



Using Avaya Equinox[®] client for Avaya Equinox[®] Meetings Online

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Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya Equinox® Meetings Online client on your computer and on mobile devices. Your Avaya Equinox® Meetings Online experience varies according to the client you have installed and the features that are enabled by the conferencing and collaboration service you have purchased.

If your Avaya Equinox® Meetings Online is connected to an enterprise telephony system, your Avaya Equinox® client will have a large number of features in addition to the conferencing and collaboration service. For example, your Avaya Equinox® client will be able to make and handle regular calls and will be integrated with your enterprise contacts, instant messaging, and presence status. Your Avaya Equinox® client may also enable you to access Avaya Spaces. If you want to know more about these advanced telephony features, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows*, which is available on <https://support.avaya.com/> and <https://documentation.avaya.com/>.

Change history

The following table describes the major changes made in this document for each release:

Issue	Date	Summary of changes
Release 3.3	February 2019	
Release 3.2	September 2018	Added information on: <ul style="list-style-type: none">• Using the Hunt Groups feature.• Using the Team Button feature.

Table continues...

Issue	Date	Summary of changes
Unreleased version	July 2018	Added information on: <ul style="list-style-type: none">• Integration with Avaya Spaces.• Changes to the automatic configuration process on upgrade for Avaya Equinox® desktop clients.• Office 365 support for Exchange Web Services.• Consolidated Avaya Equinox® for Microsoft Outlook as the add-in now also includes support for Spaces.
1, Release 3.0	March 2018	Created first release of the document.

Chapter 2: Avaya Equinox Overview

Avaya Equinox[®] overview

The Avaya Equinox[®] client is a soft phone application providing access to Unified Communications (UC) and Over the Top (OTT) services. You can access the Avaya Equinox[®] client on the following platforms:

- Mobile:
 - Android: From a mobile phone, tablet, or an Avaya Vantage[™] device
 - iOS: From an iPad, iPhone, or iPod Touch
- Desktop:
 - Mac
 - Windows

If your Avaya Equinox[®] client is connected to an enterprise telephony system, you can do the following:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages. You can view voice mail messages only on mobile clients using Client Enablement Services

 **Note:**

Avaya Equinox[®] for Android on Avaya Vantage[™] does not support visual voice mails.

- Join and host conference calls with moderator control features.
- Use point-to-point and conference call control functionality. You can also add participants to a conference.
- Answer calls, send all calls to voice mail, forward calls, and extend calls to your mobile phone if EC500 is configured.
- Share a portion of the screen, the entire display screen, an application, or a whiteboard while on a conference call on desktop clients.
- View a portion of the screen, the entire display screen, an application, or a whiteboard shared by another conference participant on mobile and desktop clients.
- View your call history.
- Perform an enterprisewide search by using Avaya Aura[®] Device Services, Client Enablement Services, Avaya Cloud Services, or ActiveSync on mobile clients and Avaya Aura[®] Device Services, LDAP, or Avaya Cloud Services on desktop clients.

*** Note:**

Avaya Equinox® for Android on Avaya Vantage™ does not support Client Enablement Services.

- Access your Avaya Aura® and local contacts.
- Access your Client Enablement Services favorite contacts on mobile clients.
- Send instant messages.
- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.
- Manage your presence status and presence status message.
- Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.

Dual registration is supported with an H.323 deskphone and functions similar to MDA.

*** Note:**

Some Avaya Equinox® features must be configured for your enterprise before you can use them. If you want to know more about these advanced telephony features, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows*, which is available on <https://support.avaya.com/> and <https://documentation.avaya.com/>.

Avaya Equinox® for IP Office overview

The Avaya Equinox® client for IP Office is a soft phone application that provides access to UC and OTT services, such as Avaya Equinox® Meetings Online. You can access the Avaya Equinox® client on the following platforms:

- Mobile platforms:
 - Android: From a mobile phone or tablet
 - iOS: From an iPad, iPhone, or iPod Touch
- Desktop platforms:
 - Mac
 - Windows

With the Avaya Equinox® client, you can use the following functionality:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages.
- Join and host conference calls with Avaya Equinox® Meetings Online.
- Use point-to-point call control functionality. You can also add participants to a conference.
- Answer calls and send all calls to voice mail.

- View your call history that is stored locally on the device.
- Access your IP Office contacts by using the IP Office directory and local contacts.
- Send instant messages using Avaya Spaces Direct Messaging.
- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.
- Manage your presence status and presence status message by using the Presence feature.
- Log in to your extension, and answer and transfer calls across multiple devices if Simultaneous mode is configured.

Simultaneous mode can be used with supported SIP deskphones.

For more information about the features of Avaya Equinox® client for IP Office, see *Using Avaya Equinox® for IP Office*.

Multiple Device Access overview

Avaya Equinox® supports Multiple Device Access (MDA), which you can use to:

- Log on to the same extension from multiple devices, including mobile EC500 devices.
- Answer a call from multiple devices.
- Join an existing call from other logged in devices.
- Hear simultaneous ringing on all logged in devices when a call is made to your extension.

The Avaya Aura® network configuration, which your administrator configures, determines:

- The number of devices that you can log in to at the same time.
- Whether the first or last logged in device is denied login access when you reach the maximum simultaneous device limit.

For more information, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows*.

Related links

[MDA limitations](#) on page 14

MDA limitations

Support on other devices

- Some devices do not support MDA. You might be able to log in to these devices using the same extension that you used to log in to your Avaya Equinox® client. However, other MDA functionality, such as the ability to answer a new call or join an existing call, might not work properly.

If you have configured Avaya Multimedia Messaging and Avaya Aura® Presence Services, then log in to the devices using the same messaging protocol. Else, the Forking feature might not work properly and you cannot exchange messages with the same user from multiple devices.

- If you simultaneously subscribe MDA devices for Presence Services and publish to the presence state, Presence Services aggregates the presence state across multiple devices. In the MDA group, Avaya Aura® Presence Services supports only one IM-capable device to send and receive IMs to other users.

Video escalation

- When more than one device is on a call, you cannot escalate the call to video. If additional devices drop from the call and only one device remains on the call, you can escalate that call to a video call.
- When a second device joins a video call, the video screen becomes blank.
- An EC500 device cannot escalate to a video call at any time even if the EC500 device is the only device on the call.

Related links

[Multiple Device Access overview](#) on page 14

New in this release

- Support for starting an instant messaging conversation by using the messaging address on desktop clients.
- Support for using the search by messaging address functionality to create a new contact on desktop clients.
- Support for Forward Error Correction (FEC) on desktop clients.

To handle cases of errors and lost packets in a media stream, an additional stream is sent that includes redundant data. This additional stream can restore lost packets and correct errors in the original media stream and is referred to as an FEC stream.

On Windows platforms

- Support for the Hunt Group Busy feature.

