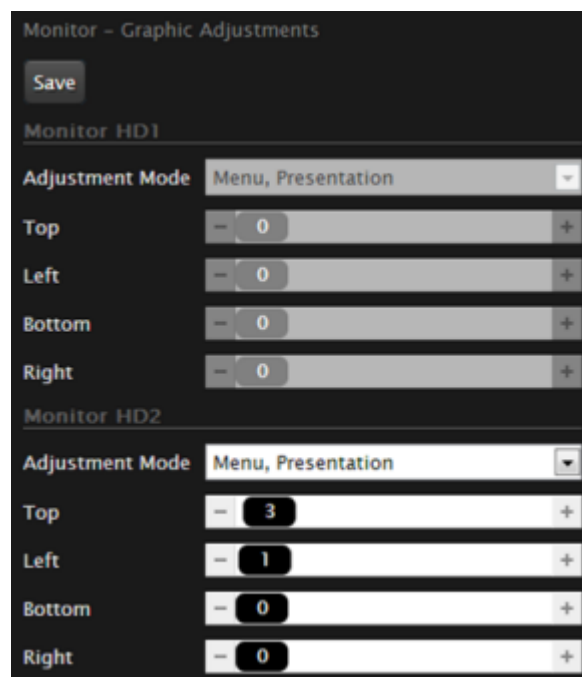


Figure 87: Adjusting the monitor

Table 11: Adjustment options for the monitor

Option	Description
Adjustment Mode	Select Menu, presentation (default) to adjust both the system menu and presentation, local or received. Select Menu to adjust the system menus only.
Top, Left, Bottom, Right	Drag the sliders to the required sizes until the menu or presentation borders are visible on the monitor. 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 30.

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

Related Links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 86

Resolving Problems Viewing Computer Content

Problem

I cannot sshare 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 57).
- Verify the computer's output resolution is supported by the XT Series (see [Connecting a Computer to the XT Series](#) on page 57).

Related Links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 86

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 22).

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 86

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**.

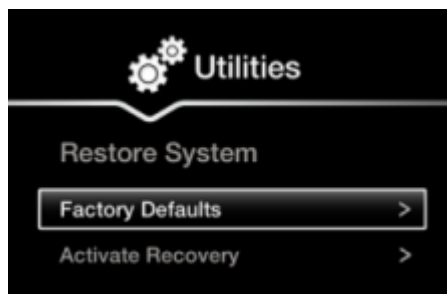


Figure 88: Restoring factory default settings

2. Confirm you want to remove all configurations.

The default settings are restored.

Related Links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 86

Cannot Control with Keyboard and Mouse

Problem

You cannot control the endpoint with your keyboard and mouse due to a failure to connect to Scopia® XT Control, indicated by the  icon.

You can also check the Scopia® XT Control connection status in the Scopia® XT Executive web interface, from the home page:

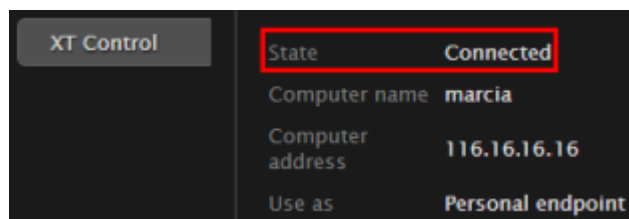


Figure 89: Monitoring the status from the web interface

Not connect to network

Your computer or XT Series is not connected to the network.

Solution

Your DVI cable is not connected properly to the Scopia® XT Executive.

Verify that your computer is connected to the Scopia® XT Executive properly, as described in [Connecting a Computer to the XT Series](#) on page 57.

1. Verify that your computer is connected to the network.
2. Verify that your XT Series is connected to the network by checking that the cables are connected correctly (see *Deployment Guide for XT Series*).

Another computer already connected

Another computer is already connected to the Scopia® XT Executive.

Solution

Verify that only your computer is connected by checking the XT Series web interface.

