AVAYA

Using Avaya Collaboration Unit CU360

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Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to the Avaya CU360 device might cause interference.

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1. L'appareil ne doit pas produire de brouillage, et

2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

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

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Industry Canada (IC) Statements

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conformeà la norme NMB-003 du Canada.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。　　　　ＶＣＣＩ－Ｂ

Denan Power Cord Statement

⚠ **Danger:**

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.

- Power cords shipped with this equipment must not be used with any other equipment. In case the above

guidelines are not followed, it may lead to death or severe injury.

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、AC アダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。

- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and

2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y

2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Class A warning statement for Taiwan EMC certificate

⚠ **Warning:**

This is Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

警告使用者：

此為甲類資訊技術設備，於居住的環境中使用時，可能會造成射頻擾動，在此種情況下，使用者會被要求採取某些適當的對策。

Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interferences that may cause undesired operation.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU, Radio Equipment Directive 2014/53/EU (RED), and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from http://support.avaya.com or Avaya Inc. 2605 Meridian Parkway, Suite 200, Durham, NC 27713 USA.

WiFi transmitter

• Frequencies for 2412-2472 MHz, transmit power: < 20 dBm

• Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

General Safety Warning

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

• Ensure that you:

  - Do not operate the device near water.

  - Do not use the device during a lightning storm.

  - Do not report a gas leak while in the vicinity of the leak.

  - For Accessory Power Supply: Use Only Limited Power Supply ADS-25GSP Output 5Vdc, and products that conform to Radio Equipment Directive, EU directive 2014/53/EU.

• Do not push objects into holes and ventilation slots of the device.

• Do not place a naked flame source, such as lighted candles, on or near the device.

• Do not intentionally hit the device or place heavy or sharp objects on the device.

• Do not attempt to repair the device yourself. Always use a qualified service agent to perform adjustments and repairs.

• Keep the device away from benzene, diluents, and other chemicals.

Avertissement de sécurité général

• Utilisez uniquement les alimentations par source à puissance limitée approuvées par Avaya et spécifiées pour ce produit.

• Assurez-vous de prendre les précautions suivantes:

  - N'utilisez pas l'appareil à proximité d'une source d'eau.

  - N'utilisez pas l'appareil en cas d'orage.

  - En cas de fuite de gaz, éloignez-vous avant de la signaler.

  - Pour l'alimentation électrique d'un auxiliaire : utilisez uniquement une alimentation à puissance limitée EDAC EA1019AVRS sortie 5Vdc, 3A, et des produits conformes à la directive relative aux équipements radioélectriques, directive UE 2014/53/UE.

• N'enfoncez pas d'objets dans les trous et les orifices de ventilation de l'appareil.

• Ne placez par sur l'appareil ou à proximité de ce dernier une flamme libre, telle que des bougies allumées.

• Ne heurtez pas intentionnellement l'appareil et ne placez pas d'objets lourds ou pointus sur celui-ci.

• Ne tentez pas de réparer vous-même l'appareil. Utilisez toujours un prestataire de services qualifié pour effectuer les réglages et les réparations.

• Conservez l'appareil loin de sources de benzène, de diluants et d'autres produits chimiques.

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Contents

Chapter 1: Introduction

Purpose

This document describes how to use Avaya Collaboration Unit CU360 features.

This document is intended for people who want to learn how to use Avaya CU360 features.

Chapter 2: Avaya CU360 overview

Avaya Collaboration Unit CU360 is an all-in-one video conference endpoint. Avaya CU360 has a built-in codec, camera, and microphone, and is ideal for video conferences in small rooms.

Avaya CU360 conferences can be hosted on Avaya Meetings Media Server and Avaya Spaces. You can manage Avaya CU360 using Avaya Meetings Management. You can also remotely control Avaya CU360 through Avaya Collaboration Control using iOS and Android devices.

Avaya CU360 has the following features:

- Excellent video quality with maximum resolution of 1080p@30fps.

- Dual HD video streams that support seamless content sharing at maximum resolution of 1080p@15fps, along with video.

- DVD-quality audio encoding.

- High-quality video and audio using H.263 and H.264. Avaya CU360 maintains the conference experience even with limited bandwidth or poor network conditions by using the following compression methods.

  - H.264 SVC in point-to-point calls for decoding. 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 H.264 Baseline Profile which supports high definition calls to be held over lower call speeds.

  - NetSense is a proprietary Avaya Meetings Server technology which optimizes the video quality according to the available bandwidth and minimizes packet loss. As the available bandwidth of a connection varies depending on the data traffic, NetSense's sophisticated algorithm dynamically scans the video stream and changes the video resolution to maximize quality with the available bandwidth.

  These compression methods work only when all endpoints participating in a conference support the protocol.

- Ability to record video conferences to a locally connected USB drive, a network drive, or to a remote server, such as Avaya Meetings Streaming and Recording, using FTP. You can record video conferences to a remote server only if your Avaya Meetings Server deployment includes Avaya Meetings Streaming and Recording.

Avaya CU360 interfaces

Avaya CU360 supports the following interfaces:

- A compatible touch screen monitor or external keyboard and mouse connected to Avaya CU360.
- The Avaya CU360 remote control unit. You can view the user interface on a connected monitor.
- The Avaya CU360 web interface.
- Avaya Collaboration Control using iOS and Android devices. You cannot configure Avaya CU360 using the application.

  For more information, see *Using Avaya Collaboration Control for iOS* and *Using Avaya Collaboration Control for Android* at the Avaya Support website: http://support.avaya.com/.
- Avaya Meetings Management

Supported functions

Functions	Remote control unit	Touch screen monitor or keyboard and mouse	Web interface	Avaya Collaboration Control	Avaya Meetings Management
Navigate the GUI menu	✔	✔	✔	✔	—
Perform user functions	✔	✔	✔	✔	—
Split and launch appications	✔	✔	✔ Mouse only	✔ Mouse only	—
Chat with conference participants	—	—	✔	✔	—
Configure Avaya CU360	✔	✔	✔	—	✔
Configure OS settings	✔	✔	✔ Mouse only	✔ Mouse only	—
Upgrade Avaya CU360	✔	✔	✔	✔ Mouse only	✔

Table continues…

Functions	Remote control unit	Touch screen monitor or keyboard and mouse	Web interface	Avaya Collaboration Control	Avaya Meetings Management
Mass Avaya CU360 upgrades	—	—	—	—	✔
Get logs	—	—	✔	—	✔

Mouse only: You can perform these functions using only mouse emulation in the application or web interface.

Avaya CU360 camera and LED indicators

The Avaya CU360 endpoint has a camera and LED indicators. The camera also has a pan and tilt mechanism.

The Avaya CU360 camera is equipped with two rows of lateral LED strips on the front with a circular crown of LEDs around the camera lens. The LEDs display different colors and animation effects based on the camera status. The camera supports zooming the video from the web interface, the remote control unit, and Avaya Collaboration Control. When the camera is zoomed in, you can also digitally pan and tilt the camera.

Status	Circular LED crown	Lateral LED strips
Alarms	Red	Red
Idle	Yellow	—
Idle, muted, or sleep mode	Blue	Blue
In a conference	Green	—
In a conference with audio muted	Blue	Blue
In a conference with video privacy mode	Green Blue, if audio is muted	Red

Table continues…

Status	Circular LED crown	Lateral LED strips
Calls being established	Red, rotating	Red
Upgrade in progress	Red, rotating	Red

Avaya CU360 remote control unit

Avaya CU360 supports a remote control unit with 2.4GHz optical air mouse and keyboard features.

Using the Avaya CU360 remote control unit, you can scroll through menus with the arrow key and pressing the OK key to select options. You can also display or hide the mouse pointer using the Mouse key.

Using Avaya Collaboration Unit CU360

Comments on this document? infodev@avaya.com
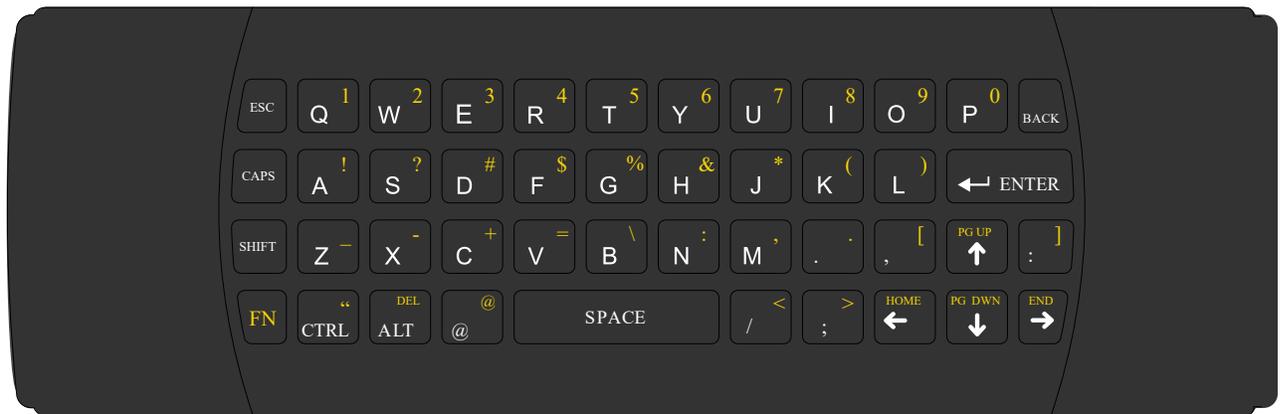
Key no.	Key name
1	Mouse
2	Call or accept call
3	Increase volume
4	Decrease volume
5	Video disable or enable
6	Control far or near camera and USB bar mode toggle
7	Change layout or virtual background
8	Start or stop presentation
9	Power button
10	Decline call or disconnect
11	Back
12	Arrow keys to pan, tilt, and zoom camera and navigate menus
13	OK button
14	Audio mute or enable
15	Zoom in
16	Zoom out
17	Change PiP position
18	Start or stop recording
19	Enable/Disable tracking camera
20	Home
21	Delete

Supported web browsers

Avaya CU360 supports the following web browsers for its web interface:

- Microsoft Internet Explorer Release 8 or later
- Google Chrome Release 11 or later
- Mozilla Firefox Release 3.6 or later
- Apple Safari Release 5 or later
- Opera Release 11 or later
- Microsoft Edge Release 38 or later

Avaya CU360 optimum room setup

Monitor Dimensions

60"
16:9

75cm (29.5")

133cm (52.4")

Angle = 9°

1/3

75cm (29.5")

2/3

120cm (47.2")
(on the seat)

79cm (31.1")
(table height)

70cm (27.6")
(bottom display height)

260cm (102.4")
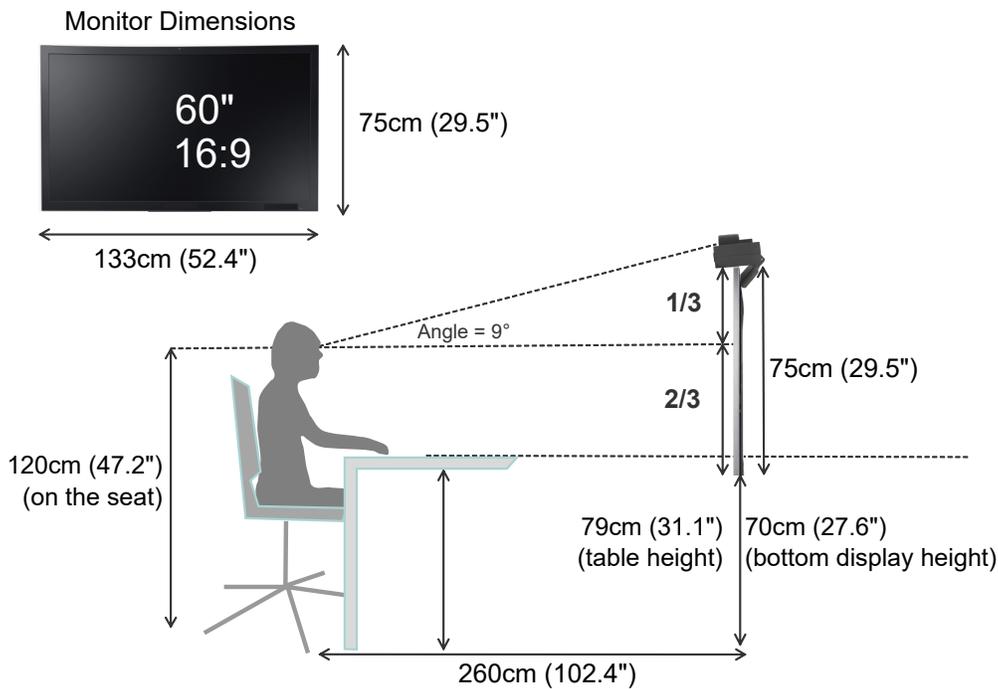
The Avaya CU360 experience can be optimized in the following way:

- Choose a huddle room with a capacity to seat up to four people.
- Place Avaya CU360 on the top of a 1080p or 4k resolution monitor.

The Avaya CU360 embedded microphone efficiently captures audio in huddle rooms while the monitor plays the audio output. You can manually adjust the camera to focus on an individual seated in front of the camera and digitally pan and tilt the camera or use the auto-tracking feature of the camera.

Avaya CU360 can be used with larger rooms than huddle rooms:

- Small room coverage can be supported with Avaya B109, allowing audio capture at more than 3m distance.
- Medium rooms can be supported using Avaya B129, and Avaya Huddle Camera HC050 or an IP camera.
- For larger rooms, audio capture can be supported using the Avaya B199 with IP or USB cameras.

Avaya CU360 Wi-Fi Display

Wi-Fi Display is a presentation source for your Avaya CU360 application or other application that can share the device screen.

Wi-Fi Display is a standard for wireless connections between devices, such as laptops, tablets, or smartphones, and display receivers, such as televisions, monitors, or projectors. Wi-Fi Display is also called Miracast. Wi-Fi Display uses the peer-to-peer Wi-Fi direct standard and supports sending up to 1080p@30 HD video using the H.264 video codec and 5.1 surround sound using the AAC and PCM audio codecs.

You can use Avaya CU360 as a Wi-Fi display, and connect a compatible media source to televisions, projectors, and streaming media players that also support Wi-Fi Display.

Wi-Fi Display supports the following devices:

- Computers running Windows 10
- Mobile phones running Windows 10
- Android phones and tablets running Android 4.2 or later
- Amazon's Fire OS
- Televisions with Wi-Fi Display

Related links

Avaya Spaces integration

Avaya Spaces is a cloud-based team collaboration and meeting application with all forms of modern communications, such as voice, video, email, and instant messaging, along with features such as screen sharing, file sharing, and scheduling meetings. You can use Avaya Spaces from anywhere on any device, such as computers, tablets, and mobile phones. Using the combined collaboration features of Avaya Spaces, users can manage projects and perform various tasks without juggling different tools.

Avaya Spaces provides you with the right balance of features and simplicity. Avaya Spaces is designed for teams that need an effective way to communicate, manage tasks, and be more productive without being overwhelmed by emails. Avaya Spaces has a user-friendly interface for users who need a simple and effective way to track communications and manage tasks.

Avaya Spaces integrates with Avaya CU360 to support seamless collaboration among users. Avaya Spaces supports all Avaya CU360 features. Users can add Avaya CU360 in Avaya Spaces meetings. When you click the Join Spaces Room option in Avaya Spaces:

- The web client asks for the verification code that Avaya CU360 displays.

- The Avaya Spaces mobile application asks to scan the QR code or enter the verification code that Avaya CU360 displays.

When you enter the verification code or scan the QR code, Avaya CU360 joins the meeting as a guest.

For more information, see *Using Avaya Spaces* on the Avaya Spaces application.

Features comparison

Feature	Avaya CU360 application	Avaya Spaces application
Connection to Avaya Spaces	REST API + socket.io	REST API + socket.io
Call type	SIP-based audio stream using the Opus codec H.264 SVC (FEC)-based video stream with 720px30fps resolution using the Netsense code.	HTTPS-based communications using WebRTC and the Opus codec Video stream with 720px30fps
Join meetings entering a verification code on computers or scanning a QR code on tablets and mobile phones	Yes	Yes
Pan, tilt, and zoom using the remote control unit	Yes	Yes
User controls, such as muting audio, disabling video, volume, disconnecting calls, and picture-in-picture	Yes	Yes
Web collaboration using AV Grabber, Screen Link, Miracast, or supported third-party applications.	Yes	Viewing only
Microsoft Outlook integration	Yes	No
Roster of meeting participants with their presence status	Yes	No
Camera speaker tracking	Yes	No
Recording meetings in USB devices	Yes	No
Direct dialing	Yes	No
Contact favorites	Yes	Yes

Microsoft Exchange calendar integration

Avaya CU360 integrates with Microsoft Outlook calendar using Exchange Web Services (EWS).

- Use Avaya CU360 to view your personal calendar.
- Configure an email account for Avaya CU360 to use the endpoint as a participant in meetings.
- Associate a room with Avaya CU360 to use the endpoint as a room in meetings.

Avaya CU360 must be able to gain access to the EWS URL on the Internet or a private network. Avaya CU360 must also be able to connect to the Microsoft Exchange server address using an HTTPS connection through your enterprise network firewalls and proxies.

Personal Account Mode

You can view your personal calendar on Avaya CU360 using your credentials. When you mark a calendar item as private, Avaya CU360 replaces the title with Private Meeting.

Video Endpoint Account Mode

You can create a dedicated email account for Avaya CU360, using which you can add the endpoint to meetings as a participant. You can also use the account credentials to view the endpoint calendar, which displays the meetings where the endpoint is added as a participant.

You must have administrator-level access to Microsoft Exchange Server to create the email account for Avaya CU360.

Room Resource and Delegate Account Mode

You can create a room as a resource and a delegate account to view the room calendar in Avaya CU360. You must associate the room with Avaya CU360, using which you can add the endpoint to meetings as a room. Microsoft Outlook account credentials contain an email address and a password, while room resource accounts contain only an email address.

You must have administrator-level access to Microsoft Exchange Server to create room resources and delegate accounts.

Related links

[Joining meetings from the Avaya CU360 calendar](#) on page 86

Avaya CU360 calendar with modern authentication (OAuth)

Microsoft calendar with modern authentication

Modern authentication is an Active Directory Authentication Library (ADAL) and OAuth, offers a more secure method of authentication to the Microsoft Exchange Calendar.

The Avaya CU360 application must connect to the Microsoft Exchange Online Server for basic authentication. The Avaya CU360 application requires a username and password to retrieve the calendar. The Avaya CU360 endpoint encrypts and stores the username and password.

Users can log in through tokens using another mobile or laptop for modern authentication. Users do not need to enter the username and password in the Avaya CU360 endpoint.

Modern authentication grants access through tokens that have a set lifetime. Tokens provide a definite permission scope to the Avaya CU360 application for access to the calendar, and the signed-in user must accept these.

Users must log in to the account using the standard Microsoft 365 with their phone or computer to authenticate the Avaya CU360 application with OAuth. Accept the request from the Avaya CU360 endpoint to access the account.

Related links

Pexip Provisioning

Configure Avaya CU360 with a Pexip account to automatically receive the configuration.

If you have a valid subscription with Pexip and associate the Avaya CU360 with this subscription, Avaya CU360 can automatically connect to Pexip SIP Cloud Service to be provisioned.

After Pexip Provisioning, use Avaya CU360 as follows:

- Avaya CU360 is SIP registered to the Pexip SIP Cloud Service

- Use Avaya CU360 for SIP-based calls

- Avaya CU360 automatically receives the list of contacts from the Pexip Cloud service

When Avaya CU360 is provisioned, even if the automatic synchronization is disabled, you cannot change or edit the following options:

- **System Name Unicode**

- **Enable Encryption**

- **SIP**

  - **User**

  - **Authentication Name**

  - **Authentication Password**

  - **Use Server 1**

  - **Server 1 DNS Name**

  - **Use Server 2**

  - **Server 2 DNS Name**

  - **Use Server 3**

  - **Server 3 DNS Name**

- **Server Model**
- **Advanced** > **SIP**:
  - **Transport Outbound Call**
  - **Transport Outbound BFCP**
  - **Use TLS**
  - **Scheme**
- **LDAP** Servers list

Reconfigure Avaya CU360 using the Quick Setup Wizard to restore the provisioning.