If the administrator enables this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

- Support for the Team Button feature.

If the administrator enables this feature, the user at the monitoring station can do the following:

- View the state of monitored station.
- View all calls that ring on the monitored station and selectively answer any.
- Speed dial, that is, place a call, to the monitored station.

- Transfer any call to monitored station.
- Configure the audible ringing and visual alert notification.
- Support for the Enhanced IM Provider feature.

If the administrator enables this feature, the user can see the presence of all contacts, including non-local and non-merged federated contacts.

- Support for controlling the sharing capability in Avaya Equinox® Conferencing.

If the administrator does not provide the sharing permission to a user other than the moderator, the user cannot share content.

On Mac platforms

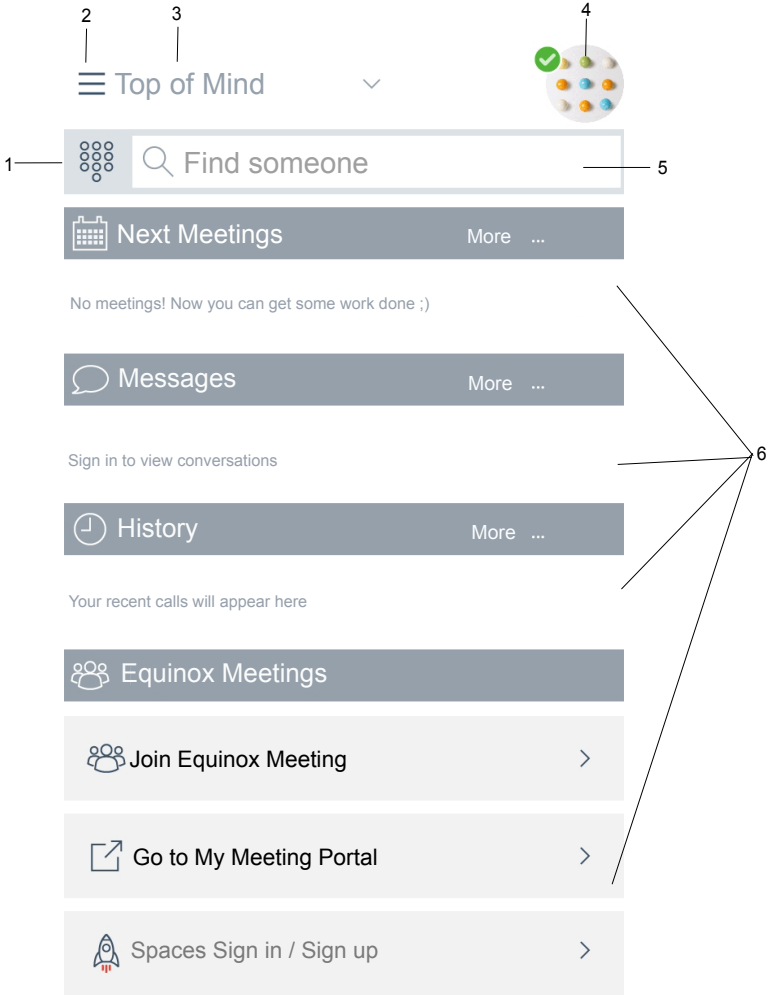
- Support for the Avaya Equinox® Add-in for Microsoft Outlook.

Chapter 3: Avaya Equinox Navigation

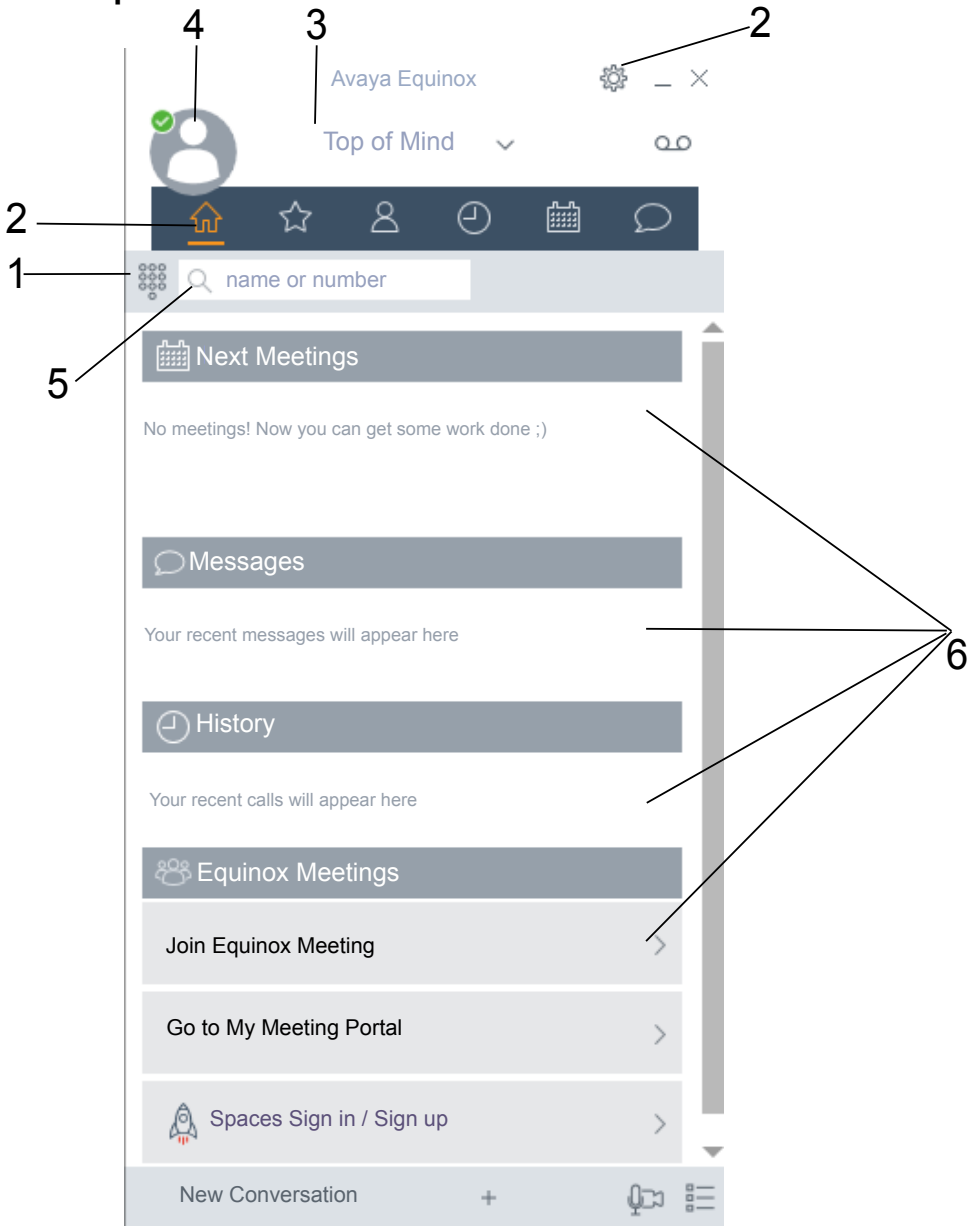
Avaya Equinox® navigation

The following images display the home screen of the Avaya Equinox® UC client on mobile and desktop devices. You can access the various settings of Avaya Equinox® through the home screen, as mentioned in the table following the images.