Authentication required

If using the Scopia® XT Executive as a room endpoint, the computer must be authenticated with Scopia® XT Control each time it is connected. The  icon indicates that authentication is required.

Solution

Connect to Scopia® XT Control as described in [Connecting to a Scopia® XT Executive as a Room Endpoint](#) on page 26.

Related Links

[Troubleshooting the Avaya Scopia® XT Series](#) on page 86

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 86

Glossary

1080p	See Full HD on page 97.
2CIF	2CIF describes a video resolution of 704 x 288 pixels (PAL) or 704 x 240 (NTSC). It is double the width of CIF, and is often found in CCTV products.
2SIF	2SIF describes a video resolution of 704 x 240 pixels (NTSC) or 704 x 288 (PAL). This is often adopted in IP security cameras.
4CIF	4CIF describes a video resolution of 704 x 576 pixels (PAL) or 704 x 480 (NTSC). It is four times the resolution of CIF and is most widespread as the standard analog TV resolution.
4SIF	4SIF describes a video resolution of 704 x 480 pixels (NTSC) or 704 x 576 (PAL). This is often adopted in IP security cameras.
720p	See HD on page 99.
AAC	AAC is an audio codec which compresses sound but with better results than MP3.
AGC (Automatic Gain Control)	Automatic Gain Control (AGC) smooths audio signals through normalization, by lowering sounds which are too strong and strengthening sounds which are too weak. This is relevant with microphones situated at some distance from the speaker, like room systems. The result is a more consistent audio signal within the required range of volume.
Alias	An alias in H.323 represents the unique name of an endpoint. Instead of dialing an IP address to reach an endpoint, you can dial an alias, and the gatekeeper resolves it to an IP address.
Auto-Attendant	Auto-Attendant, also known as video IVR, offers quick access to meetings hosted on MCUs, via a set of visual menus. Participants can select menu options using standard DTMF tones (numeric keypad). Auto-Attendant works with both H.323 and SIP endpoints.
Balanced Microphone	A balanced microphone uses a cable that is built to reduce noise and interference even when the cable is long. This reduces audio disruptions resulting from surrounding electromagnetic interference.

BFCP (Binary Floor Control Protocol)	BFCP is a protocol which coordinates shared videoconference features in SIP calls, often used by one participant at a time. For example, when sharing content to others in the meeting, one participant is designated as the presenter, and is granted the floor for presenting. All endpoints must be aware that the floor was granted to that participant and react appropriately.
Bitrate	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 presentation or when a lecturer is speaking and there is very little motion. In video recordings, the bitrate determines the file size for each minute of recording. Bitrate is often measured in kilobits per second (kbps).
Call Control	See Signaling on page 104.
Cascaded Videoconference	A cascaded videoconference is a meeting distributed over more than one physical Scopia® Elite MCU, where a master MCU connects to one or more slave MCUs to create a single videoconference. It increases the meeting capacity by combining the resources of several MCUs. This can be especially useful for distributed deployments across several locations, reducing bandwidth usage.
CIF	CIF, or Common Intermediate Format, describes a video resolution of 352 × 288 pixels (PAL) or 352 x 240 (NTSC). This is sometimes referred to as Standard Definition (SD).
Content Slider	The Scopia® Content Slider stores the data already presented in the videoconference and makes it available for participants to view during the meeting.
Continuous Presence	Continuous presence enables viewing multiple participants of a videoconference at the same time, including the active speaker. This graphics-intensive work requires scaling and mixing the images together into one of the predefined video layouts. The range of video layouts depends on the type of media processing supported, typically located in the MCU.
Control	Control, or media control, sets up and manages the media of a call (its audio, video and data). Control messages include checking compatibility between endpoints, negotiating video and audio codecs, and other parameters like resolution, bitrate and frame rate. Control is communicated via H.245 in H.323 endpoints, or by SDP in SIP endpoints. Control occurs within the framework of an established call, after signaling.
CP	See Continuous Presence on page 95.