Related links

Avaya CU360 pre-installed applications

A list of pre-installed applications is available in Avaya CU360 for the hospitality industry and medical facilities. The facility staff manages the applications and ensures that any data inserted by room guests during their stay is wiped when the guests leave the room.

The facility guests can enjoy a pre-configured Avaya CU360 with favorite applications for video communication, entrainment, and work.

When guests check out of the rooms, the facility staff can restore Avaya CU360 remotely.

Related links

Avaya CU360 supports additional monitor

Configure the Avaya CU360 endpoint to connect an additional monitor using a self-powered USB-C to HDMI adapter.

The resolution settings of the additional monitor and the main monitor are always the same. Always use two monitors of the same vendor and model and select the same resolution and color settings on the monitor.

The additional monitor does not support the HDMI audio-out.

Always use the monitor connected to USB Type-C as an additional monitor.

While recording the meeting to local storage, Avaya CU360 considers the layouts only for the first monitor.

If you connect an additional monitor to the Avaya CU360 endpoint, the touch screen on the first monitor is automatically disabled.

Related links

[Connecting additional monitor to Avaya CU360](#) on page 67

[Configuring the Avaya CU360 video layout in meetings](#) on page 68

Avaya USB AV bar

Using Avaya USB AV bar mode, you can use the Avaya CU360 endpoint as the external microphone, speaker, and camera of your laptop.

With Avaya USB AV bar mode, you can use the preferred video conferencing application on the computer and the Avaya CU360 endpoint microphone and camera.

Related links

[Connecting the Avaya CU360 endpoint to the computer as a USB AV bar](#) on page 70

[Activating the USB AV bar mode in Avaya CU360](#) on page 72

[Customizing Avaya CU360 for USB AV bar mode](#) on page 71

Avaya IP camera

An Internet Protocol camera or IP camera is a digital video camera that receives control data and sends image data or live video through an IP network.

IP camera is used for surveillance, and most IP cameras are used as a webcam. However, the term IP camera applies to those devices that directly access a network connection, while a webcam connects to a computer through USB.

Avaya CU360 application supports an additional IP camera connected through RTSP. Use the IP camera with a maximum resolution of 1080p for live video.

You can use phones and tablets as IP cameras. You can also install an IP Webcam application for your phone or tablet and use it as live video input connected to your Avaya CU360.

Related links

[Enabling the Avaya IP camera](#) on page 73

Avaya CU360 supports Avaya Room Camera RC100

Avaya Room Camera RC100 is a flexible and high-end solution covering a broad spectrum of room sizes and use cases for high-end features and connectivity.

Avaya Room Camera RC100 has the following features:

- Excellent video quality with a maximum resolution of 2160p@60fps.
- Ultra HD 60fps camera, with 24x Full HD Zoom and 12x Ultra HD Optical Zoom.
- Used as an HDMI camera and supports up to 2160p@60fps resolution.
- USB connectivity allows easy interoperability with laptops up to 2160p@30fps resolution.
- Avaya Room Camera RC100 allows easy connectivity with Avaya CU360 .
- IP connectivity makes Avaya Room Camera RC100 suitable for video surveillance and extends the video range of Avaya CU360 up to 1080p@30fps resolution.

Related links

Avaya CU360 camera automatic tracking

Avaya CU360 uses the camera auto-tracking and face recognition features, based on the AI method to direct meetings intelligently and focus on active speakers in the conference room.

Avaya CU360 can identify active speakers among a maximum of four people seated in front of the camera with a field view of 120° in huddle rooms. Avaya CU360 can automatically pan, tilt, and zoom the camera for the best framing of active speakers.

When Avaya CU360 does not detect audio or a participant in the camera for 20 seconds, the camera automatically adjusts to the default 1.5x zoom position. If Avaya CU360 detects a participant in the same position several times, the timeout increases to 2 minutes.

Avaya CU360 detects only faces in front of the camera. If faces are cover by masks Avaya CU360 does not detect them.

The speaker tracking feature does not work if you mute the mic or set the camera to privacy mode. In this condition, after a few seconds, the camera returnes to the central wide-angle position. If the participant speaks several times in a row, the camera returns to the central wide-angle position, and the timeout increases. The camera restores the central wide-angle position if Avaya CU360 detects a different participant-face.

If Avaya CU360 does not detect audio and participant faces in the meeting room, verify the following condition:

- The camera must be panned to the central wide-angle position.

- There are no sources of noise in the meeting room.

- Proper light must be available in the meeting room.

- The distance between the participant and the Avaya CU360 camera is 3 to 3.5 meters.

- The face of the participant is in front of the Avaya CU360 camera.

- Keep taking for a few seconds towards the Avaya CU360 camera to detect the face

Related links

Configuring the Avaya CU360 tracking on page 78

Avaya CU360 camera automatic framing

The Avaya CU360 camera can automatically pan, tilt, and zoom to include all participants present in the meeting room inside the best possible frame.

If participants are sitting in the meeting room change their positions or enter or exit the meeting room, the frame is automatically adjusted to include all the present participants with the best positioning for a group framing.

Avaya CU360 detects only faces in front of the camera. If faces are covered by masks Avaya CU360 does not detect them.

Avaya CU360 supports Artificial Intelligence-based algorithms for third-party applications.

Artificial Intelligence-based algorithms for face recognition allow users to track the active speaker in front of the Avaya CU360 endpoint with the embedded camera. The algorithms allow users to activate the automatic framing not only for the Avaya CU360 application but also for any third-party application in the USB bar mode. The automatic framing recognizes the people sitting in front of the Avaya CU360 endpoint by their faces and finds the best framing to include all of them.

Related links

Configuring the Avaya CU360 tracking on page 78

Chapter 3: Initial setup and connectivity

Checklist for setting up Avaya CU360

No.	Task	Description	Notes	✔
1	Set up the Avaya CU360 hardware.	Connecting Avaya CU360 on page 27	—	
2	Switch on Avaya CU360.	Switching Avaya CU360 on or off on page 28	—	
3	Pair the Avaya CU360 remote control unit.	Pairing the remote control unit with Avaya CU360 on page 29	—	
4	Configure basic settings	Configure the basic settings: • Automatically: Configuring Avaya CU360 automatically on page 38 • Automatically for Avaya Meetings Server: Configuring Avaya CU360 automatically for Avaya Meetings Server on page 36 • Manually: Configuring Avaya CU360 manually on page 46	You can use one of the following interfaces to configure settings: • The Avaya CU360 remote control unit. • The Avaya CU360 web interface • Avaya Collaboration Control using iOS devices • Avaya Collaboration Control using Android devices	

Connecting Avaya CU360

About this task

Avaya CU360 contains the following standard equipment:

- Endpoint
- Remote control unit with batteries
- HDMI cable

• Power adapter
• Rubber cap for camera
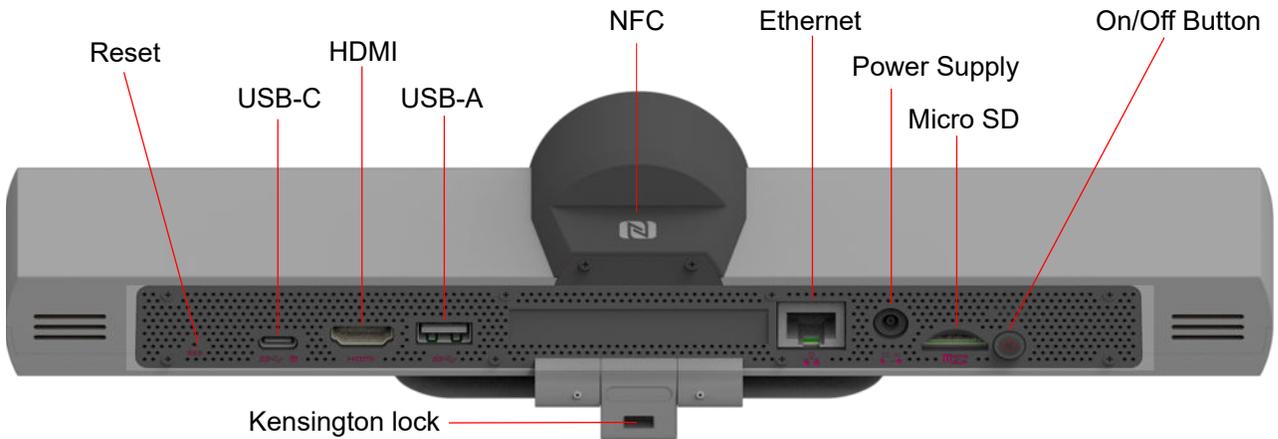
Procedure

1. Secure the Avaya CU360 endpoint on an external monitor using the hinge at the bottom of the endpoint.
2. Connect the HDMI cable in the HDMI ports of Avaya CU360 and the external monitor.
3. Connect the power adapter.

Switching Avaya CU360 on or off

About this task

The power button of Avaya CU360 on the rear of the device. You can use the power button to:

• Switch Avaya CU360 on or off.
• Change the Avaya CU360 mode to standby or wake up the device from the standby mode.

Procedure

Do one of the following:

• To switch Avaya CU360 on or off, press and hold the power button.
• To change the mode of Avaya CU360 to standby or wake up the device from the standby mode, press the power button.

Pairing the remote control unit with Avaya CU360

Before you begin

Insert two AAA batteries in the remote control unit.

Procedure

1. Remove the power cable of Avaya CU360.

2. On the remote control unit, simultaneously press the following two keys until the small blue LED indicator on Avaya CU360 flashes:

   • Back

   • OK

3. When the LED indicator is flashing, insert the power cable plug of Avaya CU360 in the power socket.

   Ensure that the remote control unit is in proximity to Avaya CU360 when you insert the power cable.

Result

The LED indicator of the remote control unit stops flashing to indicate successful pairing with Avaya CU360.

Next steps

If the remote control unit pairing fails, remove all cables from Avaya CU360, and repeat the procedure.

Logging in to the Avaya CU360 web interface

About this task

The home page of Avaya CU360 displays the IP address of the endpoint on the top.

Change the default login credentials when you log in to the web interface for the first time.

Procedure

1. In a web browser, navigate to the IP adress of Avaya CU360.

   Avaya CU360 displays the login page.

2. Enter the following:

   • **User Name**: The default user name is Admin.

   • **Password**: The default password is 1234.

   • **Language**: Select a language from the drop-down list. This field is optional.

3. Click **Login**.

Configuration of Avaya CU360 basic settings

Avaya CU360 supports the following methods to configure the basic settings:

- USB Audio/Video Bar
- Avaya Spaces
  - Avaya Spaces as room device
  - Avaya Spaces as personal device
- Avaya Cloud Office™
- Apps from Google Play Store
- Automatic Setup
  - You have a corporate account with an email address
  - You have a service code
    - Avaya Meetings Code
    - DES Enrollment Code
  - You have a Pexip Subscription
- Manual Setup

USB Audio/Video Bar

Using this option, you can use the Avaya CU360 endpoint as a USB audio/video bar.

Avaya Spaces as room device

Using this option, you can join the meeting without any personal information and log in to your Avaya Spaces account. If a member invites you through a QR code or verification code, you can join the meeting as a guest or an authorized member.

Avaya Spaces as personal device

Using this option, you must log in to an Avaya Spaces account. If you configure Avaya CU360 as a personal device, you can also use it as a room device.

Avaya Cloud Office™

Using this option, you can connect Avaya CU360 with the Avaya Cloud Office™.

Apps from Google Play Store

Using this option, you can install the Google Play Store™ or Google Play Services from the quick setup wizard.

Automatic Setup

Using this option, you can choose between one of the following:

You have a corporate account with an email address

An automatic configuration option to set up Avaya CU360 as a SIP endpoint if you have Avaya Meetings Server deployed in your enterprise network. The automatic configuration option, which uses DNS discovery, must be enabled for your Avaya Meetings Server deployment. Avaya CU360

automatically receives the SIP configuration and other settings from the Avaya Meetings Server deployment. Enter the credentials of your video endpoint for the configuration.

You have a service code

An automatic configuration option using a service code that you must provision for Avaya CU360. When you switch on Avaya CU360 for the first time, it prompts you to enter the service code, after which the basic settings are automatically configured. Using this option, Avaya CU360 can be provisioned as an H.323 or SIP endpoint, automatically connected to the enterprise directory, and can be set up to upgrade automatically.

Pexip Provisioning

An automatic configuration option to connect Avaya CU360 with the Pexip Cloud Service.

Manual Setup

A manual configuration option using the quick setup wizard to configure Avaya CU360 and the network settings. You can also use this option to modify the existing configuration.

Configuring Avaya CU360 for USB AV bar mode using quick setup

About this task

Configure Avaya CU360 as a USB audio/video bar from the quick setup wizard.

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

   • Avaya CU360 displays the System updates status.

   • When the installation process is completed, Avaya CU360 restarts automatically.

6. Select **As USB Audio/Video Bar**.

Result

• Avaya CU360 activates the Always Active option for the USB AV bar mode.

• Avaya CU360 displays rotating LEDs that become green on the endpoint.

• Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.

- Avaya CU360 silences calendar meeting notifications.

Related links

[Avaya USB AV bar](#) on page 24

Configuring Avaya CU360 for Avaya Spaces as a room device

About this task

You can configure Avaya CU360 as a room endpoint for Avaya Spaces. You can join the Avaya Spaces meeting as a shared room endpoint.

The Avaya CU360 endpoint can be associated with an MS exchange room resource. In this case, the email and password correspond to the delegate account, while the room email corresponds to the MS exchange room resource as booked in a scheduled meeting.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. To update the new version, click **Install**.

   - Avaya CU360 displays the System updates status.
   - When the installation process is completed, Avaya CU360 restarts automatically.
   - After restarting Avaya CU360, follow the step from starting.

6. Click **With Avaya Spaces**.

7. Click **As room device**.

   Avaya CU360 prompts you to enter your system name.

8. Type your system name and click **Next**.

   Avaya CU360 prompts you to choose how to join your Exchange calendar meetings.

9. Configure the following fields:

   - **Authentication Mode**
     - **Basic**
     - **Modern (O Auth)**

10. Click **Next**.

11. Configure the following fields:

    - **Email**

- **Password**
- **Room Email**

12. Click **Next**.

13. **(Optional)** Configure the following features:

   - **Wi-Fi**
   - **Bluetooth**
   - **Graphic Adjustment**: Adjust the graphic to fit your monitor.

14. Click **Next**.

Result

Avaya CU360 displays `Configuration is completed` message.

Related links

Configuring the Avaya CU360 web interface for modern authentication on page 75
Configuring the Avaya CU360 endpoint for modern authentication on page 73

Configuring Avaya CU360 for Avaya Spaces as a personal device

About this task

You can configure Avaya CU360 as a personal device for Avaya Spaces. You can join the Avaya Spaces meeting through your personal Microsoft Exchange calendar.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. To update the new version, click **Install**.

   - Avaya CU360 displays the System updates status.
   - When the installation process is completed, Avaya CU360 restarts automatically.
   - After restarting Avaya CU360, follow the step from starting.

6. Click **With Avaya Spaces**.

7. Click **As personal device**.

   Avaya CU360 prompts you to enter your system name.

8. Type your system name and click **Next**.

   Avaya CU360 prompts you to choose how to join your Exchange calendar meetings.

9. Configure the following fields:

- **Authentication Mode**

    - **Basic**

        - **Email**

        - **Password**

    - **Modern (O Auth)**

10. Click **Next**.

11. **(Optional)** Configure the following features:

- **Wi-Fi**

- **Bluetooth**

- **Graphic Adjustment**: Adjust the graphic to fit your monitor.

12. Click **Next**.

Result

Avaya CU360 displays `Configuration is completed` message.

Related links

Configuring Avaya CU360 for Avaya Cloud Office™

About this task

You can configure Avaya CU360 to start Avaya Cloud Office™ rooms as the default conferencing application.

Procedure

1. Start Avaya CU360.

    Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

    - Avaya CU360 displays the System updates status.

    - When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Avaya Cloud Office**

7. **(Optional)** Configure the following features:

   - **Wi-Fi**
   - **Bluetooth**
   - **Graphic Adjustment**: Adjust the graphic to fit your monitor.

8. Click **Next**.

   Avaya CU360 prompts you that the configuration is complete.

Result

- Avaya CU360 displays `Configuration is completed` message.
- Avaya CU360 displays the Avaya Cloud Office™ page containing the pairing code.

Installing Google Play Store™ from the Avaya CU360 quick setup

About this task

After you install Google Play Store™, the Avaya CU360 application launches as hidden by default. If you open the Avaya CU360 application manually, you have to complete the quick setup wizard settings.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services**.

4. **(Optional)** Scan the QR code for access to the Avaya CU360 web interface from Mobile.

5. Click **Apps from Google Play Store**.

   Avaya CU360 displays the `Disclaimer for using Google Play Store/Service Framework on CU360` message.

6. Click **I agree**.

   Avaya CU360 starts the installation wizard.

Result

Google Play Store™ is installed on your Avaya CU360.

Next steps

Start Google Play Store ™ and sign in with your Google account to complete the Google configuration.

Configuring Avaya CU360 automatically for Avaya Meetings Server

About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Avaya Meetings Server. Use a wired network connection for best results.

The quick setup wizard automatically configures the SIP settings for Avaya CU360. The setup wizard gets the SIP settings from the network server discovered during the automatic configuration process.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

   • Avaya CU360 displays the System updates status.

   • When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a corporate account with an email address**.

   Avaya CU360 prompts you to enter your email address.

7. Type your email address, and click **Next**.

   Avaya CU360 prompts you to choose your environment.

8. Select your environment from the list, and click **Next**.

   Avaya CU360 prompts you to enter your login credentials.

9. Enter your login credentials, and click **Next**.

   Based on your network configuration, you might have to enter your:

   • Network login credentials

   • Password

10. **(Optional)** Configure the following features:

- **Wi-Fi**

- **Bluetooth**

- **Graphic Adjustment**: Adjust the graphic to fit your monitor.

11. Click **Next**.

Avaya CU360 prompts you that the configuration is complete.

Result

Avaya CU360 displays `Configuration is completed` message.

Configuring Avaya CU360 automatically for Avaya Meetings Server using the quick setup

About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Avaya Meetings Server. Use a wired network connection for best results.

Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.

- On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a corporate account with an email address**.

Avaya CU360 prompts you to enter your email address.

4. Type your email address, and click **Next**.

Avaya CU360 prompts you to choose your environment.

5. Select your environment from the list, and click **Next**.

Avaya CU360 prompts you to enter your login credentials.

6. Enter your login credentials, and click **Next**.

Based on your network configuration, you might have to enter your:

- Network login credentials

- Password

7. Click **Done**.

Configuring Avaya CU360 automatically

About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration when you start the endpoint for the first time.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

   • Avaya CU360 displays the System updates status.

   • When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a service code** > **Avaya Meetings code**.

   Avaya CU360 displays the window to enter the service code.

7. Enter the service code.

   You can enter the service code in the following two formats:

   • A full 12-digit service code: The first 5 digits identify the Avaya Meetings Management server, and the subsequent 7 digits identify the Avaya CU360 endpoint.

   • A partial 5-digit service code: The first 5 digits identify the Avaya Meetings Management server, while the subsequent 7 digits can be empty or contain zeros.

   Avaya CU360 displays the name of the Avaya CU360 endpoint configuration that matches the service code.

8. Click **Next**.

Result

• If you enter the full 12-digit service code, the Avaya CU360 configuration is complete.

• If you enter a partial 5-digit service code, Avaya Meetings Management displays a red clock icon against the Avaya CU360 name. The administrator must complete the Avaya CU360 configuration, which is pushed to the endpoint.