Mobile client




Desktop client



No.	Name	Description
1	Dialpad	Access the dialpad to make an audio or video call.

Table continues...

No.	Name	Description
2	Menu	<p>Access the following screens from the Avaya Equinox® menu:</p> <ul style="list-style-type: none"> • Top of Mind • Favorites • Contacts • History • Messages • Meetings • Features: Only on mobile clients <p>You can also manually configure the settings, access your voice mail messages, and exit from the Avaya Equinox® application.</p>
3	Top of Mind	Access the settings for configuring the layout of the Top of Mind screen.
4	Presence status indicator	Access the incoming and outgoing calls settings. You can also configure your presence status and message, and sign out from the Avaya Equinox® application.
5	Search	Search for a contact.
6	Next Meetings, Equinox Meetings, Messages, and History	<ul style="list-style-type: none"> • Join Avaya Equinox® and Spaces meetings with one touch and view your meeting calendar. <p> Note:</p> <p>You cannot click to join an Avaya Equinox® meeting from your calendar. However, if you are using the Avaya Equinox® Add-in for Microsoft Outlook, you can click to join from the meeting invitation.</p> <ul style="list-style-type: none"> • Start a meeting, join an Avaya Equinox® meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal. <p>The Equinox Meetings area is applicable if you are using only Avaya Equinox® Conferencing and not Avaya Aura® Conferencing.</p> <ul style="list-style-type: none"> • Respond to the latest messages and view your active conversations. • Return important missed calls and view your call activity.

Viewing the Avaya Equinox® tutorial








Procedure

1. In the Avaya Equinox® settings, select **Support**.
2. Do one of the following:
 - On mobile clients: Select **Tutorial**.
 - On Avaya Equinox® for Windows: Select **Open Tutorial**.
 - On Avaya Equinox® for Mac: Select **Show Tutorial**.
3. Select one of the following:
 - **Skip** or **Skip Tutorial**: To exit the tutorial.
 - **Next**: To view the next screen.
 - **Back** or **Previous**: To view the previous screen.
 - **Done**: To finish viewing and exit the tutorial.

Icons

Avaya Equinox® displays the following icons on the various screens:

Presence status

Button	Name	Notes
	Available	
	Away	
	Busy	
	Do not disturb	
	Offline	
	Out of office	
	Automatic	Presence status is updated automatically.

History screen









Button	Name	Notes
	All History	View your complete call history.






Table continues...

Button	Name	Notes
	Incoming Calls	
	Missed Calls	
	Outgoing Calls	
	Voicemail	View your voice mail messages.

Incoming Calls screen

Button	Name	Notes
	Forward Calls or Forward Calls Busy/No Answer	Forward calls to another telephone number of your choice. Forward calls when you are busy or do not answer.
	Send All Calls	Send all calls to voice mail.
	EC500	Activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Outgoing Calls screen

Button	Name	Notes
	VoIP Call	Calls are made using Wi-Fi or your cellular data.
	EC500 Call	Calls are made using your cellular minutes.
	Call Using Mobile	Mobile number is called back when you make a call.
	Call Using Work phone	Work number is called back when you make a call.
	Call Using My Phone	Configured number is called back when you make a call.

Dialpad icons















Button	Name	Notes
	Dialpad	Opens the Dialpad.
	Redial	
	Audio Call	
	Video Call	

Table continues...

Button	Name	Notes
	Clear	

Conference screen

Button	Name	Notes
	Recording	
	Lecture Mode	The audio and video of all participants in the conference is on mute.
	Entry Tones	When a participant joins or leaves the conference, Avaya Equinox® generates a tone.
	Continuation	When the Conference Continuation feature is enabled, the conference remains active after the moderator drops out unless the moderator chooses to end the conference for everyone. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.
	Presentation Mode or Start Sharing	
	Lock Meeting	The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.
	Mute Everyone	
	Unmute Everyone	
	End Meeting	
	Add participant	
	Conference Participants	
	Transfer Call	
	Controls	

General icons






Button	Name	Notes
	Settings	

Table continues...

Button	Name	Notes
	Menu	
	More	
	Audio Call	
	Mute Audio Call	Audio is muted during the call.
	Speaker	
	Video Call	
	Stop Video Call	Video is stopped during the call.
	Block camera	
	Resume Call	
	Hold Call	Call is placed on hold.
	Instant Messaging	
	Email	Email is sent to a contact using the native email application.
	Add	
	End Call	
	Merge Call	Active call is merged with the held call.
	Handoff to Cellular	Call is extended to your EC500 device.
	Search	
	Warning	

Equinox Meetings

Button	Name	Notes
	Start My Meeting	
	Join Equinox Meeting	
	Join Spaces Meeting	
	Go to My Meeting Portal	

Shortcut keys for Avaya Equinox® for Mac and Windows

You can access the following functionality in the desktop clients using keyboard shortcut keys:

Function	Avaya Equinox® for Mac	Avaya Equinox® for Windows
Open Dialpad	command + D	Ctrl + D
Open Keypad while on a call	command + D	Ctrl + D
Dial from clipboard	option + W	Alt + W
Answer a call	option + command + A	Alt + Ctrl + A
End a call	option + command + E	Alt + Ctrl + E
Mute toggle	control + M	Ctrl + M
Hold toggle	shift + control + H	Ctrl + H
Transfer a call	option + command + T	Ctrl + T
Navigation		
Select the Top of Mind tab	shift + command + T	Alt + T
Select the Favorites tab	shift + command + F	Alt + F
Select the Contacts tab	shift + command + C	Alt + C
Select the History tab	shift + command + H	Alt + H
Select the Messages tab	shift + command + I	Alt + I
Select the Meetings tab	shift + command + M	Alt + M

Chapter 4: Setting up Avaya Equinox

System requirements and interoperability

For the latest and most accurate compatibility information for Avaya Equinox®, use the Compatibility Matrix tool on the Avaya Support website at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Mobile clients

Security certificates on mobile devices

Avaya Equinox® requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your device using the procedure specified by your device manufacturer.

 **Note:**

If you manually install the certificates, you must enable a screen lock on your device so that the device has a minimal level of security.

If you are using Avaya Equinox® for Android on Avaya Vantage™, do not install any certificates manually. The certificates are automatically installed when you provide the file server path in **Settings > Wireless & networks > More > File Server** on Avaya Vantage™.