Dedicated Endpoint	A dedicated endpoint is a hardware endpoint for videoconferencing assigned to a single user. It is often referred to as a personal or executive endpoint, and serves as the main means of video communications for this user. For example, Scopia® XT Executive. It is listed in the organization's LDAP directory as associated exclusively with this user.
Dial Plan	A dial plan defines a way to route a call and to determine its characteristics. In traditional telephone networks, prefixes often denote geographic locations. In videoconferencing deployments, prefixes are also used to define the type and quality of a call. For example, dial 8 before a number for a lower bandwidth call, or 6 for an audio-only call, or 5 to route the call to a different branch.
Dial Prefix	A dial prefix is a number added at the beginning of a dial string to route it to the correct destination, or to determine the type of call. Dial prefixes are defined in the organization's dial plan. For example, dial 9 for an outside line, or dial 6 for an audio only call.
Distributed Deployment	A distributed deployment describes a deployment where the solution components are geographically distributed in more than one network location.
DNS Server	A DNS server is responsible for resolving domain names in your network by translating them into IP addresses.
DTMF	DTMF, or touch-tone, is the method of dialing on touch-tone phones, where each number is translated and transmitted as an audio tone.
Dual Video	Dual video is the transmitting of two video streams during a videoconference, one with the live video while the other is a shared data stream, like a presentation.
Dynamic Video Layout	The dynamic video layout is a meeting layout that switches dynamically to include the maximum number of participants it can display on the screen (up to 9 on the XT Series, or up to 28 on Scopia® Elite MCU). The largest image always shows the active speaker.
E.164	E.164 is an address format for dialing an endpoint with a standard telephone numeric keypad, which only has numbers 0 - 9 and the symbols: * and #.
Endpoint	An endpoint is a tool through which people can participate in a videoconference. Its display enables you to see and hear others in the meeting, while its microphone and camera enable you to be seen and heard by others. Endpoints include dedicated endpoints, like Scopia® XT Executive, software endpoints like Scopia® Desktop Client, mobile device endpoints like Scopia® Mobile, room systems like XT Series, and telepresence systems like Scopia® XT Telepresence.

Endpoint Alias	See Alias on page 94.
FEC	Forward Error Correction (FEC) is a proactive method of sending redundant information in the video stream to preempt quality degradation. FEC identifies the key frames in the video stream that should be protected by FEC. There are several variants of the FEC algorithm. The Reed-Solomon algorithm (FEC-RS) sends redundant packets per block of information, enabling the sender (like the Scopia® Elite MCU) to manage up to ten percent packet loss in the video stream with minimal impact on the smoothness and quality of the video.
FECC	Far End Camera Control (FECC) is a feature of endpoint cameras, where the camera can be controlled remotely by another endpoint in the call.
Forward Error Correction	See FEC on page 97.
FPS	See Frames Per Second on page 97.
Frame Rate	See Frames Per Second on page 97.
Frames Per Second	Frames Per Second (fps), also known as the frame rate, is a key measure in video quality, describing the number of image updates per second. The average human eye can register up to 50 frames per second. The higher the frame rate, the smoother the video.
Full HD	Full HD, or Full High Definition, also known as 1080p, describes a video resolution of 1920 x 1080 pixels.
Full screen Video Layout	The full screen view shows one video image. Typically, it displays the remote presentation, or, if there is no presentation, it displays the other meeting participant(s).
Gatekeeper	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. Gatekeepers also implement the dial plan of an organization by routing H.323 calls depending on their dial prefixes. Scopia® Management includes a built-in Avaya Scopia® Gatekeeper, while ECS is a standalone gatekeeper.
Gateway	A gateway is a component in a video solution which routes information between two subnets or acts as a translator between different protocols. For example, a gateway can route data between the headquarters and a partner site, or between two protocols like the TIP Gateway, or the Scopia® 100 Gateway.
GLAN	GLAN, or gigabit LAN, is the name of the network port on the XT Series. It is used on the XT Series to identify a 10/100/1000MBit ethernet port.