Configuring Avaya CU360 automatically using the quick setup

About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration using the quick setup.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a service code** > **Avaya Meetings code**.

   Avaya CU360 displays the window to enter the service code.

4. Enter the service code.

   You can enter the service code in the following two formats:

   - A full 12-digit service code: The first 5 digits identify the Avaya Meetings Management server, and the subsequent 7 digits identify the Avaya CU360 endpoint.

   - A partial 5-digit service code: The first 5 digits identify the Avaya Meetings Management server, while the subsequent 7 digits can be empty or contain zeros.

   Avaya CU360 displays the name of the Avaya CU360 endpoint configuration that matches the service code.

Result

- If you enter the full 12-digit service code, the Avaya CU360 configuration is complete.

- If you enter a partial 5-digit service code, Avaya Meetings Management displays a red clock icon against the Avaya CU360 name. The administrator must complete the Avaya CU360 configuration, which is pushed to the endpoint.

Configuring Avaya CU360 automatically for device enrollment services

About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration when you start the endpoint for the first time.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

   • Avaya CU360 displays the System updates status.

   • When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a service code** > **DES Enrollment code**.

   Avaya CU360 displays the window to enter the service code.

7. Enter the enrollment code.

   You can enter the enrollment code in the following two formats:

   • A full 8-digit or 12-digit Numeric Enrollment Code (NEC): The numbers in this enrollment code generates randomly. The NEC code has an expiry date.

   • A full 12-digit Provisioning Enrollment Code (PEC): The first 8 digits identify the customer account id, and the subsequent 4 digits identify PIN. You can create a PIN of your choice. The PEC enrollment code does not have an expiry date.

8. Click **Next**.

   Avaya CU360 prompts you to enter your login credentials.

9. Configure the following fields:

   • **User Name**

   • **Password**

10. Click **Next**.

    Avaya CU360 prompts you to enter your phone details.

11. Enter your phone details, and click **Next**.

   Based on your network configuration, you might have to enter your:

   • User Name

   • Password

   Avaya CU360 prompts you to enter your login credentials.

12. Configure the following fields:

   • **Email**

   • **Password**

   • **Room Email**

13. Click **Next**.

14. **(Optional)** Configure the following features:

   • **Wi-Fi**

   • **Bluetooth**

   • **Graphic Adjustment**: Adjust the graphic to fit your monitor.

15. Click **Next**.

   Avaya CU360 prompts you that the configuration is complete.

Result

Avaya CU360 displays `Configuration is completed` message.

Configuring Avaya CU360 automatically for device enrollment services using the quick setup

About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration using the quick setup.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services** > **Automatic Setup** > **You have a service code** > **DES Enrollment code**.

   Avaya CU360 displays the window to enter the service code.

4. Enter the enrollment code.

   You can enter the enrollment code in the following two formats:

   • A full 8-digit or 12-digit Numeric Enrollment Code (NEC): The numbers in this enrollment code generates randomly. The NEC code has an expiry date.

   • A full 12-digit Provisioning Enrollment Code (PEC): The first 8 digits identify the customer account id, and the subsequent 4 digits identify PIN. You can create a PIN of your choice. The PEC enrollment code does not have an expiry date.

Result

Avaya CU360 displays `Configuration is completed` message.

Viewing the Avaya CU360 endpoint serial number for the Pexip subscription

About this task

View the serial number of your Avaya CU360 endpoint in the external case label or from the Serial Number option for the Pexip subscription.

Procedure

Do one of the following:

• On the endpoint, click **Configure** > **About** > **Serial Number**.

• On the web interface, click **Home** > **Serial Number**.

Avaya CU360 displays the serial number.

Related links

Pexip Provisioning on page 22

Configuring Avaya CU360 automatically for Pexip meetings

About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service.

The quick setup wizard automatically configures Avaya CU360 for the Pexip meeting.

Before you begin

You must have a valid subscription with Pexip to use the Pexip meetings.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. Click **With Multiple Meeting Services**.

6. Click **Automatic Setup**.

7. Click **Next**.

8. Click **You have a Pexip Provisioning**.

9. Click **Activate**.

Result

- Avaya CU360 connects to Pexip Cloud Service.
- You can use Avaya CU360 for SIP-based calls.
- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

Related links

[Pexip Provisioning](#) on page 22

Configuring Avaya CU360 automatically for Pexip meetings using the quick setup

About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service.

Before you begin

You must have a valid subscription with Pexip to use the Pexip meetings.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. **(Optional)** From the list, select your preferred language.

4. Click **With Multiple Meeting Services**.

5. Click **Automatic Setup**.

6. Click **You have a Pexip Provisioning**.

7. Click **Activate**.

Result

- Avaya CU360 connects to Pexip Cloud Service.

- You can use Avaya CU360 for SIP-based calls.

- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

Related links

[Pexip Provisioning](#) on page 22

Activating the Pexip provisioning for Avaya CU360

About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service.

Before you begin

- You must have a valid subscription with Pexip to use the Pexip meetings.

- Ensure your network can access the external network.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. **(Optional)** From the list, select your preferred language.

4. Click **With Multiple Meeting Services**.

5. Click **Automatic Setup**.

6. Click **You have a Pexip Provisioning**.

7. Click **Activate**.

Result

- Avaya CU360 connects to Pexip Cloud Service.

- You can use Avaya CU360 for SIP-based calls.

- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

Related links

[Pexip Provisioning](#) on page 22

Verifying the Avaya CU360 status for Pexip

About this task

You can verify the Avaya CU360 status and check the Pexip configuration updates.

Before you begin

Ensure that Pexip provisioning is active on your Avaya CU360.

Procedure

Do one of the following:

- On the endpoint, click **Configure** > **System Status**.
- On the web interface, click **Home**.

Related links

[Pexip Provisioning](#) on page 22

Enabling the automatic synchronization in Avaya CU360

About this task

Configure Avaya CU360 to enable automatic synchronization.

You can also disable the automatic synchronization.

Procedure

1. Do one of the following:

    - On the endpoint menu, click **Configure** > **System Status**
    - On the web interface, click **Home**.

    On the endpoint, Avaya CU360 displays the System Status window.

2. On the endpoint menu, click **More**.

3. In **Automatic Synchronization**, click **Enabled**.

Result

The provisioned parameters are updated in every switch-on of Avaya CU360, and periodically, Pexip Server provides time intervals.

Configuring Avaya CU360 manually

About this task

Manually configure the Avaya CU360 basic settings, such as the system name, language, and network settings, using the quick setup wizard. Some settings might be customized for your enterprise.

Avaya CU360 automatically displays the quick setup wizard when you switch on Avaya CU360 or log in to the web interface for the first time.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. Click **With Multiple Meeting Services**.

6. Click **Next**.

7. Select **Manual Setup**.

8. Configure the following fields:

   - **System Name**
   - **Country**
   - **Language**
   - **Protocol Type**

9. Click **Next**.

   Avaya CU360 displays the Configure TCP/IP (GLAN) window.

10. Configure the following fields:

    - **IP Address Mode**
    - **IP Address**
    - **Subnet Mask**
    - **Gateway**
    - **DNS**

11. Click **Next**.

    Avaya CU360 displays the Configure more window.

12. **(Optional)** Configure the following features:

   - **Wi-Fi**
   - **Bluetooth**
   - **Graphic Adjustment**: Adjust the graphic to fit your monitor.

13. Click **Next**.

   Avaya CU360 displays the Configure Gatekeeper window.

14. Configure the following fields:

   - **Use Gatekeeper**
   - **Mode**
   - **Gatekeeper Address**
   - **E.164**

15. **(Optional)** Click **Next**.

   Avaya CU360 displays the SIP settings only if you select **SIP** or **H.323 and SIP** in **Protocol Type**.

   Avaya CU360 displays the Configure SIP window.

16. **(Optional)** Configure the following fields:

   - **User**
   - **Authentication Name**
   - **Authentication Password**
   - **Use SIP Server**
   - **Server Address**

17. Click **Done**.

Configuring Avaya CU360 manually using the quick setup

About this task

Manually configure the Avaya CU360 basic settings, such as the system name, language, and network settings. Some settings might be customized for your enterprise.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services**.

4. Select **Manual Setup**.

5. Configure the following fields:

Endpoint menu	Web interface menu
System Name	System Name
–	System Name Unicode
Country	Country
Language	Language
Protocol Type	Protocol Type

6. Click **Next**.

   On the endpoint, Avaya CU360 displays the Configure TCP/IP (GLAN) window.

7. Configure the following fields:

Endpoint menu	Web interface menu
IP Address Mode	Automatic IP Address
IP Address	IP Address
Subnet Mask	Subnet Mask
Gateway	Gateway IP Address
DNS	DNS Server IP Address

8. Click **Next**.

   On the endpoint, Avaya CU360 displays the Configure more window.

9. **(Optional)** Configure the following features:

   • **Wi-Fi**

   • **Bluetooth**

   • **Graphic Adjustment**: Adjust the graphic to fit your monitor.

10. Click **Next**.

    On the endpoint, Avaya CU360 displays the Configure Gatekeeper window.

11. Configure the following fields:

Endpoint menu	Web interface menu
Use Gatekeeper	Use Gatekeeper
Mode	Gatekeeper Address Mode

Table continues…

Endpoint menu	Web interface menu
Gatekeeper Address	**Gatekeeper Address**
E.164	**E.164**

12. **(Optional)** Click **Next**.

Avaya CU360 displays the SIP settings only if you select **SIP** or **H.323 and SIP** in **Protocol Type**.

On the endpoint, Avaya CU360 displays the Configure SIP window.

13. **(Optional)** Configure the following fields:

   • **User**

   • **Authentication Name**

   • **Authentication Password**

   • **Use SIP Server**

   • **Server Address**

14. Click **Done**.

Quick Setup field descriptions

Name	Description
System Name	The name of the Avaya CU360 endpoint. Avaya CU360 also uses the system name as the user name to register for SIP and H.323.
Country	The country where Avaya CU360 is located. The value of **Language** and the language of the menu automatically changes based on the language of the country you select.
Language	The language of the menu. You can select different languages for the web interface and the endpoint interface.

Table continues…

Comments on this document? infodev@avaya.com

Name	Description
Protocol Type	The protocol that Avaya CU360 must use. • **H.323**: Select this option to register Avaya CU360 to only a gatekeeper. • **SIP**: Select this option to register Avaya CU360 to only a SIP server. For redundant SIP-based deployments, you can register the endpoint to maximum three SIP servers. • **H.323 and SIP**: Select this option to register Avaya CU360 to a gatekeeper and a SIP server. The selection of the protocol, such as SIP or H.323, depends on the protocol that the enterprise network uses.
IP Address Mode	The option to determine whether the IP address is allocated dynamically using DHCP or designated a static IP address. Use static IP addresses for Avaya CU360 deployed on: • Public networks. • SIP networks where the endpoint is secured using TLS certificates and the certificate requests need static IP addresses.
IP Address	The static IP address. If you do not enter a static IP address, this field displays the allocated dynamic IP address.
Subnet Mask	The subnet mask associated with the static IP address. If you use dynamic IP addresses, this field displays the allocated subnet mask.
Gateway	The default gateway static IP address. If you do not enter a static IP address, this field displays the allocated dynamic gateway IP address.
DNS	The DNS server IP address. Enter a valid IP address for web collaboration and the cloud-based connection to Avaya Meetings Management. If you do not enter a static IP address, this field displays the allocated dynamic DNS server IP address.
Use Gatekeeper	The option to choose whether Avaya CU360 is registered to an H.323 gatekeeper.

Table continues…

Name	Description
Mode	The option to choose whether Avaya CU360 automatically detects gatekeepers.
Gatekeeper Address	The IP address or the DNS name of the gatekeeper.
E.164	The H.323–based number of Avaya CU360.
User	The system name. Avaya CU360 is registered to the SIP server using this name. Avaya CU360 displays this name in conferences.
Authentication Name	The name used to authenticate Avaya CU360 with the SIP server. This name can be the same as the system name in **User**. This field is optional.
Authentication Password	The password used to authenticate Avaya CU360 with the SIP server. This field is optional.
Use SIP Server	The option to enable registration of Avaya CU360 with SIP servers. For redundant SIP-based deployment, you can register Avaya CU360 with a maximum of three SIP servers.
Server Address	The IP address or the DNS name of the SIP server.

Setting up Avaya Cloud Office™ as the default application for Avaya CU360

About this task

Avaya Cloud Office™ by RingCentral Rooms is a cloud-based communication system with enterprise-grade voice, IM or messaging meetings, conferencing, and collaboration.

Configure Avaya CU360 to start Avaya Cloud Office™ as the default conferencing application.

The background image of the Avaya Cloud Office™ page changes according to the time of the day.

Before you begin

You must have a valid subscription with Avaya Cloud Office™ to use Avaya Cloud Office™ meetings.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

- On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

   Avaya CU360 starts the Quick Setup wizard.

3. **(Optional)** From the list, select your preferred language.

4. Click **Next**.

5. Click **With Avaya Cloud Office**.

Result

Avaya CU360 displays the RingCentral Rooms page containing the pairing code.

Pairing tablets or phones with the Avaya Cloud Office™ rooms using controller application

About this task

You can pair the Avaya Cloud Office™ room with an Android-based tablet or phone and the Avaya Vantage™ K175.

Before you begin

Install the controller Avaya Cloud Office™ rooms application with version 21.3.30 or later on the Android-based tablet with Android Release 8.0 or later.

Log in to the controller Avaya Cloud Office™ rooms application with a valid account.

Procedure

1. Open the controller application on your Android-based tablet.

2. Enter the paring code.

   The paring code is available on the RingCentral Rooms page.

Result

The controller tablet displays the Avaya Cloud Office™ room page.

Next steps

After pairing the controller application, you can do the following actions from the controller tablet:

- Mute and enable audio
- Enable and disable camera
- Start and stop sharing content
- Invite participants
- View and manage participants

- Start and stop meeting recording
- Change layouts
- Increase and decrease speaker volume

Installing third-party applications from Google Play Store™ in Avaya CU360

About this task

Avaya does not support or test third-party applications.

You can install third-party applications from Google Play Store™.

This configuration is available only on the Avaya CU360 endpoint.

Procedure

1. Click **Play Store** application.

   Avaya CU360 displays a list of suggested applications.

2. Do one of the following:

   - Click the application and follow the instructions to install the application.
   - Click **Search** to find the application.

3. Search for an application, click the application to install it.

Related links

Chapter 4: Configuring Avaya CU360

Configuring the Avaya CU360 presence status

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols** > **Presence**.

   - On the endpoint menu, Avaya CU360 displays the Presence window.

   - On the web interface, Avaya CU360 displays the Protocols - Presence window.

4. From the **Status** drop-down list, select one of the following options:

   - **Automatic**
   - **Available**
   - **Away**
   - **Busy**
   - **Do not Disturb**
   - **Out of Office**

Configuring Wi-Fi network connectivity from the Avaya CU360 endpoint

About this task

To connect Avaya CU360 to the Wi-Fi network, you must select the Wi-Fi network and enter the credentials and authentication type.

This configuration is available only on the Avaya CU360 endpoint.

❗ Important:

Do not connect Ethernet and Wi-Fi networks simultaneously in Avaya CU360.

✳ Note:

You can permanently disable Wi-Fi on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security. Disabling Wi-Fi also disables Wi-Fi Display.

Before you begin

Ensure that the Ethernet cable is not connected to Avaya CU360.

Procedure

1. Click **Configure** > **Networks**.

2. Click **Wi-Fi**.

   Avaya CU360 displays the Wi-Fi window.

3. Enable Wi-Fi.

4. Select and configure your Wi-Fi network.

   If you do not need to install security certificates for your Wi-Fi network, set **CA Certificate** to *Do Not Validate*.

Configuring Wi-Fi network connectivity from the Avaya CU360 web interface

About this task

To connect Avaya CU360 to the Wi-Fi network, you must select the Wi-Fi network and enter the credentials and authentication type.

This configuration is available only on the Avaya CU360 web interface.

❗ Important:

Do not connect Ethernet and Wi-Fi networks simultaneously in Avaya CU360.

> ✱ **Note:**
>
> You can permanently disable Wi-Fi on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security. Disabling Wi-Fi also disables Wi-Fi Display.

If you connect the Avaya CU360 web interface using the IP Address through a Wi-Fi network then changing the Wi-Fi network or disconnecting causes the web session to end. A warning message displays on the same web browser.

Before you begin

Ensure that the Ethernet cable is not connected to Avaya CU360.

Procedure

1. On the web interface, click **Administrator Settings**.

2. Click **Networks** > **Wi-Fi** > **Addresses**.

   Avaya CU360 displays the Wi-Fi window.

3. Select **Yes** to enable the **Use Wi-Fi** option.

4. Select and configure your Wi-Fi network.

Configuring Bluetooth connectivity in Avaya CU360

About this task

This configuration is available only on the Avaya CU360 endpoint.

> ✱ **Note:**
>
> You can permanently disable Bluetooth on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security.

Before you begin

Enable the Avaya CU360 advanced settings.

Procedure

1. Select **Configure**.

   Avaya CU360 displays the Configure window.

2. Select **Advanced**.

   The default PIN is 1234.

   If your administrator configures a PIN to access the advanced settings, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System**.

Avaya CU360 displays the System window.

4. Select **Security**.

   Avaya CU360 displays the Security window.

5. Select **Settings**.

   Avaya CU360 displays the Settings window.

6. Click **Bluetooth**.

   Avaya CU360 displays the window to enable Bluetooth.

7. Enable Bluetooth.

Related links

[Enabling the Avaya CU360 advanced settings](#) on page 60

Navigating to the Avaya CU360 OS settings

About this task

Certain configurations of Avaya CU360 are located in the native OS settings, such as connecting external devices.

Procedure

1. On the Android navigation bar at the bottom, click the circle icon ⊙.

   Avaya CU360 displays the desktop.

2. Click ▦.

Result

Avaya CU360 displays the Android settings.

Connecting a touch screen monitor to Avaya CU360

About this task

Connect a touch screen monitor to Avaya CU360 using either an HDMI or USB cable. A touch screen monitor makes it easier to browse the user interface and type information using the virtual keyboard.

Before you begin

To connect the touch screen monitor using the USB port, ensure that the monitor supports Android Release 7.0.

Procedure

Do one of the following:

- Connect an HDMI cable to the HDMI ports of Avaya CU360 and the touch screen monitor.
- Connect a USB cable to the USB ports of Avaya CU360 and the touch screen monitor.

Connecting an external keyboard and mouse to Avaya CU360

About this task

Connect an external keyboard and mouse to Avaya CU360 using either a USB cable or Bluetooth. An external keyboard and mouse makes it easier to browse the user interface and type information. You can connect a keyboard with an integrated mouse pad or an external mouse.

Before you begin

Minimize the Avaya CU360 video conferencing application.

Procedure

1. On the Avaya CU360 desktop, click ⊞.

   Avaya CU360 displays the Android settings.

2. Click **Settings** > **Language & Input**.

   Avaya CU360 displays the Language & Input window.

3. Click **Physical Keyboard**.

   Avaya CU360 displays a list of physical keyboards.

4. Select your keyboard.

   Avaya CU360 displays a list of physical keyboard layouts.

5. Select your keyboard layout.

   > 🛈 **Important:**
   >
   > Do not select Avaya Remote Controller. This is the physical keyboard of the Avaya CU360 remote control unit. Selecting Avaya Remote Controller layout might cause the remote control unit to malfunction.

6. **(Optional)** If you select **Avaya Remote Controller**, and the remote control unit malfunctions, select the correct keyboard layout to resolve the error.

   For example, **English US (Android)**.

Related links

[Navigating to the Avaya CU360 OS settings](#) on page 57

Pairing computers with Avaya CU360 using Avaya Screen Link

About this task

Pair computers using **Avaya Screen Link** manually or automatically. Avaya CU360 automatically pairs devices using acoustic pairing. Computers generate an ultrasonic sound that Avaya CU360 detects. Avaya Workplace Client displays the list of detected devices. The detected devices automatically become active and display the name and IP address on the device screen.