For the Avaya strategy on server certificates, see *Updating server certificates to improve end-user security and client user experience* at <https://downloads.avaya.com/css/P8/documents/100180626>.

Installing Avaya Equinox® on mobile devices

About this task

Use this procedure to install Avaya Equinox® on your mobile device. Only the administrator can install Avaya Equinox® for Android on your Avaya Vantage™ device.

Procedure

1. On the mobile device for:
 - Android: Open the Play Store application.
 - iOS: Open the App Store application.
2. Search for Avaya Equinox®.
3. Select the entry for Avaya Equinox®.
4. Install Avaya Equinox®.
5. After the installation process is complete, select **Open**.
6. Accept the terms of the license agreement and the message to not use Avaya Equinox® to make emergency calls.

Android permissions

After you install and open Avaya Equinox® for Android, you must configure a few permissions for Avaya Equinox® to work properly. Permissions are categorized into required and optional.

To use Avaya Equinox®, you must provide the required permissions at a minimum. To get the best user experience, you must provide all permissions. For example, permission to record audio and to make and manage phone calls is mandatory for Avaya Equinox® to function properly. Permission to provide access to your contacts, calendar, and camera is optional.

Desktop clients

Security certificates on desktops

Avaya Equinox® requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your desktop using the procedure specified by your desktop manufacturer.

For the Avaya strategy on server certificates, see *Updating server certificates to improve end-user security and client user experience* at <https://downloads.avaya.com/css/P8/documents/100180626>.

You can use Avaya Equinox® to install client identity certificates. Client identity certificates provide an identity of the client to the server. Each client has its own unique identity certificate issued by the certification authority or registration authority.

Installing Avaya Equinox® on desktops

About this task

Use this procedure to install Avaya Equinox® desktop clients. The administrator can also install Avaya Equinox® desktop clients using a command line option.

The administrator can deploy Avaya Equinox® for Windows to work in a Citrix, XenApp, or VMWare environment. For more information, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows*.

Before you begin

- Ensure that your Windows or Mac device meets the following minimum hardware requirements:
 - Dual-core processor
 - 2 GB of RAM
 - 1.5 GB free hard disk space
- Get the location of the Avaya Equinox® build for Windows or Mac from your administrator.
- Download the build to your desktop.
- For Avaya Equinox® for Windows, ensure that:
 - Windows 7 computer, Windows 8 computer, Windows 10 computer, Windows 2008 Server, or Windows 2012 Server has Microsoft .NET Framework 4.5 or a later version.
 - Microsoft Visual C++ Redistributable for Visual Studio 2017 package is installed.
- For Avaya Equinox® for Mac, ensure that Mac OS is 10.11 or a later version.

Procedure

1. On the desktop for:
 - Windows: Double-click the `Avaya Equinox Setup 3.4.0.XXX.msi` file.
 - Mac: Double-click the `Avaya Equinox-XX.dmg` file.
2. Accept the terms of the license agreement, select the default values, and complete the installation.

By default, the Windows installer installs Outlook Plugin and Web Extension. If you do not want to install these by default, select the **Custom** setup type and disable the Outlook Plugin and Web Extension installation.

 **Note:**

Outlook Plugin and Web Extension use the language of the Windows system and not the language selected during the Avaya Equinox® installation process.

Automatic configuration overview

You can configure the Avaya Equinox® settings automatically by using your email address or the automatic configuration web address.

If you type your email address and the DNS check:

- Is successful, the automatic configuration file is downloaded. If the administrator has provisioned more than one environment, you must choose an environment before the automatic configuration file is downloaded.
- Fails, your email address is automatically searched in the following accounts and in the following priority:
 1. Avaya Spaces
 2. Avaya Equinox® Meetings Online

By using Avaya Spaces or Avaya Equinox® Meetings Online, if the automatic configuration file is:

- Found in the URL, the automatic configuration file is downloaded.
- Not found in the URL, you must enter a web address or manually configure the application.

If the automatic configuration file is found in the web address, the automatic configuration file is downloaded.

In both instances, if the administrator has provisioned more than one environment, you must choose an environment before the automatic configuration file is downloaded.

If the automatic configuration file that is downloaded does not include your credentials for the various services, you must manually enter your credentials to log in to each service.

You might be able to view further screens related to Avaya Cloud accounts depending on whether:

- Your Avaya Cloud account exists for Spaces and Messaging.
- The administrator has enabled the Avaya Cloud Account setting for your account.

You can additionally configure your account to use the Avaya Equinox® Meetings Online service.

Configuring Avaya Equinox® settings automatically

About this task

Use this procedure if you have an Avaya Equinox® account and want to sign in to Avaya Equinox®. You can configure the Avaya Equinox® settings automatically using your email address or the automatic configuration web address.

For automatic configuration of the Avaya Equinox® clients, the administrator can choose Avaya Aura® Device Services.

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™ because the Avaya Equinox® settings are automatically configured when you provide the file server path in **Settings > Wireless & networks > More > File Server**.

Before you begin

Do one of the following:

- Ensure that the administrator has set up the correct DNS records. In this case, you can automatically configure Avaya Equinox® by using your email address.
- Get the automatic configuration web address from the administrator.

Procedure

1. On the Avaya Equinox® client, select **Configure my account**.

You can configure your account in one of the following ways:

2. **(Optional)** To use your work email address for auto discovery:
 - a. In the **Email** field, type your email address and select **Next**.
 - b. Choose the enterprise environment that you want to use and select **Next**.
Avaya Equinox® configures the settings automatically.
3. **(Optional)** To use the automatic configuration web address for auto discovery:
 - a. Select **Options and Settings** (⚙️).
 - b. Select **Use a web address**.
 - c. In the **Web Address** field, type the web address and select **Next**.
Avaya Equinox® configures the settings automatically.
4. Depending on what the screen displays, do one or more of the following:
 - If the automatic configuration file does not include your credentials for the various services, manually enter your credentials to log in to each service.
 - If your Avaya Cloud account exists, type your credentials for Avaya Spaces and select **Sign In**.
 - Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, click the corresponding icon to log in to Spaces with your account credentials.

5. **(Optional)** If you used your email address to configure your Avaya Equinox® client and you have an Avaya Equinox® Meetings Online account, do the following:
 - a. Type your credentials to access the Avaya Equinox® Meetings Online service.
 - b. Select **Next**.

Avaya Equinox® sets up the Avaya Equinox® Meetings Online service.

Configuring the Avaya Equinox® Meetings Online service

About this task

Use this procedure to configure the Avaya Equinox® Meetings Online service by using the Check for Services option.

 **Note:**

If you configure Avaya Equinox® Meetings Online but want to revert to use only Avaya Equinox® Conferencing for MeetMe conferences, the administrator must enable Unified Portal using automatic configuration.