H.225	H.225 is part of the set of H.323 protocols. It defines the messages and procedures used by gatekeepers to set up calls.
H.235	H.235 is the protocol used to authenticate trusted H.323 endpoints and encrypt the media stream during meetings.
H.239	H.239 is a widespread protocol used with H.323 endpoints, to define the additional media channel for data sharing (like presentations) alongside the videoconference, and ensures only one presenter at a time.
H.243	H.243 is the protocol used with H.323 endpoints enabling them to remotely manage a videoconference.
H.245	H.245 is the protocol used to negotiate call parameters between endpoints, and can control a remote endpoint from your local endpoint. It is part of the H.323 set of protocols.
H.261	H.261 is an older protocol used to compress CIF and QCIF video resolutions. This protocol is not supported by the XT Series.
H.263	H.263 is an older a protocol used to compress video. It is an enhancement to the H.261 protocol.
H.264	H.264 is a widespread protocol used with SIP and H.323 endpoints, which defines video compression. Compression algorithms include 4x4 transforms and a basic motion comparison algorithm called P-slices. There are several profiles within H.264. The default profile is the H.264 Baseline Profile, but H.264 High Profile uses more sophisticated compression techniques.
H.264 Baseline Profile	See H.264 on page 98.
H.264 High Profile	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. It requires both sides of the transmission (sending and receiving endpoints) to support this protocol. H.264 High Profile uses compression algorithms like: • CABAC compression (Context-Based Adaptive Binary Arithmetic Coding) • 8x8 transforms which more effectively compress images containing areas of high correlation These compression algorithms demand higher computation requirements, which are offered with the dedicated hardware available in Scopia® Solution components. Using H.264 High Profile in videoconferencing requires that both the sender and receiver's endpoints support it. This is different from SVC which is an adaptive technology working to improve quality even when only one side supports the standard.

H.320	H.320 is a protocol for defining videoconferencing over ISDN networks.
H.323	H.323 is a widespread set of protocols governing the communication between endpoints in videoconferences and point-to-point calls. It defines the call signaling, control, media flow, and bandwidth regulation.
H.323 Alias	See Alias on page 94.
H.350	H.350 is the protocol used to enhance LDAP user databases to add video endpoint information for users and groups.
H.460	H.460 enhances the standard H.323 protocol to manage firewall/NAT traversal, employing ITU-T standards. Endpoints which are already H.460 compliant can communicate directly with the PathFinder server, where the endpoint acts as an H.460 client to the PathFinder server which acts as an H.460 server.
HD	A HD ready device describes its high definition resolution capabilities of 720p, a video resolution of 1280 x 720 pixels.
High Availability	High availability is a state where you ensure better service and less downtime by deploying additional servers. There are several strategies for achieving high availability, including deployment of redundant servers managed by load balancing systems.
High Definition	See HD on page 99.
High Profile	See H.264 High Profile on page 98.
HTTPS	HTTPS is the secured version of the standard web browser protocol HTTP. It secures communication between a web browser and a web server through authentication of the web site and encrypting communication between them. For example, you can use HTTPS to secure web browser access to the web interface of many Scopia® Solution products.
Image Resolution	See Resolution on page 103.
KBps	Kilobytes per second (KBps) measures the bitrate in kilobytes per second, not kilobits, by dividing the number of kilobits by eight. Bitrate is normally quoted as kilobits per second (kbps) and then converted to kilobytes per second (KBps). Bitrate measures the throughput of data communication between two devices.
kbps	Kilobits per second (kbps) is the standard unit to measure bitrate, measuring the throughput of data communication between two devices. Since this counts the number of individual bits (ones or zeros), you must divide by eight to calculate the number of kilobytes per second (KBps).
LDAP	LDAP is a widespread standard database format which stores network users. The format is hierarchical, where nodes are often represented

asbranch location > department > sub-department, orexecutives > managers > staff members. The database standard is employed by most user directories including Microsoft Active Directory, IBM Sametime and others. H.350 is an extension to the LDAP standard for the videoconferencing industry.