Before you begin

Your computer:

- Must have Avaya Workplace Client installed.
- Must be connected to the same network as Avaya CU360. If your computer and Avaya CU360 are connected to different networks, NAT or a firewall must not be configured between the two networks.

Procedure

1. Right-click Avaya Workplace Client, and do one of the following:

   - To manually pair a device, click **Screen Link** > **Enter a location manually**.

   - To automatically pair a device, click **Screen Link** > **Search for Endpoints**.

   If you automatically pair a device, Avaya Meetings Server displays the list of detected devices.

2. Do one of the following:

   - To manually pair a device, enter the IP address of the device.

   - To automatically pair a device, select a device.

   If required, Avaya Meetings Server prompts you to enter PIN.

3. **(Optional)** Enter PIN.

   Avaya CU360 displays PIN to enter on the screen.

4. Click **OK**.

Result

Avaya CU360 displays the shared content on the screen. The endpoint also displays alerts for incoming calls.

Removing computers paired using Avaya Screen Link

About this task

Computers connected to Avaya CU360 using **Avaya Screen Link** remain paired until users shut down the computer or end the connection from the computer. You can manually remove computers paired with Avaya CU360.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤ > **Meeting options**. You can use this option only during meetings.

   - On the web interface, click **More Actions**.

2. Click **Unpair Screen Link**.

Result

Avaya CU360 removes the computer paired using **Avaya Screen Link**.

Enabling the Avaya CU360 advanced settings

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure** > **General**.

   - On the web interface, click **Basic Settings** > **Preferences** > **General**.

   - On the endpoint, Avaya CU360 displays the General settings window.

   - On the web interface, Avaya CU360 displays the Preferences - General settings window.

2. Select **Yes** for **Show Advanced Settings**.

3. On the web interface, click **Save**.

Result

Avaya CU360 displays the advanced settings.

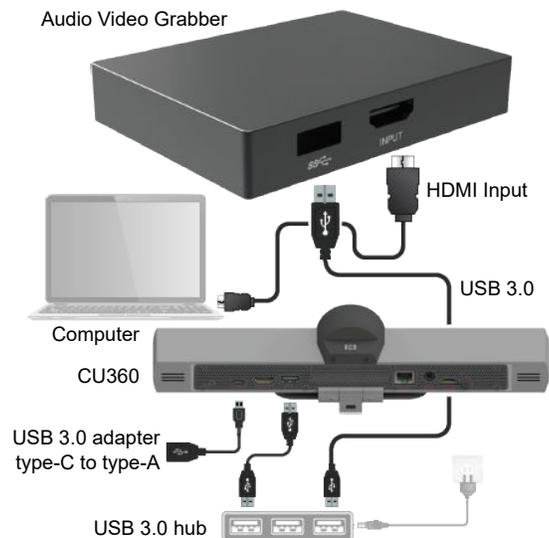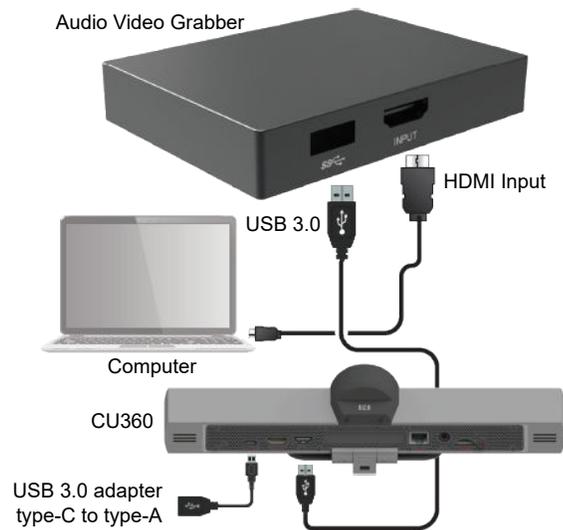# Connecting Avaya AV Grabber to Avaya CU360

About this task

Avaya AV Grabber is an optional cable kit for Avaya CU360. Using Avaya AV Grabber, you can connect a computer to Avaya CU360 with a cable and use the computer to share content in meetings.

The Avaya AV Grabber kit contains:

- An Avaya AV Grabber
- A USB 3.0 cable
- A USB 3.0 adapter type A/F to type C/M

Using Avaya Collaboration Unit CU360

When you connect Avaya AV Grabber to Avaya CU360, the video conferencing application detects the video input from Avaya CU360 as an additional USB video input. You can use the USB option to share content from Avaya AV Grabber.

Avaya AV Grabber supports sharing video and content in Avaya CU360 meetings.

> ✳ **Note:**
>
> - Connect the Avaya AV Grabber to the Avaya CU360 USB-A port. The USB-C to USB-A adapter is suitable to connect USB disks or control devices, such as a keyboard, mouse, and touch screen.
> - Use the Avaya AV Grabber line-in port only for the audio capture using the mini-jack and not as a microphone.
> - The Avaya AV Grabber line-out port is a mixture of the line-in and HDMI.

Procedure

1. Using an HDMI cable, connect a computer to the HDMI input connector of Avaya AV Grabber.

   The HDMI cable is not included in the optional Avaya AV Grabber kit.

2. Using the USB cable, connect Avaya AV Grabber to the USB port of Avaya CU360.

   If you use a USB hub, ensure that the USB hub supports the USB 3.0 standard and is switched on.

Connecting Avaya B109 Conference Phone to Avaya CU360 using Bluetooth

About this task

When you pair a Bluetooth device with Avaya CU360, Avaya CU360 automatically disables the default audio output to the HDMI connection.

This procedure is specific to Avaya B109 Conference Phone.

Before you begin

Enable Bluetooth on Avaya CU360 and Avaya B109 Conference Phone.

Procedure

1. On Avaya B109 Conference Phone, press the Bluetooth button for two seconds.

   - Avaya B109 Conference Phone becomes visible to other Bluetooth devices.
   - The Bluetooth window of Avaya CU360 displays Avaya B109 Conference Phone in the list of available devices.

2. On Avaya CU360, select Avaya B109 Conference Phone to complete the pairing.

Result

After pairing the Avaya B109 Conference Phone, you can do the following actions from the Avaya B109 Conference Phone:

- Mute and enable audio
- Increase and decrease speaker volume
- Disconnect call

Connecting Avaya B109 Conference Phone to Avaya CU360 using NFC

About this task

When you pair the Avaya B109 Conference Phone using NFC, Avaya CU360 automatically disables the default audio output to the HDMI connection.

This procedure is specific to Avaya B109 Conference Phone.

You can pair the Avaya CU360 endpoint with any NFC-enabled device.

Before you begin

Enable NFC on Avaya CU360.

Procedure

1. On Avaya B109 Conference Phone, tap the NFC logo.

2. On Avaya CU360, tap the NFC logo on the upper side.

   Avaya CU360 displays the NFC message window.

3. Click **Confirm** to complete the pairing.

Result

After pairing the Avaya B109 Conference Phone, you can do the following actions from the Avaya B109 Conference Phone:

- Mute and enable audio
- Increase and decrease speaker volume
- Disconnect call

Configuring the Avaya CU360 pre-installed applications

About this task

Note the IP address of the Avaya CU360 endpoint with a name assigned to the Avaya CU360 endpoint to recognize it later, such as CU_Room_xyz.

Change the default login credentials when you log in to the web interface for the first time.

Create a .zip file containing all the favorite applications to install on Avaya CU360. You can install applications for Android 7.1 tablets on Avaya CU360.

The Application to Install file is available on the internet website or use web browser plugins that can download a .apk file directly from the Google Play Store.

This configuration is available only on the Avaya CU360 web interface.

Before you begin

- Locate the Avaya CU360 endpoint in the facility room.
- Connect Avaya CU360 to the HDMI monitor.
- Ensure that Avaya CU360 is connected to Wi-Fi or LAN cable.
- Configure Avaya CU360 to get an IP Address.
- Configure Avaya CU360 through the web interface using an IP address.
- Log in to the Avaya CU360 web interface using the default login credentials.
- Configure Avaya CU360 for facilities preferences related to the location of the Avaya CU360 endpoint, such as LAN or Wi-Fi configuration, time-zone, language, and SIP or H323 calling configuration.
- Install the Google Play Store application to download additional applications in Avaya CU360.

  Avaya CU360 must install video calling applications, such as Skype and Zoom.

Procedure

1. Log in to the Avaya CU360 web interface.

2. Click **Basic Settings**.

   Avaya CU360 displays the Preferences - General window.

3. Click **Install your Favorite Apps**.

   Avaya CU360 displays the Install your Favorite Apps window.

4. Click **Upload '.zip' file**.

   Avaya CU360 displays the Upload window.

5. Click **Choose** to select the .zip file.

6. Click **Upload**.

   Avaya CU360 displays the upload status.

Result

Avaya CU360 displays the list of installed applications.

Related links

Avaya CU360 pre-installed applications on page 23

Wiping user data from Avaya CU360

About this task

Wipe the user data and accounts without affecting the Avaya CU360 initial configuration.

After wiping the user data, log in to the Avaya CU360 web interface using the default user name and password.

If you need to restore the Avaya CU360 application, import the Application to Install file from the Avaya CU360 web interface.

This configuration is available only on the Avaya CU360 web interface.

Avaya CU360 wipes the following data:

- Guest user accounts
- Installed applications
- White-listed applications data
- Pre-installed applications data
- Web browser history
- Avaya CU360 application data, such as personal data and call logs of users
- Avaya Spaces room data, such as personal data and call logs of users
- Avaya Cloud Office™ room data, such as personal data and call logs of users
- User interface customization
- Downloaded files and images
- Images from the gallery
- Android lock screen page

Procedure

1. Log in to the Avaya CU360 web interface.
2. Click **Basic Settings**.

   Avaya CU360 displays the Preferences - General window.
3. Click **Install your Favorite Apps**.

   Avaya CU360 displays the Install your Favorite Apps window.
4. Click **Custom data system wipe**.

Result

Avaya CU360 permanently wipes all user data.

Related links

Avaya CU360 pre-installed applications on page 23
Logging in to the Avaya CU360 web interface on page 29

Connecting USB cameras to Avaya CU360

About this task

You can connect the following USB cameras to the Avaya CU360 endpoint:

- Avaya Huddle Camera HC010
- Avaya Huddle Camera HC020
- Avaya Huddle Camera HC050
- Avaya Room Camera RC100

You can also connect third-party USB cameras to the Avaya CU360 endpoint.

For audio, use the Avaya CU360 endpoint mic when connecting the Avaya CU360 endpoint to a USB camera. Third-party apps also support the USB camera.

When you enable the control camera option, Avaya CU360 does not support Avaya AV Grabber. To use Avaya AV Grabber, disable the control camera option and restart the Avaya CU360 endpoint.

Use the USB camera with an excellent video quality and a maximum resolution of 720p@30fps as an additional live camera in the Avaya CU360 application.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Basic Settings**.

   On the endpoint, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections** > **Cameras** > **USB**.

4. Configure the following fields:

   - **Enable**: **Yes**
   - **Control Camera**: **Yes**

5. On the web interface, click **Save**.

Connecting additional monitor to Avaya CU360

About this task

Configure the Avaya CU360 endpoint to connect an additional monitor using a self-powered USB-C to HDMI adapter.

➕ **Tip:**

Use Avaya adapter or third-party USB-C to HDMI powered adapters to connect the additional monitor.

Always connect the self-powered USB hubs or adapters to prevent unexpected Avaya CU360 turn-off.

Do not disconnect the additional monitor during meetings. Restart the Avaya CU360 endpoint after connecting or disconnecting the additional monitor.

Additional monitor through adapter   Main monitor
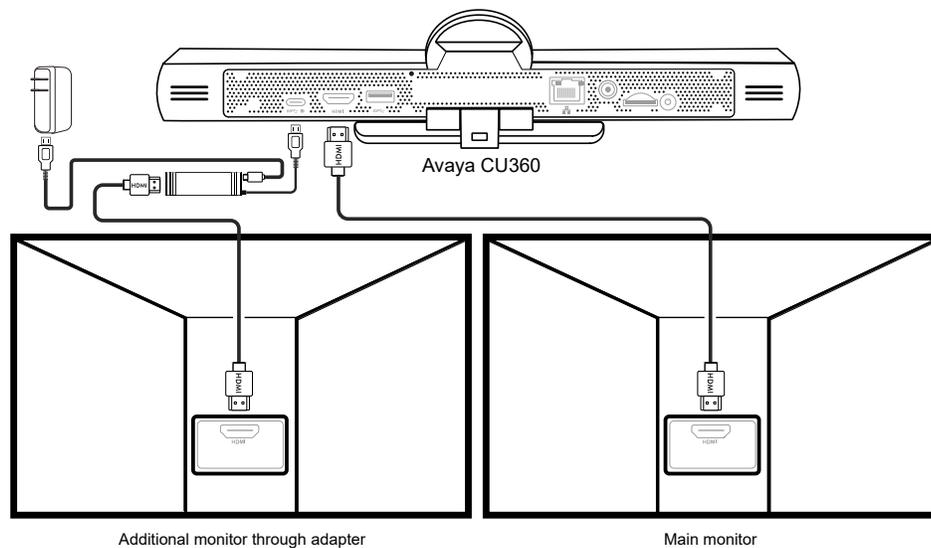
Procedure

Connect an additional monitor to the USB-C port of the Avaya CU360 endpoint.

Result

- Avaya CU360 application automatically detects the additional monitor and displays participants list during the meetings on the additional monitor.
- Other applications display as extra content on the additional monitor or duplicate the content of the main monitor.

Related links

[Avaya CU360 supports additional monitor](#) on page 23

Configuring the Avaya CU360 video layout in meetings

About this task

After you connect the single monitor or dual monitor to the Avaya CU360 endpoint, you can configure the video layouts.

You can also change the video layout from the Avaya CU360 remote control during the meetings.

Procedure

1. Do one of the following:

   • On the endpoint, click ▤.

   • On the web interface, click **More Actions**.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. Click **Layouts**.

Result

   • If you connect a single monitor, Avaya CU360 displays the video layouts for a single monitor.

   • If you connect dual monitor, Avaya CU360 displays the video layouts for dual monitor.

Related links

[Avaya CU360 supports additional monitor](#) on page 23

Configuring the USB AV bar mode in Avaya CU360

About this task

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

Procedure

1. Do one of the following:

   • On the endpoint home page, click **Configure**.

   • On the web interface, click **Basic Settings**.

2. Click **Quick Setup**.

3. Select **USB Bar Mode**.

Result

- Avaya CU360 displays `USB Audio/Video Bar Mode Active` message.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

Next steps

- You can configure the Avaya CU360 microphone and camera as a USB resource from Audio & Video Settings on the computer.
- Use the Avaya CU360 remote control to control the pan, tilt, and zoom option and the speaker tracking option.
- Use computer volume control or video-calling application volume control to mute Avaya CU360.

Configuring Avaya CU360 for USB AV bar mode using quick setup

About this task

Configure Avaya CU360 as a USB audio/video bar from the quick setup wizard.

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

Procedure

1. Start Avaya CU360.

   Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

   - Avaya CU360 displays the System updates status.
   - When the installation process is completed, Avaya CU360 restarts automatically.

6. Select **As USB Audio/Video Bar**.

Result

- Avaya CU360 activates the Always Active option for the USB AV bar mode.
- Avaya CU360 displays rotating LEDs that become green on the endpoint.

- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

Related links

[Avaya USB AV bar](#) on page 24

Connecting the Avaya CU360 endpoint to the computer as a USB AV bar

About this task

Connect the Avaya CU360 endpoint to the computer using a USB 3.0 cable to activate the USB AV bar mode.

The computer supports the following operating system to use the USB AV bar mode:

- Computer running Windows 10 or later
- Computer running macOS 10.12 or later

⊛ **Note:**

Use Type-A cable for the computer running macOS to use the USB AV bar mode

Do not connect a USB extra camera or other USB devices on Avaya CU360 if you plan to use the Avaya CU360 endpoint as USB camera.

If you need a USB cable longer than 2.7 meters (8.8 ft), use an active USB booster extension cable to connect the Avaya CU360 endpoint.
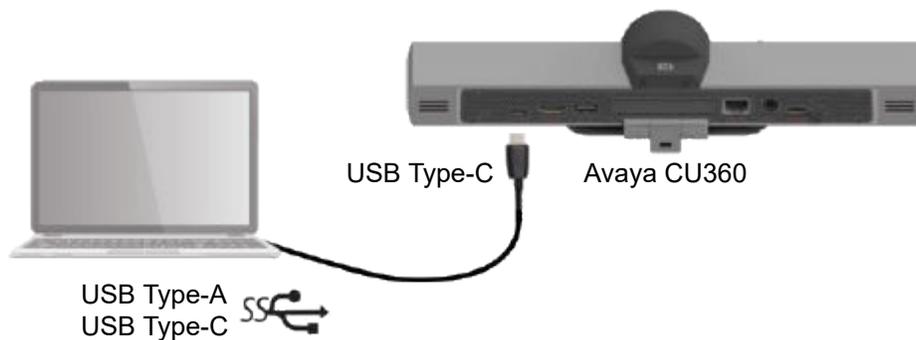
USB Type-C   Avaya CU360

USB Type-A
USB Type-C

Before you begin

Connect the USB 3.0 cable to the USB-C port of the Avaya CU360 endpoint.

Procedure

Connect the Avaya CU360 endpoint to the computer.

Result

- The computer automatically detects the Avaya CU360 endpoint.
- Avaya CU360 displays `Computer detected on USB Press 'Control Camera' to activate USB bar Mode` message.
- Avaya CU360 displays the USB Bar Mode icon ⚡ on the top of the information bar.
- Avaya CU360 changes the control camera icon on the home page.

Related links

[Avaya USB AV bar](#) on page 24

Customizing Avaya CU360 for USB AV bar mode

About this task

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System** > **Customization**.

   Avaya CU360 displays the Customization page.

4. Select **USB Bar Mode**.

5. Configure the following:

   - **Manual**: Connect the computer to the Avaya CU360 endpoint through a USB cable then you can activate USB Bar mode through the Avaya CU360 remote control or the Avaya CU360 web interface.

   - **Always Active**: Connect your computer to the Avaya CU360 endpoint through a USB cable to start using the Avaya CU360 audio/video peripherals from your computer.

Result

- Avaya CU360 displays rotating LEDs that become green on the endpoint.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

Related links

[Avaya USB AV bar](#) on page 24

Activating the USB AV bar mode in Avaya CU360

About this task

Avaya CU360 supports excellent video quality with a maximum resolution of 1080p@30fps when using as a USB camera.

> ➕ **Tip:**
>
> You can press the Camera Control key on the remote control of Avaya CU360 to activate the **USB Bar Mode**.

Before you begin

Connect the USB 3.0 cable to the USB-C port of the Avaya CU360 endpoint.

Procedure

1. Do one of the following:

   - On the endpoint home page, click **Control Camera**.

   - On the web interface, click **More Actions**.

2. Click **USB Bar Mode**.

Result

- Avaya CU360 displays `USB Audio/Video Bar Mode Active` message.
- Avaya CU360 displays rotating LEDs that become green on the endpoint.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

Next steps

- You can configure the Avaya CU360 microphone and camera as a USB resource from Audio & Video Settings on the computer.
- Use the Avaya CU360 remote control to control the pan, tilt, and zoom option and the speaker tracking option.
- Use computer volume control or video-calling application volume control to mute Avaya CU360.

Related links

[Avaya USB AV bar](#) on page 24

Enabling the Avaya IP camera

About this task

You can configure Avaya CU360 to enable an IP camera. The IP camera does not support audio.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.
   - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections** > **Cameras** > **IP**.

4. Configure the following fields:

   - **Enable**: Select **Yes** to enable the IP camera.
   - **URL**: The format of the URL depends on the IP camera model.