Before you begin

Ensure that:

- You are not on a call.
- The administrator has enabled Avaya Equinox® Meetings Online account discovery.
- The administrator has disabled Unified Portal.

This ensures that no other Conferencing service exists.

Procedure

1. In the Avaya Equinox® settings, select **Check for Services**.
2. In the **Enter Email** field, type your email address for Avaya Equinox® Meetings Online.
3. Do one of the following:
 - On mobile clients: Select **Next**.
 - On desktop clients: Select **Continue**.

Avaya Equinox® checks for your Avaya Equinox® Meetings Online account and displays a dialog box to configure the Avaya Equinox® Meetings Online service.

4. Select **Configure**.

Avaya Equinox® logs you out and displays a screen for entering your Avaya Equinox® Meetings Online credentials.
5. Type your credentials.
6. Select **Next**.

Avaya Equinox® sets up the Avaya Equinox® Meetings Online service.

7. Select **Let's Go!**.

Avaya Equinox® logs you in and displays the Top of Mind screen with the configured Avaya Equinox® Meetings Online service.

Using the Avaya Equinox® menu

Procedure

1. On mobile clients, on the Top of Mind screen, select **Menu** (≡).
2. To view a screen, select the corresponding option:
 - **Top of Mind:** Only for UC and OTT signed-in users
 - **Join Meeting:** Only for OTT users
 - **Favorites:** Only for UC users
 - **Contacts:** Only for UC users
 - **History**
 - **Messages:** Only for UC users
 - **Meetings:** Only for UC and OTT signed-in users
 - **Features:** Only on mobile clients for UC users
 - **Exit:** Only on Avaya Equinox® for Android

Avaya Equinox® for Android on Avaya Vantage™ does not display this option.

Manual configuration of Avaya Equinox® settings

You must configure the Avaya Equinox® settings in the Services screen manually if you are not using automatic configuration.

 **Note:**

If you are using Avaya Equinox® for Android on Avaya Vantage™, the settings are automatically configured.

The following sections describe how to manually configure and update all client settings. You might need to restart Avaya Equinox® after you manually configure or update the client settings.

Related links

[Settings unavailable on Avaya Equinox for Android on Avaya Vantage](#) on page 32

[Avaya Equinox Top of Mind screen](#) on page 35

[Configuring the layout of the Top of Mind screen](#) on page 35

- [Using the Top of Mind screen](#) on page 36
- [Configuring the display preferences](#) on page 37
- [Configuring the contact search settings](#) on page 38
- [Modifying contact settings](#) on page 39
- [Modifying audio and video settings on mobile clients](#) on page 39
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- [Configuring the video resolution](#) on page 41
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- [Client identity certificates](#) on page 42
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- [Installing a client identity certificate from a file](#) on page 43
- [Removing a client identity certificate](#) on page 44
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- [Hunt Groups overview](#) on page 46
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- [Maximizing the battery life of the device](#) on page 53
- [Configuring the setting to automatically start and log in to Avaya Equinox](#) on page 53
- [Configuring the Microsoft Outlook add-in setting](#) on page 54
- [Enabling the Avaya Equinox Google Chrome browser extension](#) on page 54
- [Uninstalling the Avaya Equinox Google Chrome browser extension](#) on page 55

Settings unavailable on Avaya Equinox[®] for Android on Avaya Vantage[™]


The following settings are available on Avaya Equinox[®] for Android on a mobile device, but not on Avaya Vantage[™].

Avaya Equinox [®] for Android setting		Alternative on Avaya Vantage [™]
On the Avaya Equinox [®] menu, select:	Features > EC500 Features	This setting does not apply to Avaya Vantage [™] .

Table continues...

Avaya Equinox® for Android setting	Alternative on Avaya Vantage™
	Exit This option does not apply to Avaya Vantage™.
In the Avaya Equinox® settings, select:	User Preferences > General > Auto Start/Login This setting does not apply to Avaya Vantage™.
	User Preferences > Audio / Video > Video calling over cellular This setting does not apply to Avaya Vantage™.
	Accounts This setting does not apply to Avaya Vantage™.
	Services > Auto Configure The Avaya Equinox® for Android settings are automatically configured on Avaya Vantage™.
	Services > Service Details > Unified Login The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > Phone Service The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > My Meeting Room The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > Multimedia Messaging The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > Avaya Cloud Services The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > Device Services The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > Client Enablement (CES) Avaya Equinox® for Android on Avaya Vantage™ does not support Client Enablement Services.
	Services > Service Details > Exchange Calendar The administrator configures this setting in the 46xxsettings.txt file.
	Services > Service Details > EC500 Calling This setting does not apply to Avaya Vantage™.
	Services > Voicemail The Voicemail setting is available with Client Enablement Services. Avaya Equinox® for Android on Avaya Vantage™ does not support Client Enablement Services. Avaya Vantage™ supports voice mail through Avaya Aura® Messaging.
Advanced > Dialing Rules The administrator configures this setting in the 46xxsettings.txt file.	
Advanced > Echo Cancellation Echo cancellation is handled by the Avaya Vantage™ device.	

Table continues...

Avaya Equinox [®] for Android setting		Alternative on Avaya Vantage [™]
	Advanced > Certificates	The administrator configures this setting in the 46xxsettings.txt file.
	Advanced > Client Certificate	The administrator configures this setting in the 46xxsettings.txt file.
	Advanced > FNE Setup Delay	This setting does not apply to Avaya Vantage [™] .
	Support > Emergency Disclaimer	You can make emergency calls by using Avaya Equinox [®] for Android on Avaya Vantage [™] .
	Support > Legal > EULA	This setting does not apply to Avaya Vantage [™] . Avaya Vantage [™] displays the end-user license agreement when you open Avaya Equinox [®] for Android for the first time.
Select the presence status indicator and:	Go to the Incoming Calls screen and then go to the Calls will ring on area.	The Calls will ring on area is available with Client Enablement Services. Avaya Equinox [®] for Android on Avaya Vantage [™] does not support Client Enablement Services.
	Go to the Incoming Calls screen and then tap Manage my phones .	The Manage my phones setting is available with Client Enablement Services. Avaya Equinox [®] for Android on Avaya Vantage [™] does not support Client Enablement Services.
	Go to the Outgoing Calls screen and then go to the Make calls using area.	The Make calls using area is unavailable on Avaya Vantage [™] . You can only make VoIP calls by using Avaya Equinox [®] for Android on Avaya Vantage [™] .
	Select the Unavailable presence status.	The Unavailable presence status is available with Client Enablement Services. Avaya Equinox [®] for Android on Avaya Vantage [™] does not support Client Enablement Services.
While on a call, select More  and:	Select Handoff to Cellular .	This option does not apply to Avaya Vantage [™] .
On the History screen:	Select the Voicemail filter.	The Voicemail filter is available with Client Enablement Services. Avaya Equinox [®] for Android on Avaya Vantage [™] does not support Client Enablement Services.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Avaya Equinox® Top of Mind screen

Avaya Equinox® displays the Top of Mind screen as the home screen. You can use the Top of Mind screen to:

- Join Avaya Equinox® and Spaces meetings with one touch and view your meeting calendar.