Lecture Mode	Scopia® Desktop's lecture mode allows the participant defined as the lecturer to see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak and is unmuted by the lecturer. This mode is tailored for distance learning, but you can also use it for other purposes like when an executive addresses employees during company-wide gatherings.
Load balancer	A load balancer groups together a set (or cluster) of servers to give them a single IP address, known as a virtual IP address. It distributes client service requests amongst a group of servers. It distributes loads according to different criteria such as bandwidth, CPU usage, or cyclic (round robin). Load balancers are also known as application delivery controllers (ADC).
Location	A location is a physical space (building) or a network (subnet) where video devices can share a single set of addresses. A distributed deployment places these components in different locations, often connected via a VPN.
Management	Management refers to the administration messages sent between components of the Scopia® Solution as they manage and synchronize data between them. Management also includes front-end browser interfaces configuring server settings on the server. Management messages are usually transmitted via protocols like HTTP, SNMP, FTP or XML. For example, Scopia® Management uses management messages to monitor the activities of an MCU, or when it authorizes the MCU to allow a call to proceed.
MBps	Megabytes per second (MBps) is a unit of measure for the bitrate. The bitrate is normally quoted as kilobits per second (kbps) and then converted by dividing it by eight to reach the number of kilobytes per second (KBps) and then by a further 1000 to calculate the MBps.
MCU	An MCU, or Multipoint Control Unit, 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.
MCU service	See Meeting Type on page 101.
Media	Media refers to the live audio, video and shared data streams sent during a call. Presentation and Far end camera control (FECC) are examples of information carried on the data stream. Media is transmitted via the RTP and RTCP protocols in both SIP and H.323 calls. The parallel data stream of both live video and presentation, is known as dual video.

Media Control	See Control on page 95.
Meeting Type	Meeting types (also known as MCU services) are meeting templates which determine the core characteristics of a meeting. For example, they determine if the meeting is audio only or audio and video, they determine the default video layout, the type of encryption, PIN protection and many other features. You can invoke a meeting type by dialing its prefix in front of the meeting ID. Meeting types are created and stored in the MCU, with additional properties in Scopia® Management.
Moderator	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. In Scopia® Desktop Client, an owner of a virtual room is the moderator when the room is protected by a PIN. Without this protection, any participant can assume moderator rights.
MTU	The MTU, or Maximum Transmission Unit, is the maximum size of data packets sent around your network. This value must remain consistent for all network components, including servers like the MCU and Scopia® Desktop server, endpoints like XT Series and other network devices like LDAP servers and network routers.
Multi-Point	A multi-point conference has more than two participants.
Multi-tenant	Service provider, or multi-tenant, deployments enable one installation to manage multiple organizations. All the organizations can reside as tenants within a single service provider deployment. For example, Scopia® Management can manage a separate set of users for each organization, separate local administrators, separate bandwidth policies etc. all within a single multi-tenant installation.
Multicast Streaming	Multicast streaming sends a videoconference to multiple viewers across a range of addresses, reducing network traffic significantly. Scopia® Desktop server multicasts to a single IP address, and streaming clients must tune in to this IP address to view the meeting. Multicasts require that routers, switches and other equipment know how to forward multicast traffic.
NAT	A NAT, or Network Address Translation device, translates external IP addresses to internal addresses housed in a private network. This enables a collection of devices like endpoints in a private network, each with their own internal IP address, can be represented publicly by a single, unique IP address. The NAT translates between public and private addresses, enabling users to place calls between public network users and private network users.
NetSense	NetSense is a proprietary Scopia® 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.
Packet Loss	Packet loss occurs when some of the data transmitted from one endpoint is not received by the other endpoint. This can be caused by narrow bandwidth connections or unreliable signal reception on wireless networks.
PaP Video Layout	The PaP (Picture and Picture) view shows up to three images of the same size.
Phantom Power	Microphones which use phantom power draw their electrical power from the same cable as the audio signal. For example, if your microphone is powered by a single cable, it serves both to power the microphone and transmit the audio data. Microphones which have two cables, one for sound and a separate power cable, do not use phantom power.
PiP Video Layout	The PiP (Picture In Picture) view shows a video image in the main screen, with an additional smaller image overlapping in the corner. Typically, a remote presentation is displayed in the main part of the screen, and the remote video is in the small image. If the remote endpoint does not show any content, the display shows the remote video in the main part of the screen, and the local presentation in the small image.
Point-to-Point	Point-to-point is a feature where only two endpoints communicate with each other without using MCU resources.
PoP Video Layout	The PoP (Picture out Picture) view shows up to three images of different size, presented side by side, where the image on the left is larger than the two smaller images on the right.
Prefix	See Dial Prefix on page 96.
PTZ Camera	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.
Q.931	Q.931 is a telephony protocol used to start and end the connection in H.323 calls.