     For example: rtsp://[username:password@]ip_address[:port]/filename

     - rtsp://192.168.1.66:8080/h264_pcm.sdp
     - rtsp://admin:1234@192.168.1.66/webcam

5. On the web interface, click **Save**.

Related links

[Avaya IP camera](#) on page 24

Configuring the Avaya CU360 endpoint for modern authentication

About this task

Configure the Avaya CU360 endpoint to use modern authentication for the Exchange Calendar.

If you need to configure a Room Calendar, specify only the room email.

Procedure

1. On the endpoint main menu, click **Configure**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calendar** > **Authentication Mode**.

4. Configure the following fields:

   - **Basic**: Enter your calendar credentials.

   - **Modern (O Auth)**: Open the calendar page and authenticate with a personal device.

Result

Avaya CU360 displays an icon on the home page to authenticate the calendar.

Next steps

You can scan the QR code with your mobile phone and enter the verification code visible on the Avaya CU360 screen.

Related links

[Avaya CU360 calendar with modern authentication (OAuth)](#) on page 21

Pairing mobile with personal MS exchange calendar

Procedure

1. Scan the QR code with your mobile phone.

2. Click the message to open the link in your browser.

3. Enter the paring code.

   The paring code is available on the Avaya CU360 page.

4. Enter your personal or company mail id managed by Microsoft Account.

   This page redirects to the Single-Sign-On (SSO) page of your company.

5. Click **Continue** to confirm access to the Avaya Devices Calendar Integration service.

6. Close the web page from your mobile phone.

Result

After a few seconds, on your Avaya CU360 endpoint, you can see the Calendar page populated with your meetings for the current day.

Related links

[Avaya CU360 calendar with modern authentication (OAuth)](#) on page 21

Configuring the Avaya CU360 web interface for modern authentication

About this task

Configure the Avaya CU360 web interface to use modern authentication for the Exchange Calendar.

This configuration is available only on the Avaya CU360 web interface.

Procedure

1. On the web interface, click **Administrator Settings** > **Calendar** > **General** > **Authentication Mode**.

2. Configure the following fields:

   - **Basic**: Enter your calendar credentials.

   - **Modern (O Auth)**: Open the MS calendar page and authenticate with your mobile.

3. Click the QR code icon to open the Microsoft login page in the browser.

4. Enter the code that you copied earlier directly on the MS login page.

5. Click **Next**.

6. After confirming access, you can close the MS login page from the web browser and return to the Avaya CU360 web interface.

Related links

[Avaya CU360 calendar with modern authentication (OAuth)](#) on page 21

Configuring Avaya Room Camera RC100 as IP camera for Avaya CU360

About this task

You can use Avaya Room Camera RC100 as an IP camera on Avaya CU360.

Avaya CU360 does not support audio when using Avaya Room Camera RC100 as an IP camera. Use the Avaya Room Camera RC100 remote control to manage audio and control the camera.

Avaya CU360 application supports Avaya Room Camera RC100 as an additional IP camera connected through RTSP. Use the IP camera with a maximum resolution of 1080p for live video.

Before you begin

- Connect one side of the ethernet cable to the Avaya Room Camera RC100 LAN port and the other side to your IP Network.
- Connect the power supply plug to the DC IN 12V port of the Avaya Room Camera RC100 and turn on the Avaya CU360 endpoint.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections** > **Cameras** > **IP**.

4. Configure the following fields:

   - **Enable**: Select **Yes** to enable the IP camera.

   - **URL**: Enter the IP address of the Avaya Room Camera RC100. The format of the URL depends on the IP camera model.

     For example: rtsp://[username:password@]camera_ip_address[:port]/filename.

     For Avaya Room Camera RC100, the default username is admin, default password is empty: rtsp://admin:@x.y.z.w/ch1

   - **Control Camera**: **Yes**

   - Configure the following default parameters for Avaya Room Camera RC100:

     - **Username**: admin

     - **Password**: 123456

     - **Port**: 80

   The parameters for controlling the camera are different from the parameters to connect to the camera through the URL.

   Use the remote control to view the IP address of Avaya Room Camera RC100 from the Network section.

5. On the web interface, click **Save**.

Related links

[Avaya CU360 supports Avaya Room Camera RC100](#) on page 25

Configuring Avaya Room Camera RC100 as USB camera for Avaya CU360

About this task

You can use Avaya Room Camera RC100 as a USB camera on Avaya CU360.

Use the USB camera with excellent video quality and a maximum resolution of 720p@30fps as an additional live camera in the Avaya CU360 application.

> ⊛ **Note:**
>
> If the camera uses both the USB and ethernet interfaces simultaneously, the stream sent over the ethernet and USB have the same resolutions.

Before you begin

- Connect one side of the USB cable to the Avaya Room Camera RC100 USB port and the other side to the Avaya CU360 USB port.
- Connect the power supply plug to the DC IN 12V port of the Avaya Room Camera RC100 and turn on the Avaya CU360 endpoint.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections** > **Cameras** > **USB**.

4. Configure the following fields:

    - **Enable**: **Yes**
    - **Control Camera**: **Yes**

5. On the web interface, click **Save**.

6. Restart the Avaya CU360 endpoint.

Related links

[Avaya CU360 supports Avaya Room Camera RC100](#) on page 25

Configuring the Avaya CU360 tracking

About this task

This configuration is available only on the Avaya CU360 endpoint.

Before you begin

Enable the camera tracking option.

Procedure

1. Click **Configure**.

    Avaya CU360 displays the Configure window.

2. Click **Customization**.

    Avaya CU360 displays the Customization window.

3. Click **Tracking Mode**.

4. Configure the following fields:

    - **Track Speaker**: Automatically detects the face of the active speaker in the huddle room and zooms to it.
    - **Auto Framing**: Automatically detects a group of people in the room and zooms to them.

Related links

[Avaya CU360 camera automatic tracking](#) on page 25
[Avaya CU360 camera automatic framing](#) on page 26

Configuring the Avaya CU360 camera background

About this task

Avaya CU360 camera includes Artificial Intelligence-based algorithms that allow users to activate a virtual background for the currently selected camera or blur the real background of the camera.

Avaya CU360 camera uses Artificial Intelligence-based algorithms that enable body recognition. The algorithm recognizes people sitting in front of the Avaya CU360 endpoint and blurs the image background. Users can also replace the background with a customizable picture. The virtual background works on camera speaker-tracking or group framing functionalities.

The layout key on the remote control helps users to activate the virtual background for third-party applications or when in USB Bar Mode.

Procedure

1. Do the following:

   - On the endpoint main menu, click **Control Camera** > **OK**.

   - On the web interface, click **More Options**.

2. Select **Virtual Background**.

Result

Avaya CU360 displays the virtual background during the meeting.

Chapter 5: Navigation

Avaya CU360 home page

When you switch on Avaya CU360, the endpoint displays the home page. Using the buttons on the main screen, you can start calls, navigate menus, and configure settings. When you switch on Avaya CU360 for the first time, the endpoint displays the quick setup wizard.

The home page header displays the following information:

- The configured system name
- The endpoint IP address
- The SIP or the H.323 number
- Tracking status
- The time
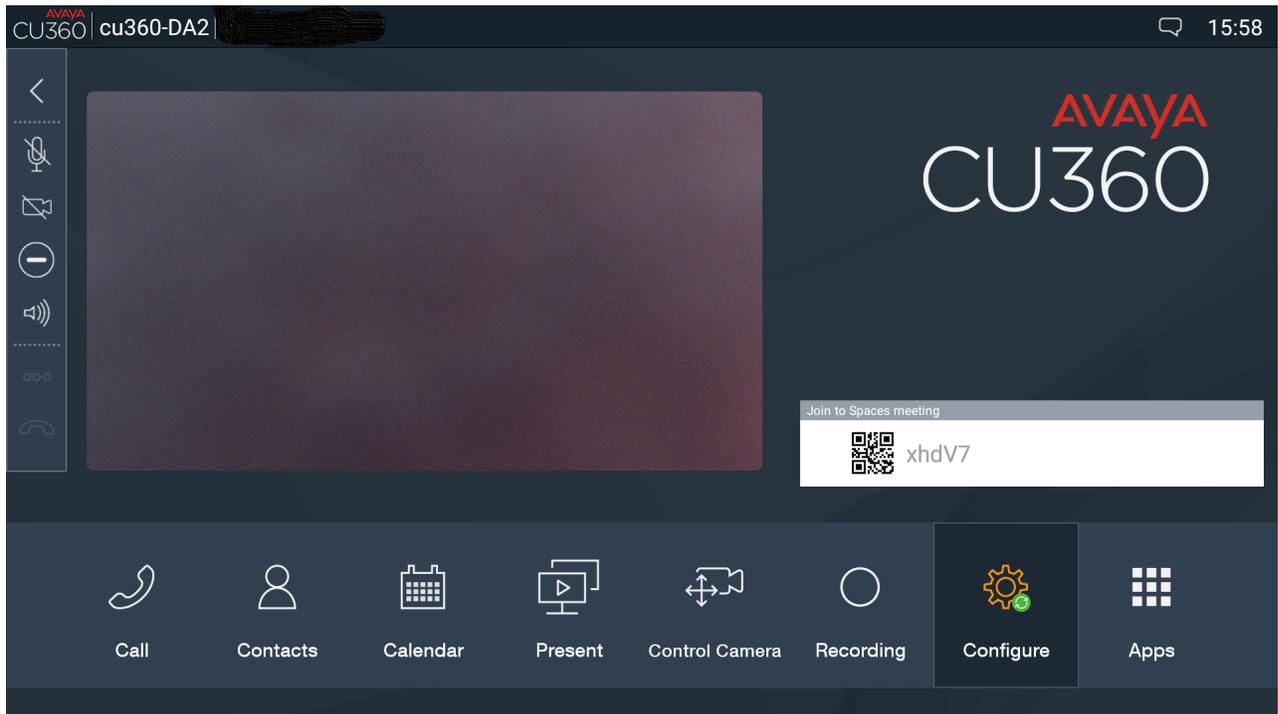
The lower pane displays the main menu that provides the following features:

Name	Description
Call	Starts audio and video calls.
Contacts	View, edit, and call contacts.
Calendar	View and join meetings scheduled for Avaya CU360.
Present	Share contents in Avaya CU360 meetings.
Control Camera	Pan, tilt, zoom in, and zoom out the camera.
Recording	Record and playback video conferences.
Configure	Configure the Avaya CU360 settings.
Apps	View a list of installed applications. You can start the applications that display in a split portion of the main screen. **Note:** Avaya Support provides best-effort assistance to third-party Android applications installed on Avaya CU360.

The left of the screen displays a floating bar that provides the following options:

Icon	Name	Description
≡	Menu	Displays the menu options.
<	Back to previous page	Navigates back to the previous page, the previous application, or to the Avaya CU360 desktop.
🔇	Audio mute	Mutes the audio.
📹	Privacy	Disables the video.
⊖	Do not Disturb	Blocks all incoming calls.
🔊	Ringing or audio output level	Adjusts the ringing or audio volume.
○○○	Dial pad	Opens the dial pad.
☎	Disconnect	Disconnects calls.

Related links

Avaya CU360 desktop

The Avaya CU360 desktop contains the following applications:

- The AppsProvider
- The App drawer
- The video conferencing application
- The navigation bar with volume control
- The Brave web browser
- Eject USB drive

Avaya CU360 desktop

The Avaya CU360 desktop displays a central little white arrow ⌃ to open the app drawer. Swipe up from the little white arrow with the remote-control mouse pointer to open the app drawer.

The App drawer

Inside the app drawer, you can find all the applications and the Android settings.

The navigation bar with volume control

Avaya CU360 displays the volume control and audio gadget on the navigation bar.
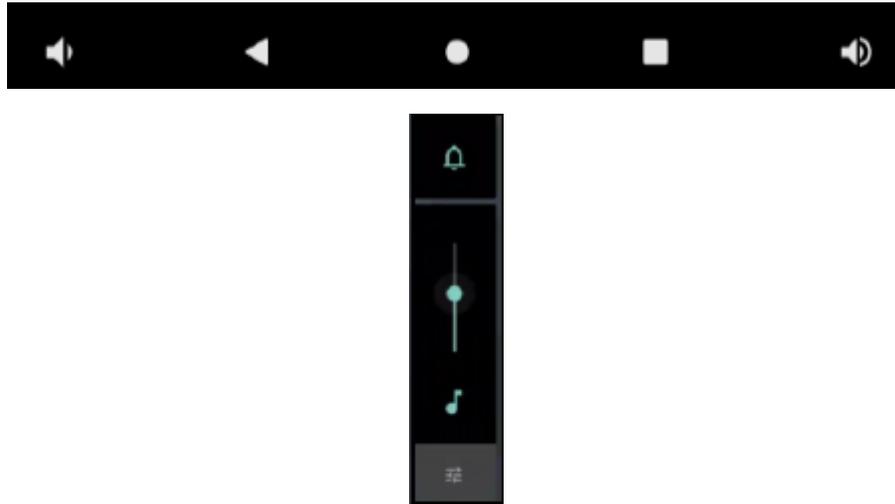
Avaya CU360 separates the audio streams for music, alarms, notifications, the incoming call ringer, system sounds, in-call volume, and so on. With the feature, users can control the volume of each stream independently.

By default, the volume control modifies the volume of the active audio output stream. Audio gadget adjusts the music volume.

Icon	Name	Description
	AppsProvider	Navigates to install the Google play store™.
	App drawer	Navigate to the installed applications and the Android settings
	Avaya CU360 video conferencing	Navigates to the video-conferencing application.
	Native OS menu	Navigates to the native OS menu.
	Brave web browser	Navigates to the Brave web browser.
	Eject USB drive	Navigates to eject the USB drive.

Avaya CU360 video conferencing application overlay mode
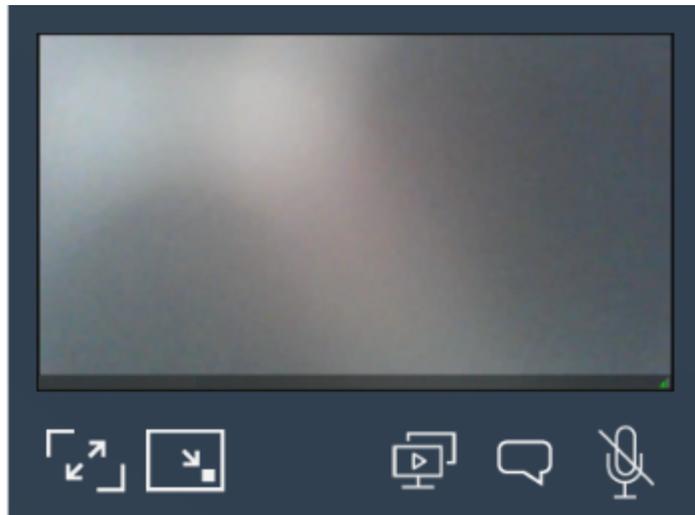
You can minimize the Avaya CU360 video conferencing application to display the Avaya CU360 desktop.

Avaya CU360 displays the video conferencing application as a floating overlay window. You can move this floating window on the screen or minimize it further to display only an icon. You can also configure Avaya CU360 to start with the video conferencing application minimized.

In the overlay window mode, you can:

- Mute and enable audio
- Start and stop sharing content
- Enable and disable camera auto-tracking

Related links

[Customizing the Avaya CU360 start mode](#) on page 131

Avaya CU360 split-screen display
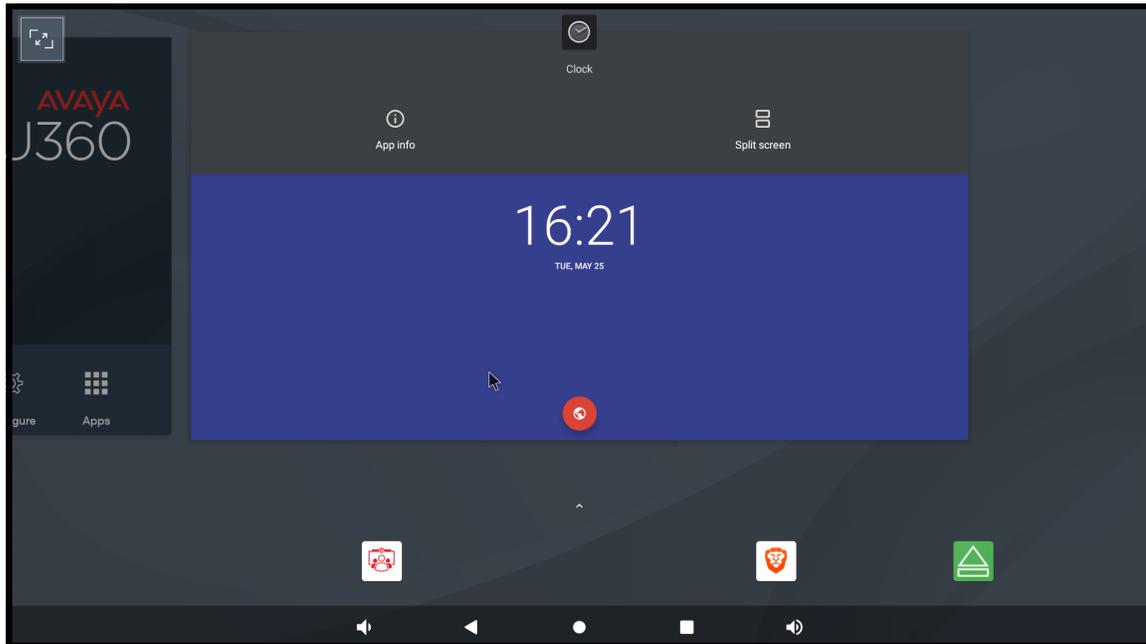
Avaya CU360 supports splitting the screen into two parts to display some third-party applications in meetings. You can click the square button in the OS navigation bar to display the list of the recently used application.

You can click on the application icon in the list and select the split-screen option to change the split proportion of each half of the screen. The first application displays on the left side, and the other application displays on the remaining part of the screen.

You can use the split-rectangle option to change the application selected for the right portion of the screen or rotate all open applications.

You can drag the vertical slider to change the split proportion of each half of the screen. Avaya CU360 supports changing the split proportion to 1/2, 2/3, and 1/3 proportions.

Avaya CU360 does not support the split-screen option for some third-party applications. Do not use the split-screen option when there are actions in progress for third-party applications and downloading content.

You can use the split-screen option to also present applications as shared content. When you present applications with the Avaya CU360 video-conferencing application minimized to a floating overlay window, you must minimize the overlay window so that you do not include the video as part of the presentation.

Related links

[Using the Avaya CU360 applications](#) on page 92
[Sharing content in Avaya CU360 meetings](#) on page 89

Chapter 6: Using Avaya CU360

Joining meetings from the Avaya CU360 calendar

About this task

Avaya CU360 also displays a pop-up window for meetings that have started with options to:

- Join the meeting.
- Snooze the meeting reminder for one minute.
- Ignore the meeting reminder.

Procedure

1. Do one of the following:

   - From the endpoint main menu, click **Calendar**.
   - From the web interface, click **Make your Call** > **Calendar**.

2. Click **Join Now** next to the meeting invitation.

   Avaya CU360 displays the **Join Now** button five minutes before meetings start.

Related links

[Microsoft Exchange calendar integration](#) on page 21

Starting Avaya CU360 meetings

About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

> **✳ Note:**
>
> If your system administrator configured a time limit for video conferences, Avaya CU360 displays a warning when the time limit expires. You can ignore the warning and let the video conference end in five minutes, or you can snooze the warning and extend the video conference by 30 minutes.
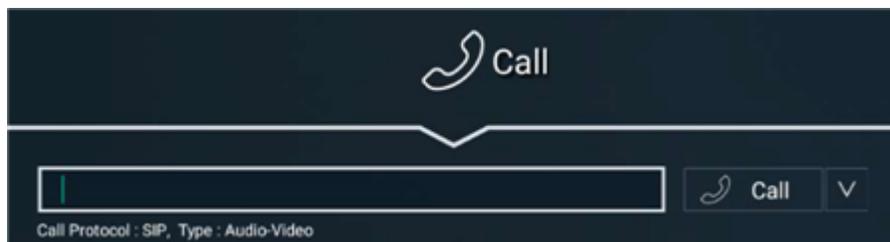
Before you begin

Verify that Avaya CU360:

- Supports dialing to external endpoints.
- Calls are encrypted. Avaya CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

> **⚠ Important:**
>
> Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

Procedure

1. Do one of the following:

   - On the web interface, click **Make your Call** > **Basic Options** > **Direct Call**.
   - On the endpoint main menu, click **Call**.