 **Note:**

You cannot click to join an Avaya Equinox® meeting from your calendar. However, if you are using the Avaya Equinox® add-in for Microsoft Outlook, you can click to join from the meeting invitation.

- Start a meeting, join an Avaya Equinox® meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.

The Equinox Meetings area is applicable if you are using only Avaya Equinox® Conferencing and not Avaya Aura® Conferencing.

- Respond to the latest messages and view your active conversations.
- Return important missed calls and view your call activity.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the layout of the Top of Mind screen

About this task

Use this procedure to configure what you want to view on the Top of Mind screen. For example, you might choose to view the meeting calendar and meeting room details, but hide call history and messages.

Procedure

1. On the Top of Mind screen, select the **Top of Mind** filter.
2. **(Optional)** If the Top of Mind switch is disabled, select **Top of Mind**. Otherwise, go to the next step.
3. Do the following:
 - To hide your meeting information, in the Next Meetings area, select **Hide**.
 - To configure the number of meetings to be displayed on the Top of Mind screen, select **Auto** or **Full Day**.

If you select **Auto**, the number of meetings displayed depends on the Avaya Equinox® logic. If you select **Full Day**, Avaya Equinox® displays the meetings for the current day.

- To configure the calendars that you want to display, select **Calendars to show** and select the option for the corresponding account.
To view only the accepted meetings, select **Show only accepted meetings**.
- To hide your meeting room details, in the My Meeting Room area, select **Hide**.
- To hide your messages, in the Messages area, select **Hide**.
- To hide your call history, in the History area, select **Hide**.
- To view the default layout on the Top of Mind screen, select **Reset Layout to Default**.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Using the Top of Mind screen



About this task

Use this procedure to perform most of your daily activities in the enterprise.

Procedure


- Start typing the name of the contact or the contact details that you want to look for in the following field:
 - On mobile clients: **Find Someone**
 - On desktop clients: **name or number**

Avaya Equinox® displays the contacts that match the search text.




- In the Next Meetings area, you can select the following:
 - **More**: To view additional meetings.
 - A meeting: To view more information about the meeting.
 - **Call** ( or ): To join the Avaya Equinox® meeting.

To view both the audio and video options for a meeting entry, on Android devices, you must press and hold a meeting entry. While on iOS devices, you must swipe to the right on a meeting entry.

You can join a meeting using this option only if the conference bridge number is in the Tel: URL format. For example, tel:+16135959132. You must include this format in the Location field or the Body area of the email.

- **Spaces** (): To join the Spaces meeting by using the Spaces application only on mobile devices or the default browser.

For best experience, the default browser must be WebRTC compliant.

- In the My Meeting Room area, you can select the following:
 - **Start My Meeting:** To start your meeting.
 - **Join Equinox Meeting:** To join a meeting. By default, Avaya Equinox® saves the details of your last meeting.
 - **Spaces Dashboard:** To open the Spaces dashboard.
If you are not logged in to Avaya Cloud Services, you must sign in to Spaces. If you do not have an account, you must sign up for Spaces.
 - **Go to My Meeting Portal:** To view the portal where you can configure your virtual room and other settings.
- In the Messages area, you can select the following:
 - **More:** To view all your active conversations.
 - A conversation: To view more information about the conversation.
 - **Instant Messaging** (): To continue the conversation.
- In the History area, you can select the following:
 - **More:** To view the complete call history.
 - A call: To view more information about the call.
 - **Call** ( or ): To call the number.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the display preferences

About this task

Use this procedure only on desktop clients to configure the functionality of the Avaya Equinox® main window when you select X on the main window.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. Select **Display**.
3. In the **Main Window X Preferences** field, select one of the following:
 - **Minimize to the taskbar**
 - **Exit application**
 - **Minimize to the notification area:** Only on Avaya Equinox® for Windows
4. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the contact search settings

About this task

Use this procedure only on Avaya Equinox® for Android and desktop clients. For iOS, you must use the local OS setting.

You can configure the contact search settings so that Avaya Equinox® arranges and displays the list of names by first name or last name.

Note:

On Avaya Equinox® desktop clients, in the Favorites screen, you can arrange your favorite contacts by dragging and dropping the contacts according to your preference.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. Select **Contacts**.

On Avaya Equinox® for Android, do the following:

3. In the Display Preferences area, select **Name Display Preferences**.
4. Select one of the following:
 - **First Name First**
 - **Last Name First**
5. In the Display Preferences area, select **Name Sort Preferences**.
6. Select one of the following:
 - **First Name**
 - **Last Name**

On desktop clients, do the following:

7. In the Name Display Preferences area, select one of the following:
 - **First, Last**
 - **Last, First**
8. In the Name Sort Preferences area, select one of the following:
 - **First Name**
 - **Last Name**
9. To view local contacts, select **Show Local Contacts**.

On all clients, do the following:

10. Save the changes.

Avaya Equinox® displays the contact search results according to the selected criteria the next time that you perform a search.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Modifying contact settings

About this task

Use this procedure to enable Avaya Equinox® to access your Contacts list.

For example, before you send an instant message, Avaya Equinox® can check your contacts on the Avaya Multimedia Messaging server to ensure that you can send a message to a contact. If the contact does not exist on the Avaya Multimedia Messaging server, you cannot use Avaya Equinox® to send an instant message to that contact.

Note:

Avaya collects data for quality improvement purposes. No personal identity information is tracked.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. **(Optional)** If available on the Avaya Equinox® platform, select **Contacts**. Otherwise, go to the next step.
3. Select **Messaging Address Validation**.
4. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Modifying audio and video settings on mobile clients

About this task

Use this procedure only on mobile clients.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences > Audio / Video**.

Avaya Equinox® displays the audio and video settings.

On Avaya Equinox® for Android, do the following:

2. In the Ring Preferences area, select **Ringtone**.
3. Select the new ringtone, and save the changes.

On all mobile clients, do the following:

4. Select **Use VoIP for calls** and in the Use VoIP for calls dialog box, select one of the following:
 - **Never:** Avaya Equinox® removes the VoIP option from the Outgoing Calls screen.
 - **Always:** You can view the VoIP option in the Outgoing Calls screen if you log in to the VoIP service. This is the default option.
 - **Only over WiFi:** If you are using Wi-Fi and you log in to the VoIP service, Avaya Equinox® displays the VoIP option in the Outgoing Calls screen. If not, Avaya Equinox® removes the VoIP option from the Outgoing Calls screen.
5. Do the following:
 - To have video on a call, select **Video Calling**.
 - To have video on a call only over the cellular data network, select **Video calling over cellular**.
 - To mute your microphone when you join an Avaya Equinox® Conferencing conference, select **Mute my Microphone when Joining Meeting**.
 - To block your camera when you join an Avaya Equinox® Conferencing conference, select **Block my Camera when Joining Meeting**.
6. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Modifying audio and video settings on desktop clients

About this task

Use this procedure only on desktop clients.