QCIF	QCIF, or Quarter CIF, defines a video resolution of 176 × 144 pixels (PAL) or 176 x 120 (NTSC). It is often used in older mobile handsets (3G-324M) limited by screen resolution and processing power.
Quality of Service (QoS)	Quality of Service (QoS) determines the priorities of different types of network traffic (audio, video and control/signaling), so in poor network conditions, prioritized traffic is still fully transmitted.
Recordings	A recording of a videoconference can be played back at any time. Recordings include audio, video and shared data (if presented). In Scopia® Desktop, any participant with moderator rights can record a meeting. Users can access Scopia® Desktop recordings from the Scopia® Desktop web portal or using a web link to the recording on the portal.
Redundancy	Redundancy is a way to deploy a network component, in which you deploy extra units as 'spares', to be used as backups in case one of the components fails.
Registrar	A SIP Registrar manages the SIP domain by requiring that all SIP devices register their IP addresses with it. For example, once a SIP endpoint registers its IP address with the Registrar, it can place or receive calls with other registered endpoints.
Resolution	Resolution, or image/video resolution, is the number of pixels which make up an image frame in the video, measured as the number of horizontal pixels x the number of vertical pixels. Increasing resolution improves video quality but typically requires higher bandwidth and more computing power. Techniques like SVC, H.264 High Profile and FEC reduce bandwidth usage by compressing the data to a smaller footprint and compensating for packet loss.
Restricted Mode	Restricted mode is used for ISDN endpoints only, when the PBX and line uses a restricted form of communication, reserving the top 8k of each packet for control data only. If enabled, the bandwidth values on these lines are in multiples of 56kbps, instead of multiples of 64kbps.
Room System	A room system is a hardware videoconferencing endpoint installed in a physical conference room. Essential features include its camera's ability to PTZ (pan, tilt, zoom) to allow maximum flexibility of camera angles enabling participants to see all those in the meeting room or just one part of the room.
RTCP	Real-time Control Transport Protocol, used alongside RTP for sending statistical information about the media sent over RTP.
RTP	RTP or Real-time Transport Protocol is a network protocol which supports video and voice transmission over IP. It underpins most videoconferencing

protocols today, including H.323, SIP and the streaming control protocol known as RTSP. The secured version of RTP is SRTP.

RTSP

RTSP or Real-Time Streaming Protocol controls the delivery of streamed live or playback video over IP, with functions like pause, fast forward and reverse. While the media itself is sent via RTP, these control functions are managed by RTSP

Sampling Rate

The sampling rate is a measure of the accuracy of the audio when it is digitized. To convert analog audio to digital, it must collect or sample the audio at specific intervals. As the rate of sampling increases, it raises audio quality.

SBC

A Session Border Controller (SBC) is a relay device between two different networks. It can be used in firewall/NAT traversal, protocol translations and load balancing.

Scalability

Scalability describes the ability to increase the capacity of a network device by adding another identical device (one or more) to your existing deployment. In contrast, a non-scalable solution would require replacing existing components to increase capacity.

Scopia® Content Slider

See [Content Slider](#) on page 95.

SD

Standard Definition (SD), is a term used to refer to video resolutions which are lower than HD. There is no consensus defining one video resolution for SD.