   Avaya CU360 displays the Call page.

2. Enter the dial string.

   Dial strings can be another endpoint's number, an H.323 alias such as john_smith, or a URI address such as john@company.com.

3. Click **Call**.

Starting Avaya CU360 meetings using recently called contacts

About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

Before you begin

Verify that Avaya CU360:

- Supports dialing to external endpoints.

- Calls are encrypted. Avaya CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

> ❗ **Important:**
>
> Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Call**.

   - On the web interface, click **Make your Call** > **Basic Options** > **Recent Calls**.

   Avaya CU360 displays the Call page.

2. Select the recently called contact.

3. Click **Call**.

Starting Avaya CU360 meetings using saved contacts

About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

Before you begin

Verify that Avaya CU360:

- Supports dialing to external endpoints.

- Calls are encrypted. Avaya CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

> ❗ **Important:**
>
> Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Contacts**.

   - On the web interface, click **Make your Call**.

   - On the endpoint, Avaya CU360 displays the Contacts page.

   - On the web interface, Avaya CU360 displays the Basic Options page.

2. Click **Contacts**.

3. Select the contact to call.

4. Click **Call**.

Adjusting the Avaya CU360 default audio volume

Procedure

1. Do one of the following:

   - From the endpoint, click **Configure** > **Calling**.

   - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.

2. Drag the **Volume** slider to adjust the audio volume.

3. On the web interface, click **Save**.

Sharing content in Avaya CU360 meetings

About this task

You can share content from the following sources in Avaya CU360 meetings:

- Whiteboard

- Applications

- **Avaya Screen Link**

- USB: You can use this source only if you connect a computer to Avaya CU360 through Avaya AV Grabber.

- Wi-Fi Display

Procedure

1. Click ▤.

   Avaya CU360 displays the options available during meetings.

2. Click **Present**.

   Avaya CU360 displays the Presentation window.

3. Select one of the following options to share:

   - **Whiteboard**

   - **Apps**

   - **Screen Link**

   - **USB**

- **Wi-Fi Display**

Recording Avaya CU360 meetings

About this task

Avaya CU360 saves meeting recordings in the MP4 format. The video stream is recorded in the H.264 format, while the audio stream is recorded in the AAC-LC format.

You can save meeting recordings on a USB device or on the enterprise network. Avaya CU360 supports the FAT32, EXT2, EXT3, and EXT4 file system formats. When you save the recordings on a USB device, you can transfer the recordings to an external server, such as a generic FTP server or Avaya Meetings Streaming and Recording.

> **Note:**
> - Long recorded meeting sessions are split into multiple files if the single file size exceeds the size limit supported by the USB file system. Such as, 4GB uses the FAT32 file system format, and 16 GB or more uses the others file system format.
> - Do not use FAT32 as a USB file system format if you need to record sessions for several hours.
> - If you stop and restart the recording, several seconds could be lost from the recording in the meantime. The recording start warning plays again when the recording resumes.

To save recordings on the enterprise network:

- The Avaya Meetings Server deployment must have a recording server.
- The Avaya CU360 endpoint must be managed by Avaya Meetings Management.
- Avaya Meetings Management must have remote access to the endpoint.
- The meeting must be hosted on Avaya Scopia® Elite 6000 MCU or Avaya Meetings Media Server.

You can also record meetings from the recoding option on the Avaya CU360 home page.

You must be a moderator to perform this task.

Before you begin

To record meetings in a USB device, insert the USB device in the USB port of Avaya CU360.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤.
   - On the web interface, click **More Actions** > **Recording**.
   - On the endpoint, Avaya CU360 displays the Menu window.
   - On the web interface, Avaya CU360 displays the Recording window.

2. On the endpoint, click ⠿ **Meeting Options**.

   Avaya CU360 displays the Meeting Options window.

3. On the endpoint, click ◻ **Recording**.

   On the endpoint, Avaya CU360 displays the Recording window.

4. Click **Record** in one of the following sections:

   • **USB**: Save the recording in the USB device. You can pause or resume the recording.

   • **Network**: Save the recording in the enterprise network.

Related links

[Viewing Avaya CU360 meeting recordings](#) on page 121
[Copying Avaya CU360 meeting recordings to a USB device](#) on page 121

Splitting the Avaya CU360 screen display

About this task

Gain access to other applications during meetings by splitting the Avaya CU360 screen display. You can also split the display to share two different applications in meetings.

Some third-party applications might not support splitting the display.

Procedure

1. Click **Apps**.

   Avaya CU360 displays the list of applications.

2. Click an application.

   Avaya CU360 displays the chosen application in a split portion of the screen.

   You can drag the vertical slider to 1/2, 2/3, and 1/3 proportions of the screen and modify the space that the application uses.

3. To share the application, click **Present**.

   Avaya CU360 displays the application as shared content to other meeting participants.

   To prevent participants from viewing the video in the minimized video conferencing window, reduce the window to an icon.

Using the Avaya CU360 applications

About this task

Avaya CU360 comes with some Android-based applications. You can also install more Android-based applications

Avaya CU360 displays the chosen application in a split portion of the screen. You can move the slider on the screen to modify the space that the application uses.

Procedure

1. On the endpoint main menu, click **Apps**.

   Avaya CU360 displays the list of applications.

2. Click an application.

Result

Avaya CU360 splits the screen and displays the application in one-half of the screen in meetings.

Related links

[Installing third-party applications from Google Play Store in Avaya CU360](#) on page 53

Receiving calls only from Avaya CU360 trusted contacts

About this task

Configure Avaya CU360 receive calls only from your trusted favorite contacts or numbers and to automatically reject calls from other callers.

Procedure

1. Do one of the following:

   • From the endpoint, click **Configure** > **Calling**.

   • From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.

2. Configure the following fields:

   • **Do Not Disturb**: **Yes**

   • **DnD Mode**: **All Except Trusted**

3. On the web interface, click **Save**.

Blocking all incoming calls in Avaya CU360

About this task

Configure Avaya CU360 to block all incoming calls by enabling the Do Not Disturb feature. When this feature is enabled, Avaya CU360:

- Blocking all incoming call notifications.
- Automatically disconnects all incoming calls and sends a message to remote endpoints that Avaya CU360 is unavailable.

Procedure

1. Do one of the following:

   - From the endpoint, click **Configure** > **Calling**.
   - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.

2. Configure the following fields:

   - **Do Not Disturb**: **Yes**
   - **DnD Mode**: **All**

3. On the web interface, click **Save**.

Casting your computer display on Avaya CU360 using Wi-Fi

About this task

Using Wi-Fi Display, you can project the display of a Windows-based computer on Avaya CU360.

You cannot control the computer using the mouse or keyboard connected to Avaya CU360. You might experience video quality degradation if you start Wi-Fi Display while Avaya CU360 is active in a meeting using Wi-Fi.

If the Wi-Fi connectivity is disabled on your Avaya CU360 by license, you cannot use Wi-Fi Display.

Before you begin

- Ensure that your computer supports Wi-Fi-based display.
- Enable Wi-Fi on your computer and Avaya CU360.
- Connect the computer or mobile device to Avaya CU360 using Wi-Fi or a LAN cable.

Procedure

1. On the Avaya CU360 desktop, click ⊞.

   Avaya CU360 displays the Android settings.

2. Click **Wi-Fi display** .

3. On the Windows computer, click the Notifications icon on the task bar.

4. Click **Connect** .

   The computer displays a list of available devices.

5. Click the Avaya CU360 name.

   The computer connects Avaya CU360 as an additional display.

6. **(Optional)** To change the desktop projection mode, in the Notifications icon , click
   Project , and select one of the following options:

   • **PC screen only**

   • **Duplicate**

   • **Extend**

   • **Second screen only**

Related links

[Avaya CU360 Wi-Fi Display](#) on page 19
[Configuring Wi-Fi network connectivity from the Avaya CU360 endpoint](#) on page 55
[Configuring Wi-Fi network connectivity from the Avaya CU360 web interface](#) on page 55

Casting your mobile device display on Avaya CU360 using Wi-Fi

About this task

Using Wi-Fi Display, you can project the display of mobile devices, such as phones and tablets, on Avaya CU360.

If the Wi-Fi connectivity is disabled on your Avaya CU360 by license, you cannot use Wi-Fi Display.

You can control some Android-based devices using the external keyboard and mouse connected to Avaya CU360. You cannot play DRM-projected videos on the mobile device display cast on Avaya CU360.

Before you begin

Enable Wi-Fi on your mobile device and Avaya CU360.

Procedure

1. On the Avaya CU360 desktop, click .

   Avaya CU360 displays the Android settings.

2. Click **Wi-Fi display** .

3. On the mobile device, tap **Miracast**.

   Different mobile devices use different names for the casting display feature, such as Smart View, Screen Mirror, and Cast.

   The mobile device displays a list of available devices.

4. Tap the Avaya CU360 name.

Result

The mobile device displays its screen on Avaya CU360.

Related links

[Avaya CU360 Wi-Fi Display](#) on page 19
[Configuring Wi-Fi network connectivity from the Avaya CU360 endpoint](#) on page 55
[Configuring Wi-Fi network connectivity from the Avaya CU360 web interface](#) on page 55

Using the Avaya CU360 web interface for mouse emulation

About this task

Using mouse emulation, you can remotely control Avaya CU360 through a mouse or touch screen monitor.

Avaya CU360 supports the following mouse emulation functions:

Action	Mouse	Touch screen monitor
Click	Click left button.	Short touch
Long press	Long click left button.	Long touch
Back	Click right button.	Two-finger touch

Before you begin

Connect a mouse or touch screen monitor to Avaya CU360.

Procedure

1. Log in to the Avaya CU360 web interface.

2. Click **More Actions** > **Remote Device**.

Result

Avaya CU360 displays a panel that supports emulating a mouse connected to it.

Chapter 7: Using Avaya CU360 with Avaya Spaces

Avaya Spaces meeting on Avaya CU360

Avaya Spaces is a cloud-based team collaboration and meeting tool with messaging, audio and video conferencing, file sharing, and an easy-to-use application that you can access from anywhere. You can use Avaya Spaces on your laptop at work, your tablet at home, or your phone on the go. Avaya Spaces provides the right balance of features and simplicity for teams that need an effective way to enable communications, manage tasks, and be more productive.

- Persistent Cloud Spaces: You can chat, meet, organize, and manage through a web browser or mobile application.
- Chat: Use the chat feature when you are offline and pick up the conversation on any device such as smartphone, tablet, or laptop with the security and management benefits of a business application.
- Meet: Boost productivity and enhance relationships with face-to-face HD definition audio, video, and content sharing from virtually any location, any device. Phone dial-in is also available with local access in 40 countries.
- Organize: Stop searching through email or multiple applications for the latest updates and files.
- Post: Post files, chat, and meet in your organized, subject-oriented team spaces.
- Manage: Coordinate work across teams, assign tasks, and track project progress, all in your persistent spaces.

Avaya Spaces application is pre-installed with Avaya CU360.

In the Spaces tab of the menu bar, you can create your space. To invite participants to your space, you can enter their email addresses. You can set different permissions for each participant based on the type of actions to take within your space. If you have many spaces, you can categorize them as favorites.

Integration with Avaya CU360 built-in UC experience

Avaya Spaces integrates with the Avaya CU360 built-in UC experience (Avaya CU360 application). You can use the Avaya CU360 built-in UC experience:

- To open the Avaya Spaces application.
- To join an Avaya Spaces meeting from the **Calendar** tab of the built-in UC experience.

Interaction with Avaya CU360 built-in UC experience

When you make or answer a call on the Avaya CU360 built-in UC experience, an active call on the Avaya Spaces application ends.

Joining Avaya Spaces meetings with Avaya CU360 as Room or Personal device

You can join an Avaya Spaces meeting in different ways using your Avaya CU360 device.

You can configure your Avaya CU360 endpoint as a Room or Personal device for Avaya Spaces.

- A Room device does not use personal information, and you do not need to log in with an Avaya Spaces account. You can join as a guest or an authorized member if a member invites you through a QR or verification code.
- A Personal device requires you to log in with an Avaya Spaces account using the Avaya Spaces application pre-installed in Avaya CU360.

Avaya CU360 configurations for Avaya Spaces

You can join Avaya Spaces with your Avaya CU360 endpoint used as a Room device. The Avaya Spaces application provides a personal experience whenever you join Avaya Spaces by providing you access to all your personal spaces, including instant messaging and posts.

Avaya CU360 configuration for Avaya Spaces	Join Meeting through QR Code or Verification Code	Join Meeting through Calendar/Contacts/Direct Calls
As Room Device (Use with Spaces account = No)	Avaya CU360 application	Avaya CU360 application
As Personal Device (Use with Spaces account = Yes)	Avaya CU360 application	Avaya Spaces application

Enabling Avaya Spaces for the Room or Personal device in Avaya CU360

About this task

Configure Avaya CU360 to start Avaya Spaces as a Room or Personal device.

You can complete the initial Quick Setup configuration to select Avaya CU360 as a Personal or Room device for Avaya Spaces . Alternatively, you can perform the following steps:

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Avaya Spaces** > **Use with Spaces account**.

4. Select one of the following:

   - **Yes**: For Personal device

   - **No**: For Room device

Related links

[Working with Avaya CU360 for Avaya Spaces as a Room Device](#) on page 98
[Working with Avaya CU360 for Avaya Spaces as a Personal Device](#) on page 109

Working with Avaya CU360 for Avaya Spaces as a Room Device

Joining Avaya Spaces meetings using QR code or verification code in Avaya CU360

About this task

You can use the Avaya Spaces mobile application or the Avaya Spaces Web client to invite your Avaya CU360 to join an Avaya Spaces meeting.

Procedure

On the Avaya CU360 application homepage, there is a QR code and a string verification code:

- To invite Avaya CU360 as a Room in Avaya Spaces using the Avaya Spaces mobile application, scan the QR code.

- To invite Avaya CU360 as a Room in Avaya Spaces using the Avaya Spaces Web client, type the string verification code.

Joining Avaya Spaces meetings from the Avaya CU360 calendar

About this task

Join Avaya Spaces meetings from the Avaya CU360 calendar with a single click.

The Avaya CU360 application can parse meeting invitations that contain the Avaya Spaces URL.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Calendar**.

   - On the web interface, click **Make your Call** > **Calendar**.

   Avaya CU360 displays the Calendar window.

2. Click **Join Now** next to the Avaya Spaces meeting invitation.

   A limited number of calendar meetings are also displayed on the Avaya CU360 application main menu or on the home page of the web interface.

Related links

[Joining meetings from the Avaya CU360 calendar](#) on page 86

Joining Avaya CU360 in Avaya Spaces meetings using the mobile application

About this task

Your Avaya CU360 can join an Avaya Spaces meeting limited to members-only if a member invites this Avaya CU360 using the paring code or the QR code displayed in the home page of the Avaya CU360 application.

If you join these Avaya Spaces directly through calendar invitations or other ways, your attempt may be declined.

If you want to join Avaya Spaces with a Room endpoint and the Avaya Spaces is password protected for guest users, you can join the Avaya Spaces without inserting a PIN if an authorized member invites you through a pairing code or QR code. Otherwise, you can insert a numeric password through the Avaya CU360 endpoint or web interface.

You cannot redial to the Avaya Spaces meetings for which you are invited through a QR Code or Pairing Code.

Procedure

1. Log in to the Avaya Spaces mobile application.

2. Navigate to the Space.

3. Click **Join Spaces Room**.

Avaya Spaces prompts you to scan the QR code.

4. Scan the QR code that Avaya CU360 displays on the home page.

Result

Avaya CU360 joins the Avaya Spaces meeting as a guest.

Joining Avaya CU360 in Avaya Spaces meetings using the web browser

About this task

Your Avaya CU360 can join an Avaya Spaces meeting limited to members-only if a member invites this Avaya CU360 using the paring code or the QR code displayed in the home page of the Avaya CU360 application.

If you join these Avaya Spaces directly through calendar invitations or other ways, your attempt may be declined.

If you want to join Avaya Spaces with a Room endpoint and the Avaya Spaces is password protected for guest users, you can join the Avaya Spaces without inserting a PIN if an authorized member invites you through a pairing code or QR code. Otherwise, you can insert a numeric password through the Avaya CU360 endpoint or web interface.

Before you begin

Get the system room verification code that Avaya CU360 application displays on the home page.

Procedure

1. Log in to the Avaya Spaces web browser.

2. Navigate to the Space.

3. Click **Join Spaces Room**.

   Avaya Spaces prompts you to enter the verification code.

4. Enter the verification code, and click **Connect**.

Result

Avaya CU360 joins the Avaya Spaces meeting as a guest.

Joining Avaya Spaces meetings from the Avaya CU360 web interface

About this task

You can copy and paste an Avaya Spaces meeting URL in your Avaya CU360 web interface to place a direct call.

Procedure

1. Log in to the Avaya CU360 web interface.

2. Click **Make your Call** > **Basic Options** > **Direct Call**.

   Avaya CU360 displays the Call page.

3. Enter the Avaya Spaces meeting URL in **Number/Name to Call**.

4. Click **Call**.

Configuring Avaya Spaces integration in the Avaya CU360 application

About this task

You can disable Avaya Spaces integration or change the default Avaya Spaces domain address (only if you are using a test or internal solution). Avaya CU360 endpoint can accept invitations and calls only in the same cloud domain as specified in the configuration.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Avaya Spaces**.

4. Select **Yes** to enable Avaya Spaces integration.

5. Configure the following fields:

   • **URL**: Enter the Avaya Spaces domain. By default, the integration with Avaya Spaces is enabled for the official domain: https://spaces.avayacloud.com.

   • **Use with Spaces account**: Select **No** for Room Device. Select **Yes** for your Personal Device.

   • **AI Noise Removal**: By default, AI Noise Removal is disabled when using the Avaya CU360 application (Room device). This is because the performance of the Avaya Spaces AI Noise Removal is optimized for microphones that are placed very close to the speaker.

- **Predefined Party**: You can enable this to configure a specific Avaya Spaces URL as a predefined party. After you configure the predefined party, the Call key on the remote control or on the UX or web interface automatically joins this Avaya Spaces URL.

6. On the web interface, click **Save**.

Automating password insertion when dialing into an Avaya Spaces URL

About this task

You can automate password insertion, when you dial to a meeting manually or through a saved contact or a predefined party URL.

Before you begin

Ensure that you have an account on Avaya Spaces.

Procedure

If the password of your Avaya Spaces is 123456, prefix a "?" or "&" to the password at the end of the URL.

- The Prefix "?", for example, https://spaces.avayacloud.com/spaces/5e......e69?pwd=123456.
- The Prefix "&", for example, https://spaces.avayacloud.com/spaces/5e......e69&pwd=123456.

Avaya Spaces supports the password-embedded link for meetings

The Avaya CU360 application supports meetings with password-embedded links.

If an Avaya Spaces URL that you are using to make a manual call or saved favorite contact or predefined Avaya Spaces URL or received as a calendar invite contains an embedded password, you can join the meeting through the Avaya CU360 application using the embedded password. Otherwise, the Avaya CU360 application requires that you enter the password manually when joining.

The Avaya CU360 application does not require a password when you join a password-protected meeting through a QR code or a Verification Code, or when invited by an Avaya Spaces Mobile application or a web client.

Configuring the advanced system names in Avaya CU360

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System** > **Location**.

4. Configure the following settings:

   • **System Name**

   • **System Name Unicode**: This option is available only on the web interface.