Caution:

You might face audio issues with some bluetooth headsets if you do not select the correct microphone and speaker.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences > Audio / Video**.
Avaya Equinox® displays the audio and video settings.
2. Do the following:
 - Select the microphone, speaker, and camera that you want to use.
 - To have video on a call, select **Video Calling**.
 - To mute your microphone when you join an Avaya Equinox® Conferencing conference, select **Mute my Microphone when Joining Meeting**.

- To block your camera when you join an Avaya Equinox® Conferencing conference, select **Block my Camera when Joining Meeting**.
3. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the video resolution

About this task

Use this procedure only on desktop clients to configure the video resolution.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.
2. In the **Video Max. Resolution** field, select one of the following:
 - **Auto**: Avaya recommends the use of this option to automatically configure the video resolution.
 - **1080p**
 - **720p**
 - **480p**
 - **360p**
 - **240p**
 - **180p**
3. Save the changes.
4. Restart Avaya Equinox®.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Modifying the voice quality setting

About this task

Use this procedure only on Avaya Equinox® for Android to configure the Echo Cancellation setting. Echo Cancellation is a process that removes echo from a voice communication to improve voice quality on a telephone call.

Note:

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™.

If you face double-talk issues during a conference call, that is, issues when more than one person is speaking simultaneously, you must select Acoustic Echo Cancellation (AEC).

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.
2. Select **Echo Cancellation**.
3. In the Echo Cancellation dialog box, select one of the following:
 - **AECM**
 - **AEC**
 - **Off**

For Bluetooth audio outputs, Avaya Equinox® disables the AEC and Acoustic Echo Cancellation Mobile (AECM) options.

4. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Client identity certificates

You can use client identity certificates to provide an identity of the client to the server. Each client has its own unique identity certificate issued by the Certification Authority or Registration Authority. Avaya Equinox® clients can get the certificates issued in one of the following ways:

- Through Simple Certificate Enrollment Protocol (SCEP) servers, such as:
 - Avaya Aura® System Manager
 - Network Device Enrollment Service (NDES) in Active Directory Certificate Services (AD CS)

Avaya Equinox® for Android and iOS support the SCEP method of installing client identity certificates.

If the SCEP certificate needs a password, you get a warning indication. Contact your administrator for the SCEP password.

- On Android devices, enter the password on the Identity Certificate screen.
- On iOS devices, tap the warning message to enter the SCEP password.
- By manual installation: You provide the necessary certificate file by using out-of-band mechanism.

Avaya Equinox® for Android, Mac, and Windows support the manual method of installing client identity certificates.

- By a URL installation: The settings file contains the PKCS12URL location from where you can download the certificate.

Avaya Equinox® for Android and iOS support the URL method of installing client identity certificates.

If SCEP and PKCS12URL are available, PKCS12URL is used to install the client identity certificate.

The server receives the client certificate through TLS mutual authentication and the certificate is verified. For more information, see *Administering Avaya Aura® Session Manager*.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Installing a client identity certificate from the system certificate store

About this task

Use this procedure only on Avaya Equinox® desktop clients.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.
2. Select **Identity Certificate**.
3. In the Install new certificate area, do one of the following:
 - On Avaya Equinox® for Mac: In the **Select from the keychain** field, select a certificate.
 - On Avaya Equinox® for Windows: In the **Select from the system certificate store** field, select a certificate.
4. In the confirmation dialog box, confirm the action.

In the Installed certificate area, Avaya Equinox® displays the client identity certificate that you installed.
5. Save the changes.
6. Restart Avaya Equinox®.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Installing a client identity certificate from a file

About this task

Use this procedure only on Avaya Equinox® for Android and desktop clients.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. Do one of the following:
 - On Avaya Equinox® for Android: Select **Client Certificate**.
 - On desktop clients: Select **Identity Certificate**.

On Avaya Equinox® for Android, do the following:

3. Select **Other options**.

On all clients, do the following:

4. Select **select from a file**.
5. Select the certificate file that you want to install.
6. In the confirmation dialog box, confirm the action.
7. In the password prompt dialog box, type the password for the certificate and then select **Next**.

In the Installed certificate area, Avaya Equinox® displays the client identity certificate that you installed.

8. Save the changes.

On desktop clients, do the following:

9. Restart Avaya Equinox®.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Removing a client identity certificate

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

On Avaya Equinox® for Android and desktop clients:

2. Do one of the following:
 - On Avaya Equinox® for Android: Select **Client Certificate**.
 - On desktop clients: Select **Identity Certificate**.

On all clients:

3. Do one of the following:
 - On Avaya Equinox® for Android: In the Installed certificate area, tap the X icon next to a certificate.
 - On Avaya Equinox® for iOS: Select **Delete Client Certificate**.
 - On desktop clients: In the Installed certificate area, select **Remove certificate**.
4. In the confirmation dialog box, confirm the action.

Avaya Equinox® removes the selected client identity certificate.

5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya Equinox®.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Services settings

You can manually configure the settings for the following services in Avaya Equinox® if you are not using automatic configuration:

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

[Modifying Avaya Cloud Services settings](#) on page 45

[Modifying Exchange Calendar settings](#) on page 46

Modifying Avaya Cloud Services settings

About this task

Use this procedure to enable Avaya Cloud Services interoperability with Avaya Equinox®. If you enable Avaya Cloud Services, Avaya Spaces integrates with Avaya Equinox®.

Note:

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Services**.
2. **(Optional)** Do one of the following:
 - On mobile clients: Select **Service Details**.
 - On desktop clients: Select **Show Details**.
3. Select **Avaya Cloud Services**.
4. **(Optional)** If the Avaya Cloud Services switch is disabled, select **Avaya Cloud Services**.
5. Save the changes.

Related links

[Services settings](#) on page 45

Modifying Exchange Calendar settings

About this task

Use this procedure to enable Microsoft Exchange Calendar interoperability with Avaya Equinox®. This is only applicable if you are getting the Exchange Calendar information through Exchange Web Services. On Android and iOS devices, you can access the Exchange Calendar information in Avaya Equinox® using the device's native calendar support. If the Exchange server has been configured to prevent mobile access, you cannot access the Exchange Calendar information.