Service

Also known as MCU service. See [Meeting Type](#) on page 101.

SIF

SIF defines a video resolution of 352 x 240 pixels (NTSC) or 352 x 288 (PAL). This is often used in security cameras.

Signaling

Signaling, also known as call control, sets up, manages and ends a connection or call. These messages include the authorization to make the call, checking bandwidth, resolving endpoint addresses, and routing the call through different servers. Signaling is transmitted via the H.225.0/Q.931 and H.225.0/RAS protocols in H.323 calls, or by the SIP headers in SIP calls. Signaling occurs before the control aspect of call setup.

Single Sign On

Single Sign On (SSO) automatically uses your network login and password to access different enterprise systems. Using SSO, you do not need to separately login to each system or service in your organization.

SIP

Session Initiation Protocol (SIP) is a signaling protocol for starting, managing and ending voice and video sessions over TCP, TLS or UDP. Videoconferencing endpoints typically are compatible with SIP or H.323, and in some cases (like Avaya Scopia® XT Series), an endpoint can be

compatible with both protocols. As a protocol, it uses fewer resources than H.323.

SIP Registrar	See Registrar on page 103.
SIP Server	A SIP server is a network device communicating via the SIP protocol.
SIP URI	See URI on page 107.
Slider	See Content Slider on page 95.
SNMP	Simple Network Management Protocol (SNMP) is a protocol used to monitor network devices by sending messages and alerts to their registered SNMP server.
Software endpoint	A software endpoint turns a computer or portable device into a videoconferencing endpoint via a software application only. It uses the system's camera and microphone to send image and sound to the other participants, and displays their images on the screen. For example, Scopia® Desktop Client or Scopia® Mobile.
SQCIF	SQCIF defines a video resolution of 128 x 96 pixels.
SRTP	Secure Real-time Transport Protocol (SRTP) adds security to the standard RTP protocol, which is used to send media (video and audio) between devices in SIP calls. It offers security with encryption, authentication and message integrity. The encryption uses a symmetric key generated at the start of the call, and being symmetric, the same key locks and unlocks the data. So to secure transmission of the symmetric key, it is sent safely during call setup using TLS.
SSO	See Single Sign On on page 104.
Standard Definition	See SD on page 104.
Streaming	Streaming is a method to send live or recorded videoconferences in one direction to viewers. Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. There are two types of streaming supported in Scopia® Solution: unicast which sends a separate stream to each viewer, and multicast which sends one stream to a range of viewers.
STUN	A STUN server enables you to directly dial an endpoint behind a NAT or firewall by giving that computer's public internet address.
SVC	SVC extends the H.264 codec standard to dramatically increase error resiliency and video quality without the need for higher bandwidth. It is especially effective over networks with high packet loss (like wireless networks) which deliver low quality video. It splits the video stream into layers, comprising a small base layer and then additional layers on top

which enhance resolution, frame rate and quality. Each additional layer is only transmitted when bandwidth permits. This allows for a steady video transmission when available bandwidth varies, providing better quality when the bandwidth is high, and adequate quality when available bandwidth is poor.

SVGA

SVGA defines a video resolution of 800 x 600 pixels.

Switched video

Switching is the process of redirecting video as-is without transcoding, so you see only one endpoint's image at a time, usually the active speaker, without any video layouts or continuous presence (CP). Using video switching increases the port capacity of the Scopia® Elite MCU only by four times.

! Important:

Use switched video only when all endpoints participating in the videoconference support the same resolution. If a network experiences high packet loss, switched video might not be displayed properly for all endpoints in the videoconference.

SXGA

SXGA defines a video resolution of 1280 x 1024 pixels.

Telepresence

A telepresence system combines two or more endpoints together to create a wider image, simulating the experience of participants being present in the same room. Telepresence systems always designate one of the endpoints as the primary monitor/camera/codec unit, while the remainder are defined as auxiliary or secondary endpoints. This ensures that you can issue commands via a remote control to a single codec base which leads and controls the others to work together as a single telepresence endpoint.