   • **System Name Display Mode**

5. On the web interface, click **Save**.

System Name field descriptions

Name	Description
System Name	The name of the Avaya CU360 endpoint.
	This field displays the initial name you entered during the manual setup.
System Name Unicode	The name of the Avaya CU360 endpoint with non-alphanumeric characters.
	For example, Chinese or Japanese letters.
System Name Display Mode	The title bar of the Avaya CU360 endpoint displays the system name based on the mode that you select.
	The options are:
	• **Automatic**: Automatically displays the name based on deployment.
	• **System Name Unicode**: Displays the name in **System Name Unicode**.
	• **SIP**: Displays the SIP username.
	• **H.323**: Displays the H.323 name.
	• **System Name**: Displays the name that you entered in **System Name**.

Saving your favorite Avaya Spaces in the Avaya CU360 contacts

About this task

Assign customized names to your favorite Avaya Spaces saved as contacts in Avaya CU360.

Procedure

1. Do one of the following:

    • On the endpoint main menu, click **Contacts**.

    • On the web interface, click **Make your Call**.

    • On the endpoint, Avaya CU360 displays the Contacts page.

    • On the web interface, Avaya CU360 displays the Basic Options page.

2. On the web interface, click **Contacts**.

    Avaya CU360 displays the Basic Options - Contacts page.

3. Click **New Favorite**.

    Avaya CU360 displays the New Favorite window.

4. Configure the following fields:

    • **Name**: Customized name for the Space.

    • **Number**: The Space URL.

    • **Group**

    • **Type**: Select SIP.

    • **Call Type**

    • **Rate**

    • **Trusted**

    • **Prior**

5. Click **Save**.

New Favorite field descriptions

Name	Description
Name	The name of the contact.

Table continues…

Name	Description
Number	The dial string of the contact. Dial strings can be another endpoint's number, an H.323 alias such as john_smith, or a URI address such as john@company.com. You can also add multiple numbers to the contact after you save the new contact entry.
Group	The group name to associate the contact to a particular group of contacts. If you add the name of a new group name, Avaya CU360 creates the new group. This field is optional.
Type	The protocol to use in calls. The options are: • **H.323**: The protocol for calls to H.323–based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Meetings Media Server. • **SIP**: The protocol for calls to SIP-based endpoints or to Avaya Spaces. • **ISDN**: The protocol for calls to ISDN-based endpoints. Calls to ISDN-based endpoints need an ISDN gateway.
Call Type	The type of the call. The options are: • **Audio-Video** • **Audio-Only** (ignored for Avaya Spaces calls)
Rate	The specific bandwidth to use for calls. This field is optional. If you do not configure a specific bandwidth to use, Avaya CU360 uses the maximum available bandwidth.
Trusted	The option to indicate whether the contact is trusted. The options are: • **Yes** • **No** You can configure Avaya CU360 to automatically accept calls only from trusted contacts.

Table continues…

Name	Description
Prior	The option to mark a contact with high priority. Avaya CU360 displays prioritized contacts on the top of the contact list marked with a yellow star. Avaya CU360 also displays all meeting rooms as prioritized contacts.

Preventing Avaya Spaces meetings participants from unmuting audio

About this task

Configure Avaya Spaces to prevent meeting participants from unmuting audio. When participants need to speak, the participants must request permission to speak, and only the moderator can unmute the participants.

Procedure

1. Log in to Avaya Spaces through the web interface.

2. Click ⬚ or the arrow near the Spaces name.

3. Select **Edit Space**.

   Avaya Spaces displays the settings window.

4. Click **Meeting**.

5. Enable the **Prevent unmuting**.

6. Click **Apply Changes**.

Result

- The participant can use the Raise Hand option to ask a question or to draw the attention of the moderator during the meeting.

- The Raise Hand icon replaces the Mute icon.

- The Mute key on the remote control of the Avaya CU360 endpoint changes to the Raise Hand or Lower Hand option.

Raising hand in the Avaya CU360 application to seek permission from the moderator to speak

About this task

In Avaya Spaces, as a participant, you can virtually raise your hand to ask a question or to draw the attention of the moderator during the meeting.

If the moderator accepts your request, you can unmute yourself. The Lower Hand icon replaces the Unmute icon, and you can use the Mute key button from the remote control or web interface and graphical interface of the Avaya CU360 application.

If the moderator denies the request, you cannot unmute yourself and can only click Raise Hand option again. You can use the Lower Hand option to notify the moderator that they do not need to ask a question or draw attention.

You can use the Mute key button from the remote control to change the Raise Hand or Lower Hand option.

Procedure

1. Start the Avaya Spaces meeting.

2. Do one of the following:

   - On the endpoint, click **Call Panel** > **Participants** > **Local Participant**.

   - On the web interface, click **Participants** > **Local Participant**.

3. Click **Raise Hand**.

   A hand icon displays next to your name in the participant list or roster.

4. **(Optional)** Click **Raise Hand** again to lower your hand.

   The hand icon does not display next to your name in the participant list.

Result

Icon Status	Prevent Unmute = OFF	Prevent Unmute = ON	Available Actions
🎤	The participant is unmuted	• The moderator did not mute the participant. The participant is unmuted. • The moderator muted the participant. The participant can use the Raise Hand option to draw attention and unmute themselves.	The participant can click the Mute icon or press the Mute key on the remote control.
✋	Not applicable	The moderator muted the participant. The participant is muted.	The participant can click the Raise Hand icon or press the Mute key on the remote control.

Table continues…

Icon Status	Prevent Unmute = OFF	Prevent Unmute = ON	Available Actions
	Not applicable	The moderator muted the participant. The participant can use the Raise Hand option to ask questions or draw the attention of the moderator. The request is not yet granted or denied.	The participant can click the Lower Hand icon or press the Mute key on the remote control.
	The participant is muted	• The moderator did not mute the participant, but the participant has muted themselves. • The moderator muted the participant. The participant can use the Raise Hand option to draw attention and unmute themselves.	The participant can click the Mute icon or press the Mute key on the remote control.

Changing the audio device during a call in the Avaya Spaces application

About this task

By default, Avaya CU360 uses speakers to transmit audio. If you have a headset or handset connected to your Avaya CU360 endpoint, you can select which audio device to use in a call.

Configure the Avaya Spaces application to select a different audio device during your call.

Procedure

1. On the active call screen, click 🔊.

2. From the list of connected audio devices, select the one to use.

Leaving an Avaya Spaces meeting

Procedure

1. On the active call screen, click 📞.

2. Click **OK**.

   Avaya Spaces disconnects you from the call.

   The call continues in your absence until all participants exit the call.

Working with Avaya CU360 for Avaya Spaces as a Personal Device

Avaya Spaces calls and meetings

On Avaya CU360, you can use Avaya Spaces application to:

- Start a meeting.
- Join a meeting.
- Join a meeting using the Avaya CU360 Calendar.
- Make a digital call to an Avaya Spaces contact.
- Call an Avaya Spaces contact number using the Avaya CU360 endpoint.
- Mark Spaces and contacts as favorites.

On Avaya CU360, the Avaya Spaces application supports the following call and meeting features:

- Meeting controls, such as mute or unmute audio, block or unblock video, select your audio device, share screen, record a meeting, and end a call.
- Use the advanced option to send a presentation to your computer and share content from your computer screen during an Avaya Spaces call or meeting. For this, log in to Avaya Spaces and your computer using the same enterprise account.

Avaya Spaces meeting room
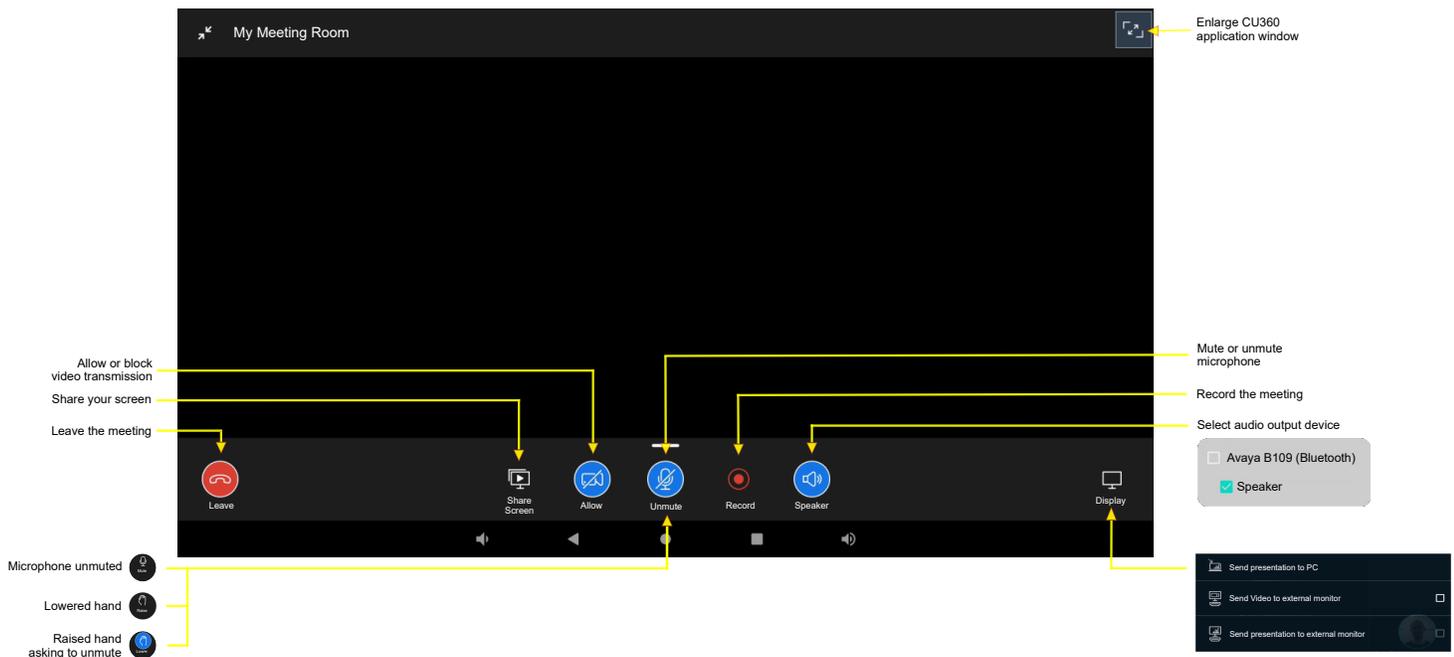
Related links

Opening Avaya Spaces from the Avaya CU360 endpoint

About this task

You can access the Avaya Spaces application from the Home screen on your Avaya CU360 endpoint.

Before you begin

To view the Avaya CU360 home screen, press the home button on the remote control or the round icon on the bottom bar (move the mouse to the bottom of the screen if it is not visible).

Procedure

Do one of the following:

- Swipe up from the little white arrow with the remote-control mouse pointer to open the App Drawer, click the Avaya Spaces icon (🚀).

- Press Apps on the Avaya CU360 application menu and select the Avaya Spaces icon (🚀).

Signing up for Avaya Spaces

Before you begin

You should have an Avaya Spaces account to use Avaya Spaces as a personal experience. Use a web browser to create your Avaya Spaces account.

Procedure

1. In a web browser, navigate to Avaya Spaces.

2. Click **Yes, Sign me Up!**.

3. Enter your work email address.

   Alternatively, if you have Google, Office365, Salesforce, or Avaya account, you can click the corresponding icon to log in to Avaya Spaces with your account credentials.

   You receive an email to confirm your email address.

4. Follow the steps in the email to complete your account setup.

Logging in to Avaya Spaces

Before you begin

Ensure that you have an Avaya Spaces account.

Procedure

1. In a web browser, navigate to Avaya Spaces.

2. Click **Sign In or Create Account**.

3. Enter your email address.

   Alternatively, if you have Google, Office365, Salesforce, or Avaya account, you can click the corresponding icon to log in to Avaya Spaces with your account credentials.

4. In **Password**, enter your password.

5. **(Optional)** To enable the application or browser to store your account credentials, select the **Keep me Signed in** check box.

6. Click **Sign in**.

Joining Avaya Spaces meetings from the Avaya CU360 calendar

About this task

Join Avaya Spaces meetings from the Avaya CU360 calendar with a single click.

The Avaya CU360 application can parse meeting invitations that contain the Avaya Spaces URL.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Calendar**.

   • On the web interface, click **Make your Call** > **Calendar**.

   Avaya CU360 displays the Calendar window.

2. Click **Join Now** next to the Avaya Spaces meeting invitation.

   A limited number of calendar meetings are also displayed on the Avaya CU360 application main menu or on the home page of the web interface.

Related links

Using Avaya Spaces in-meeting controls

About this task

Use the in-meeting controls to manage the call at the start or during an Avaya Spaces meeting or call. If you are an administrator of a meeting room, you can mute all participants and prevent a participant from unmuting audio at the start or during a meeting. An administrator must use the desktop or web version of Avaya Spaces to configure the meeting settings.

Before you begin

You must be in an active Avaya Spaces meeting on Avaya CU360.

- To mute or unmute your audio, on the active Avaya Spaces meeting screen, click 🎤 or 🎤.
- To notify the administrator to unmute you, on the active Avaya Spaces meeting screen, click ✋. Alternatively, click ⋯ next to your name in the **People** tab and select **Raise hand**.

  If the administrator permits you to unmute, click 🎤 to unmute your audio.

- To stop notifying the administrator to unmute you, on the active Avaya Spaces meeting screen, click ✋. Alternatively, click ⋯ next to your name and select **Lower hand**.

- To block or unblock your video, on the active Spaces meeting screen, click 📷 or 📷.

- To share your Avaya CU360 screen, click 🖥.

- To access advanced display controls, such as sending a presentation to a PC or an external monitor, on the active Avaya Spaces meeting screen, click 🖥.

- To view the tabs of Avaya Spaces and access the chat window or view participants, do the following:

  1. On the active Avaya Spaces meeting screen, click the converging arrows icon (⤧).

     By default, Avaya Spaces displays the team or personal space view at the Chat tab. The meeting continues in the background.

  2. To send a message to all participants, click the **Chat** tab.

  3. To view participants, click the **People** tab.

  4. To return to the live meeting screen, click the thumbnail screen of the active meeting or the frame icon (⛶) at the top right corner.

Related links

[Avaya Spaces calls and meetings](#) on page 109

Sending video and presentation to an external monitor during an Avaya Spaces meeting

About this task

You can send the video and presentation to an external screen during an Avaya Spaces call or meeting on the Avaya CU360 endpoint.

Before you begin

You must be in an active Avaya Spaces meeting on the Avaya Spaces application.

Procedure

1. On the active Avaya Spaces meeting screen on the Avaya Spaces application, click 🖥.

2. Select one of the following:

   - **Send presentation to PC**: The main screen splits in half. Half of the screen displays the presentation, and the other half displays the video with all call participants.

   - **Send Video to external monitor**: The additional screen displays the video with all call participants.

   - **Send presentation to external monitor**: The additional screen displays the presentation, and the Avaya CU360 endpoint displays the video with all call participants.

Recording an Avaya Spaces meeting in the Avaya Spaces application

About this task

You can record an Avaya Spaces live meeting if you are a member or administrator of the meeting room. If you join the Avaya Spaces meeting as a guest, you cannot record the meeting.

Procedure

1. On the active Avaya Spaces meeting, click ⏺.

   Avaya Spaces starts recording the meeting.

2. To stop recording during the meeting, click ⏺ again.

   During a meeting, you can stop and restart the recording at any time.

   The recordings become available on the Chat section of the Avaya Spaces. If you stop and restart recording during a meeting, Avaya Spaces saves two recordings for the meeting.

Avaya Spaces digital calling in the Avaya Spaces application

The Avaya CU360 endpoint supports digital calling capability on Avaya Spaces as a part of its cloud solution, complementing its built-in UC experience. Avaya Spaces digital calling provides you with an enhanced call experience that includes audio device selection and integration with the Avaya CU360 endpoint.

The digital calling feature in Avaya Spaces works as an over-the-top, point-to-point communication between two Avaya Spaces contacts, independent of the built-in UC experience. You can make a video call to an Avaya Spaces contact.

Additionally, if you have a phone number associated with a contact on the Avaya Spaces account, you can call the contact line number, leveraging the built-in UC experience from the Avaya Spaces application.

You can use the speaker option 🔊 to select your preferred audio device at the start or during an Avaya Spaces call.

If you are on an active call on the Avaya CU360 endpoint and accept an incoming Avaya Spaces call, the call on the Avaya CU360 endpoint is put on hold. Conversely, if you accept a call on the Avaya CU360 endpoint during an Avaya Spaces call, the Avaya Spaces call gets disconnected.

Making a digital call to an Avaya Spaces contact

About this task

Using the Avaya Spaces application to do one of the following:

- Make a digital call to an Avaya Spaces contact.
- Call an Avaya Spaces contact line number using the Avaya CU360 endpoint.

Before you begin

Ensure that you log in to your Avaya Spaces account.

Procedure

1. On Avaya Spaces, click **Direct Messages**.

   Avaya Spaces displays a list of contacts with whom you communicated recently.

2. **(Optional)** Click the search 🔍 option to find an Avaya Spaces contact in the list of your recent contacts.

3. To call an Avaya Spaces contact who is not on the list of your recent contacts, do the following:

   a. On the **Direct Messages** option, click ⊕.

   b. In the dialog box, type the name of the contact.

      Avaya Spaces displays a list of matching names.

4. From the contacts list, select the person to call.

   Avaya Spaces displays the direct space of the selected person.

5. Click one of the following:

   - 📹: To make an Avaya Spaces digital video call to the selected person.

     The call recipient gets an Avaya Spaces call alert on the devices where they are logged in to Avaya Spaces.

   - 📞: To call the selected person line number using the Avaya CU360 application.

     The audio call option 📞 is only available if the contact has a phone number associated with their Avaya Spaces account.

   You can call a favorite contact directly from the **Direct Messages** option without opening the direct space of the contact.

Accepting or declining an Avaya Spaces digital call

Before you begin

Ensure that you log in to Avaya Spaces.

Procedure

Select one of the following when you receive an Avaya Spaces digital call alert:

- **Accept**: To answer the call.
- **Decline**: To reject the call.

Chapter 8: Moderating Meetings

Inviting participants to meetings in Avaya CU360

About this task

You must be a moderator to perform this task.

Procedure

1. Do one of the following:

   - On the endpoint, click ☰.
   - On the web interface, click **Participants**.
   - On the endpoint, Avaya CU360 displays the Menu window.
   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. Do one of the following:

   - On the endpoint, click ➕👤 **Invite a new participant**.
   - On the web interface, click **Invite a new participant**.

   On the endpoint, Avaya CU360 displays the Invite a new participant window.

4. Do one of the following:

   - On the endpoint, click one of the following:
     - **By Address**
     - **From Contacts**
   - On the web interface, click one of the following:
     - **Direct Call**
     - **Recent Calls**
     - **Contacts**
     - **Advanced Options** > **Direct Call**

   On the endpoint, Avaya CU360 displays the Contacts window.

5. Click **Call**.

Muting participants in Avaya CU360

About this task

Avaya CU360 enables the mute option for all participants in the meeting.

You must be a moderator to perform this task.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤.
   - On the web interface, click **Participants**.
   - On the endpoint, Avaya CU360 displays the Menu window.
   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. Do one of the following:

   - On the endpoint, click 🎤 **Mute everyone**.
   - On the web interface, click **Mute**.

Muting specific participants in Avaya CU360

About this task

You must be a moderator to perform this task.

In a meeting, you can mute a specific participant from the participants list.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤.
   - On the web interface, click **Participants**.
   - On the endpoint, Avaya CU360 displays the Menu window.
   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

Avaya CU360 displays the Participants window.

3. Click an individual name from the participant list.

4. Do one of the following:

   - On the endpoint, click 🎤 **Mute**.

   - On the web interface, click **Participants** > **Mute**.

Assigning the lecturer role to Avaya CU360 meeting participants

About this task

With Avaya CU360 you can enable lecture mode and assign the lecturer role to a specific participant in the meeting. The participant defined as the lecturer can see all the participants. The rest of the participants can see only the lecturer in the participant's list. All participants are muted except the lecturer. If a participant requests permission to speak, the lecturer can unmute and mute that participant as necessary.

You must be a moderator to perform this task.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤.

   - On the web interface, click **Participants**.

   - On the endpoint, Avaya CU360 displays the Menu window.

   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. Click an individual name from the participant list.

4. Do one of the following:

   - On the endpoint, click 📢 **Make Lecturer**.

   - On the web interface, click **Participants** > **Make Lecturer**.

Alerting moderators to ask questions in Avaya CU360

About this task

With Avaya CU360 as a participant, you can use the raise hand option to ask a question or to draw the attention of the moderator during the meeting.

You must be a moderator to perform this task.

Procedure

1. Do one of the following:

   - On the endpoint, click ▤.
   - On the web interface, click **Participants**.
   - On the endpoint, Avaya CU360 displays the Menu window.
   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. Select the moderator name from the participant list.

4. Do one of the following:

   - On the endpoint, click ✋ **Raise Hand**.
   - On the web interface, click **Participants** > **Raise Hand**.

Disconnecting participants in Avaya CU360

About this task

You must be a moderator to perform this task.

You can perform this task from the participant list.

Procedure

1. Click **Disconnect**.

2. Select **Yes** on the confirmation message.

   Avaya CU360 ends the meeting of the participant and closes the meeting tab for the participants.

Ending meetings in Avaya CU360

About this task

You must be a moderator to perform this task.

Procedure

1. Do one of the following:

   - On the endpoint, click ☰.

   - On the web interface, click **Participants**.

   - On the endpoint, Avaya CU360 displays the Menu window.

   - On the web interface, Avaya CU360 displays the Participants window.

2. On the endpoint, click 👥 **Participants**.

   Avaya CU360 displays the Participants window.

3. On the endpoint, click ⚬⚬⚬ **Meeting Options**.

   Avaya CU360 displays the Meeting Options window.

4. Click **End Meeting**.

   Avaya CU360 ends the meeting for all participants and closes the meeting tab.

Chapter 9: Managing recordings

Viewing Avaya CU360 meeting recordings

About this task

You can view the recordings saved on USB devices on Avaya CU360 and on standard media players. You can view the recordings saved on the enterprise network through Avaya Meetings Server Unified Portal.

For more information, see *Using Avaya Meetings Server Unified Portal* at the Avaya Support website: <u>http://support.avaya.com/</u>

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Recording**.

   - On the web interface, click **More Actions** > **Recording**.

   Avaya CU360 displays the Recording page.

2. Select the recording, and click **Play**.

Related links

<u>Recording Avaya CU360 meetings</u> on page 90

Copying Avaya CU360 meeting recordings to a USB device

About this task

The USB device must be formatted with the FAT32, EXT2, EXT3, or EXT4 file system.

Procedure

1. On the web interface, click **More Actions** > **Recording**.

   Avaya CU360 displays the Recording window.

2. Click **Video** > **Download**, and follow the prompts.

Validating Avaya CU360 meeting recordings

About this task

Add a digital signature to meeting recordings to validate that the recordings are not tampered.

Avaya CU360 validated meeting recordings using existing recording signatures. If the meeting is recorded using a different signature, you must import the digital signature.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Recording**.

   • On the web interface, click **More Actions** > **Recording**.

   Avaya CU360 displays the Recording page.

2. Select the meeting recording, and click **Verify Signature**.

   Avaya CU360 displays **Verify Signature** only if the meeting recording and its signature are available.

Result

Avaya CU360 validates the meeting recording and displays a confirmation message.

Using Avaya Collaboration Unit CU360

Chapter 10: Managing contacts

Searching for contacts in the Avaya CU360 contacts list

About this task

You can add, edit, or remove contacts from the Avaya CU360 **Favorites** contact list.
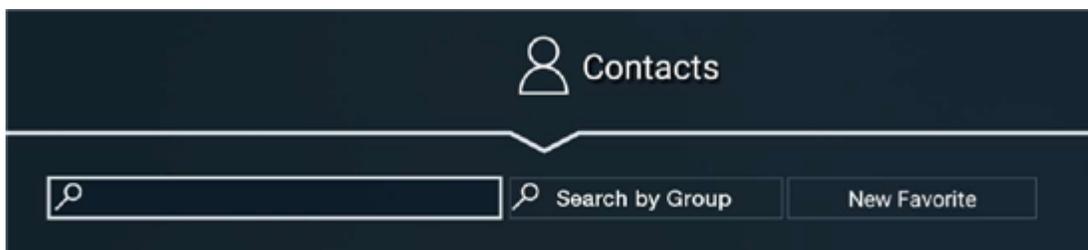
Procedure

1. Do one of the following:
   - On the endpoint main menu, click **Contacts**.
   - On the web interface, click **Make your Call**.
   - On the endpoint, Avaya CU360 displays the Contacts page.
   - On the web interface, Avaya CU360 displays the Basic Options page.
2. On the web interface, click **Contacts**.

   Avaya CU360 displays the Basic Options - Contacts page.
3. To search for:
   - Individual contacts, in the search field, type the first name or the last name of the contact.
   - Groups, in the **Search by Group**, type the group name.

Result

Avaya CU360 displays the contacts that match the search criteria. Avaya CU360 also displays:

- ★ next to contacts in the **Favorites** contact list.
- ◉ next to contacts located in remote servers, such as another Avaya CU360 endpoint, Avaya Meetings Management, or remote third-party LDAP servers.

Viewing the presence status of the subscribed Avaya CU360 contacts

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols** > **Presence**.

   - On the endpoint menu, Avaya CU360 displays the Presence window.

   - On the web interface, Avaya CU360 displays the Protocols - Presence window.

4. Click **Subscribed Users**.

Result

Avaya CU360 displays the list of subscribed users and their presence status.

Adding recently called contacts in the Avaya CU360 Favorites list

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Contacts**.

   - On the web interface, click **Make your Call**.

   - On the endpoint, Avaya CU360 displays the Contacts page.

   - On the web interface, Avaya CU360 displays the Basic Options page.

2. On the web interface, click **Contacts**.

   Avaya CU360 displays the Basic Options - Contacts page.

3. Select the recently called contact.

4. Do one of the following:

   - On the endpoint main menu, click **Add to favorites**.
   - On the web interface, click **Details** > **Add to favorites**.

Adding new contacts in the Avaya CU360 Favorites list

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Contacts**.
   - On the web interface, click **Make your Call**.
   - On the endpoint, Avaya CU360 displays the Contacts page.
   - On the web interface, Avaya CU360 displays the Basic Options page.

2. On the web interface, click **Contacts**.

   Avaya CU360 displays the Basic Options - Contacts page.

3. Click **New Favorite**.

   Avaya CU360 displays the New Favorite window.

4. Configure the following fields:

   - **Name**
   - **Number**
   - **Group**
   - **Type**
   - **Call Type**
   - **Rate**
   - **Trusted**
   - **Prior**

5. Click **Save**.

New Favorite field descriptions

Name	Description
Name	The name of the contact.
Number	The dial string of the contact. Dial strings can be another endpoint's number, an H.323 alias such as john_smith, or a URI address such as john@company.com. You can also add multiple numbers to the contact after you save the new contact entry.
Group	The group name to associate the contact to a particular group of contacts. If you add the name of a new group name, Avaya CU360 creates the new group. This field is optional.
Type	The protocol to use in calls. The options are: • **H.323**: The protocol for calls to H.323–based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Meetings Media Server. • **SIP**: The protocol for calls to SIP-based endpoints or to Avaya Spaces. • **ISDN**: The protocol for calls to ISDN-based endpoints. Calls to ISDN-based endpoints need an ISDN gateway.
Call Type	The type of the call. The options are: • **Audio-Video** • **Audio-Only** (ignored for Avaya Spaces calls)
Rate	The specific bandwidth to use for calls. This field is optional. If you do not configure a specific bandwidth to use, Avaya CU360 uses the maximum available bandwidth.

Table continues…

Comments on this document? infodev@avaya.com

Name	Description
Trusted	The option to indicate whether the contact is trusted. The options are: • **Yes** • **No** You can configure Avaya CU360 to automatically accept calls only from trusted contacts.
Prior	The option to mark a contact with high priority. Avaya CU360 displays prioritized contacts on the top of the contact list marked with a yellow star. Avaya CU360 also displays all meeting rooms as prioritized contacts.

Modifying contacts in the Avaya CU360 Favorites list

Procedure

1. Log in to the Avaya CU360 web interface.

2. Do one of the following:

   • On the endpoint main menu, click **Contacts**.

   • On the web interface, click **Make your Call**.

   • On the endpoint, Avaya CU360 displays the Contacts page.

   • On the web interface, Avaya CU360 displays the Basic Options page.

3. Select the contact, and click **Edit**.

   Avaya CU360 displays the Edit Favorite window.

4. Modify the contact.

   You can also add multiple numbers for the contact using the **Insert Number** option.

5. On the web interface, click **Save**.

   The Avaya CU360 endpoint automatically saves your changes.

Subscribing to Avaya CU360 contacts

About this task

Subscribe to contacts to view their presence status.

Depending on your Avaya CU360 configuration, you might not have permissions to subscribe to contacts. If you do not see the Subscriptions option, check with your administrator.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols** > **Presence**.

   • On the endpoint menu, Avaya CU360 displays the Presence window.

   • On the web interface, Avaya CU360 displays the Protocols - Presence window.

4. Click **Subscriptions**.

5. In **User Name**, type the contact name.

6. Click **Subscribe**.

Reviewing the Avaya CU360 contact subscription requests

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

   On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols** > **Presence**.

   • On the endpoint menu, Avaya CU360 displays the Presence window.

- On the web interface, Avaya CU360 displays the Protocols - Presence window.

4. Do one of the following:

   - On the endpoint main menu, click **Subscriptions** > **Advanced**.

   - From the web interface, click **Subscriptions**.

   Avaya CU360 displays the subscription requests.

5. Click one of the following:

   - **Yes**: Allow users to view your presence status.

   - **No**: Prevent users from viewing your presence status.

Chapter 11: Customization

Changing the Avaya CU360 video layout in meetings

About this task

The availability of the layout options depends on the streams involved in your meeting. There are three types of streams in meetings - your video, video of other participants, and the shared content.

You can change the video layout only during meetings.

Procedure

1. Do one of the following:

   • On the endpoint, click ☰ > **Layouts**.

   • On the web interface, click **More Actions** > **Layout**

   Avaya CU360 displays the Layouts window.

2. Select a layout option.

Setting the Avaya CU360 camera positions

About this task

You can change position of the Avaya CU360 camera and save the position for later use as a preset position. You can save up to 10 positions for the Avaya CU360 camera.

Procedure

1. Select **Control Camera**.

   Avaya CU360 displays the camera view.

2. On the remote control unit, click **OK**.

   Avaya CU360 displays the Camera presets window.

3. Select a preset camera position.

4. Using the arrow keys on the remote control unit, move the camera the desired position.

5. Using the zoom buttons on the remote control unit, set the desired zoom.

6. Using the mouse feature of the remote control unit, long press a position to save the camera setting.

Customizing the Avaya CU360 start mode

About this task

This configuration is available only if your administrator enables the advanced settings for users.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Do one of the following:

   • On the endpoint, click **System** > **Customization**.

   • On the web interface, click **System** > **Customization** > **General**.

   • On the endpoint, Avaya CU360 displays the Customization page.

   • On the web interface, Avaya CU360 displays the Customization-General page.

4. In **Start Mode** field, select one of the following options:

   • **Full Screen**: Starts the video conferencing application in the full screen or split-screen mode.

   • **Iconized**: Minimizes the video conferencing application to an icon and displays the desktop. You cannot use this option in the Kiosk or Restricted mode.

   • **Hidden**: Starts without any visible floating icon on the screen. You cannot use this option in the Kiosk or Restricted mode.

   • **Iconized starting application**: Minimizes the video conferencing application to an icon and starts the application configured in **Application to Start**.

   • **Hidden starting application**: Starts without any visible floating icon on the screen and starts the application configured in **Application to Start**.

Hiding the Avaya CU360 floating dock bar

About this task

When you hide the Avaya CU360 floating dock bar, you can use the remote control unit to use the options of the dock bar. Avaya CU360 displays the options on the top bar.

This configuration is available only if your administrator enables the advanced settings for users.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Do one of the following:

   • On the endpoint, click **System** > **Customization**.

   • On the web interface, click **System** > **Customization** > **General**.

   • On the endpoint, Avaya CU360 displays the Customization page.

   • On the web interface, Avaya CU360 displays the Customization-General page.

4. Select **Yes** for **Hide Floating Bar**.

Customizing virtual background image in Avaya CU360

About this task

Configure Avaya CU360 to change the virtual background image of the camera.

This configuration is available only on the Avaya CU360 web interface.

Procedure

1. On the web interface, click **Customization** > **Administrator Settings** > **System**.

2. Select **Custom Images**.

3. Click the plus icon to select an image on your computer.

4. Click **Upload**.

Result

Avaya CU360 displays the new image as background during the meeting.

Chapter 12: Troubleshooting

Avaya CU360 monitor display flickers

Condition

The monitor displays flickers.

Cause

Incorrect configuration of the Avaya CU360 video resolution.

Solution

Verify that the system administrator configured Avaya CU360 with the correct video resolution.

Avaya CU360 supports only 720p, 1080p, and ultra HD monitors.

Avaya CU360 monitor display is blank

Solution

1. Disable the CEC feature of the monitor.
2. Verify that:
   - The power cable of Avaya CU360 is connected properly.
   - The power cable of the monitor is connected properly.
   - The HDMI cable between Avaya CU360 and the monitor is connected properly and the monitor is switched on.
   - The LEDs around the Avaya CU360 camera are lit.

Avaya CU360 remote control unit does not work

Solution

Pair the remote control unit with Avaya CU360 again.

Testing the monitor image of Avaya CU360

About this task

Test the monitor image of Avaya CU360 to check for the optimization of the aspect ratio and color rendering of the monitor display.

You can use the test image to finely tune monitor colors and aspect ratio using the remote control of the monitor provided by the vendor.

Procedure

1. Click **Configure** > **System Status** > **Diagnostics** > **I/O Connections** > **Monitor** > **Tests**.

2. Click the Play button to generate the test image.

Verifying the status of the equipment connected to Avaya CU360

About this task

Check the status of the external monitor and other equipment connected to Avaya CU360, such as Avaya AV Grabber and Avaya USB cameras.

Procedure

Do one of the following:

- On the endpoint main menu, click **Configure** > **System Status** > **Diagnostics** > **I/O Connections** > **Status**.

- On the web interface, click **Diagnostics** > **I/O Connections** > **Status**.

Result

Avaya CU360 displays the status of the connected equipment.

Resolving problems connecting calls

Problem

Avaya CU360 does not connect calls.

Outgoing SIP or H.323 video call

Cannot dial out or connect to an outgoing SIP or H.323 video call.

Solution

- Check that you use the correct conference number.
- Check the following options:
  - **Network Configuration**
  - **Network Preferences**
  - **H.323/SIP Proxy**

Incoming SIP or H.323 video call

Cannot receive a SIP or H.323 video call.

Solution

- Check the number or address.
- Check the following options:
  - **Network Configuration**
  - **Network Preferences**
  - **H.323/SIP Proxy**
- Ensure that the DND option is not enabled. If the DND option is enabled, the icon displays in the top bar on the menu screens.

Video conference

Cannot connect to a video conference.

Solution

- Check that you use the correct conference number.
- Check that you register to the correct gatekeeper or SIP Proxy.

Meeting participants are not able to view or hear the meeting moderator

Solution

Ensure the **Video Privacy** and **Mute** options are not enabled.

1. Disconnect the call.
2. Select **Call** > **Advanced OptionsDirect Call**.
3. Check that **Call Type** is configured to **Audio & Video**.
4. Redial the same contact number.

Verifying the Avaya CU360 audio

Avaya CU360 volume settings

Solution

Ensure the Avaya CU360 endpoint volume is not set to zero on the Avaya CU360 remote control unit.

Headset connection

Solution

If you are using a USB headset, check that the USB headset is connected to the Avaya CU360 endpoint.

If you are using a BT headset, ensure that the BT headset is paired with Avaya CU360.

Verifying echo canceler on external microphones in Avaya CU360

About this task

You can generate the audio delay manually and train the echo cancellation to use the manual estimation.

Procedure

1. Do one of the following:

   - On the endpoint main menu, click **Configure**.

   - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections** > **Audio** > **Echo Canceler** > **Audio Delay Automatic Estimation**.

4. Select **Yes** to enable **Audio Delay Automatic Estimation**.

5. On the web interface, click **Save**.

Adjusting the Avaya CU360 monitor zoom

About this task

Configure the OS menu to adjust the Avaya CU360 screen to fit your monitor.

Procedure

1. Select **Android Settings** > **HDMI** > **Screen Zoom**.

2. Adjust the monitor zoom.

Verifying the Avaya CU360 camera for video conference

About this task

Verify the Avaya CU360 camera before the video conference for better video resolution.

Before you begin

Ensure that you remove the protective cover of the camera and disable the camera privacy option.

Ensure the network connection to the remote Avaya CU360 endpoint has enough bandwidth. Low bandwidth conditions result in a reduction of resolution at the Avaya CU360 endpoint.

Enable the control camera option to operate the Avaya CU360 camera from a remote location.

Procedure

1. Do one of the following:

   • On the endpoint main menu, click **Configure**.

   • On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

   The default PIN for Advanced settings on the endpoint is 1234.

   If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls** > **Preferences** > **Video**.

4. Select **Yes** to enable the **HD 1080** option.

5. On the web interface, click **Save**.

Chapter 13: Resources

Documentation

See the following related documents at http://support.avaya.com.

Title	Use this document to:	Audience
Avaya Collaboration Unit CU360 Quick Setup Guide	Understand the features of and use Avaya CU360	Customers
Avaya Collaboration Unit CU360 Quick Tips Guide	Understand the features of and use Avaya CU360	Customers
Using Avaya Collaboration Control for iOS	Understand the features of and use Avaya Collaboration Control	Customers
Using Avaya Collaboration Control for Android	Understand the features of and use Avaya Collaboration Control	Customers
User Guide for Avaya XT Series	Understand the features of and use Avaya XT Series	Customers

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

> ❗ **Important:**
>
> For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for keywords.

  To filter by product, click **Filters** and select a product.

- Search for documents.

  From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.

- Click **Languages** (⊕) to change the display language and view localized documents.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection using **My Docs** (☆).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.

  - Add topics from various documents to a collection.

  - Save a PDF of the selected content in a collection and download it to your computer.

  - Share content in a collection with others through email.

  - Receive collection that others have shared with you.

- Add yourself as a watcher using the **Watch** icon (👁).

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable **Include in email notification** to receive email alerts.

  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.

- Send feedback on a section and rate the content.

⊛ **Note:**

Some functionality is only available when you log in to the website. The available functionality depends on your role.

Accessing the port matrix document

Procedure

1. Go to https://support.avaya.com.

2. Log on to the Avaya website with a valid Avaya user ID and password.

3. On the Avaya Support page, click **Support by Product** > **Documents**.

4. In **Enter Your Product Here**, type the product name, and then select the product from the list of suggested product names.

5. In **Choose Release**, select the required release number.

6. In the **Content Type** filter, select one or both the following categories:

   - **Application & Technical Notes**

   - **Design, Development & System Mgt**

   The list displays the product-specific Port Matrix document.

7. Click **Enter**.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips

- Information about service packs

- Access to customer and technical documentation

- Information about training and certification programs

- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.

2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.

3. Click **Support by Product** > **Product-specific Support**.

4. In **Enter Product Name**, enter the product, and press Enter.

5. Select the product from the list, and select a release.

6. Click the **Technical Solutions** tab to see articles.

7. Select relevant articles.

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