Telepresence - Dual row telepresence room

Dual row telepresence rooms are large telepresence rooms with two rows of tables that can host up to 18 participants.

TLS

TLS enables network devices to communicate securely using certificates, to provide authentication of the devices and encryption of the communication between them.

Transcoding

Transcoding is the process of converting video into different sizes, resolutions or formats. This enables multiple video streams to be combined into one view, enabling continuous presence, as in a typical videoconferencing window.

UC (Unified Communications)

UC, or unified communications deployments offer solutions covering a wide range of communication channels. These include audio (voice), video, text (IM or chat), data sharing (presentations), whiteboard sharing (interactive annotations on shared data).

Unbalanced Microphone	An unbalanced microphone uses a cable that is not especially built to reduce interference when the cable is long. As a result, these unbalanced line devices must have shorter cables to avoid audio disruptions.
Unicast Streaming	Unicast streaming sends a separate stream of a videoconference to each viewer. This is the default method of streaming in Scopia® Desktop server. To save bandwidth, consider multicast streaming.
URI	URI is an address format used to locate a device on a network, where the address consists of the endpoint's name or number, followed by the domain name of the server to which the endpoint is registered. For example, <i><endpoint name>@<server_domain_name></i> . When dialing URI between organizations, the server might often be the Avaya Scopia® PathFinder server of the organization.
URI Dialing	Accessing a device via its URI on page 107.
User profile	A user profile is a set of capabilities or parameter values which can be assigned to a user. This includes available meeting types (services), access to Scopia® Desktop and Scopia® Mobile functionality, and allowed bandwidth for calls.
VFU	See Video Fast Update (VFU) on page 107.
VGA	VGA defines a video resolution of 640 x 480 pixels.
Video Fast Update (VFU)	Video Fast Update (VFU) is a request for a refreshed video frame, sent when the received video is corrupted by packet loss. In response to a VFU request, the broadcasting endpoint sends a new intra-frame to serve as the baseline for the ongoing video stream.
Video Layout	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.
Video Resolution	See Resolution on page 103.
Video Switching	See Switched video on page 106.
Videoconference	A videoconference is a meeting of more than two participants with audio and video using endpoints. Professional videoconferencing systems can handle many participants in single meetings, and multiple simultaneous meetings, with a wide interoperability score to enable a wide variety of endpoints to join the same videoconference. Typically you can also share PC content, like presentations, to other participants.
Virtual Room	A virtual room in Scopia® Desktop and Scopia® Mobile offers a virtual meeting place for instant or scheduled videoconferences. An administrator can assign a virtual room to each member of the organization. Users can

send invitations to each other via a web link which brings you directly into their virtual room. Virtual meeting rooms are also dialed like phone extension numbers, where a user's virtual room number is often based on that person's phone extension number. You can personalize your virtual room with PIN numbers, custom welcome slides and so on. External participants can download Scopia® Desktop or Scopia® Mobile free to access a registered user's virtual room and participate in a videoconference.

VISCA Cable

A crossed VISCA cable connects two PTZ cameras to enable you to use the same remote control on both.

Waiting Room

A waiting room is a holding place for participants waiting for the host or moderator to join the meeting. While waiting, participants see a static image with the name of the owner's virtual room, with an optional audio message periodically saying the meeting will start when the host arrives.

Webcast

A webcast is a streamed live broadcast of a videoconference over the internet. Enable Scopia® Desktop webcasts by enabling the streaming feature. To invite users to the webcast, send an email or instant message containing the webcast link or a link to the Scopia® Desktop portal and the meeting ID.

WUXGA

WUXGA defines a video resolution of 1920 x 1200 pixels.

XGA

XGA defines a Video resolution of 1024 x 768 pixels.

Zone

Gatekeepers like Avaya Scopia® ECS Gatekeeper split endpoints into zones, where a group of endpoints in a zone are registered to a gatekeeper. Often a zone is assigned a dial prefix, and usually corresponds to a physical location like an organization's department or branch.