* Note:

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Services**.
2. **(Optional)** Do one of the following:
 - On mobile clients: Select **Service Details**.
 - On desktop clients: Select **Show Details**.
3. Select **Exchange Calendar**.
4. **(Optional)** If the Exchange Calendar switch is disabled, select **Exchange Calendar**. Otherwise, go to the next step.
5. In the **Domain** field, type the Exchange server domain to which Avaya Equinox® must register.
For example, `avaya.com`.
6. In the **Server Address** field, type the IP address or the FQDN of the Exchange server.
For example, `usmail.avaya.com`.
7. Save the changes.

Related links

[Services settings](#) on page 45

Hunt Groups overview

The administrator can use the Hunt Groups feature to set up a group of extensions that can handle multiple calls to a telephone number. Additionally, the administrator can choose the call distribution method to route calls. For each call to the number, the system hunts for an available extension in the hunt group, and connects the call to that extension.

A hunt group is especially useful when an administrator expects a high number of calls to a particular telephone number. A hunt group might consist of people who are trained to handle calls on specific topics. For example, the group might be a:

- Benefits department within a company

- Service department for products that a company sells
- Travel reservations service
- Pool of attendants

End-users can be members of multiple hunt groups.

Avaya Equinox® mobile clients and Avaya Equinox® for Windows support the Hunt Group Busy feature. If the administrator configures this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Using the Hunt Groups feature on Avaya Equinox® mobile clients

Before you begin

Ensure that the administrator has configured the Hunt Groups feature for your extension.

Procedure

1. On the Avaya Equinox® menu, tap **Hunt Groups**.
Avaya Equinox® displays the Hunt Groups screen.
2. To avoid receiving calls on your extension for a particular hunt group, do the following:
 - a. Tap More (>).
 - b. Tap **Set Position as Busy**.
Avaya Equinox® changes the status from Available to Busy for that hunt group.
3. To change the default name for a particular hunt group, do the following:
 - a. Tap More (>).
 - b. In the Edit Label area, tap the hunt group name.
 - c. Type a new name for the hunt group.
4. Save the changes.

Related links


[Manual configuration of Avaya Equinox settings](#) on page 31

Using the Hunt Groups feature on Avaya Equinox® for Windows


Before you begin

Ensure that the administrator has configured the Hunt Groups feature for your extension.

Procedure

1. On the Avaya Equinox® client, click **Features Manager** () and then click **Hunt Groups**.
2. To avoid receiving calls on your extension for a particular hunt group, select the check box next to the appropriate hunt group.

Avaya Equinox® changes the status from Available to Busy for that hunt group.

3. To change the default name for a particular hunt group, do the following:
 - a. Hover the cursor next to a hunt group name.
 - b. Click the Edit () icon.

Avaya Equinox® displays the Edit Hunt Group dialog box.

- c. In the **Label** field, type a new name for the hunt group.
- d. To save the changes, click **OK**.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Team Button overview

Avaya Equinox® mobile clients and Avaya Equinox® for Windows support the Team Button feature. If the administrator configures this feature, the user at the monitoring station can do the following:

- View the state of a monitored station.
- View all calls that ring on the monitored station and selectively answer any.
- Speed dial, that is, place a call, to the monitored station.
- Transfer any call to the monitored station.
- Configure the audible ringing and visual alert notification.

Monitoring Station

The station which is used to monitor the state of another station. This is the station that displays the Team Button and information is presented to the user.

Monitored Station

The station whose state is being monitored.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Using the Team Button feature on Avaya Equinox® mobile clients

About this task

Use this procedure only on the monitoring station.

If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:

- Idle: Indicates absence of active calls.
- On a call: Indicates there are one or more active calls.
- Incoming: Indicates there is an incoming call.

Before you begin

Ensure that the administrator has configured the Team Button feature for your extension.

Procedure

1. On the Avaya Equinox® menu, tap **Team**.

Tip:

On the Team screen, you can perform quick actions on a monitored station entry.

- On iOS devices, depending on the OS version, you might be able to swipe left, swipe right, full swipe to the left, and full swipe to the right to trigger different actions.
- On Android devices, you can press and hold to view the different actions that you can perform.

2. For a monitored station entry, tap More (>).

If the following features are active on the monitored station, the screen displays the `Incoming Call Feature is On` text:

- Send All Calls
- Call Forwarding
- Enhanced Call Forwarding

3. Tap the following depending on the monitored station's call line:

- **Call <Monitored_Station>**: Speed dial to the default endpoint.

Only available for the Idle and On a call states. You can only make an audio call by using speed dial. If the administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.

- **Answer Incoming Call for <Monitored_Station>**: Answer the incoming call for this station.

Only available for the Incoming call state. If there is more than one incoming call, a single tap displays a menu with a list of incoming calls. You must choose the call you want to answer.

- **Transfer Call**: Blindly transfer the active call.

Only available when you have minimum one active call at the monitoring station. For more than one active call, a single tap displays a menu with a list of active calls. You must choose the call you want to transfer.

4. **(Optional)** If the monitored station includes active Incoming Call Features and you tap **Call <Monitored_Station>**, depending on the Team Button configuration, you might be able to tap one of the following:
 - **Override**: Overrides Call redirection and continues your call.
 - **Call with redirection**: Calls with redirection.
 - **Cancel**: Cancels your call.
5. In the Call Notification Options area:
 - To configure audible ringing, tap **Audible Ringing**.
If the administrator configures the Team Button feature with no ringing, Avaya Equinox® disables the audible ringing option.
 - To configure the visual alert notification, tap **Visual Alert Notification**.
If the administrator disables the visual alert notification setting, Avaya Equinox® disables this option.
6. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Using the Team Button feature on Avaya Equinox® for Windows

About this task

Use this procedure only on the monitoring station.


If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:


- **Idle**: Indicates absence of active calls.
- **On a call**: Indicates there are one or more active calls.
- **Incoming**: Indicates there is an incoming call.

Before you begin

Ensure that the administrator has configured the Team Button feature for your extension.

Procedure

1. On the Avaya Equinox® client, click **Features Manager** () and then click **Team**.
2. Hover the cursor on a monitored station entry.

If the following features are active on the monitored station, the Call redirection () icon replaces the Presence icon on the hovered line:

- Send All Calls

- Call Forwarding
 - Enhanced Call Forwarding
3. Click the following depending on the monitored station's call line:
- Speed dial (📞): Speed dial to the default endpoint.
Only available for the Idle and On a call states. You can only make an audio call by using speed dial. If the administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.
 - Answer incoming call (📞): Answer the incoming call for this station.
Only available for the Incoming call state. If there is more than one incoming call, a single click displays a menu with a list of incoming calls. You must choose the call you want to answer.
 - Blind transfer (📞): Blindly transfer the active call.
Only available when you have minimum one active call at the monitoring station. For more than one active call, a single click displays a menu with a list of active calls. You must choose the call you want to transfer.
 - Notifications (🔔): Configure the audible ringing and visual alert notification.
If the administrator configures the Team Button feature with no ringing, Avaya Equinox® disables the audible ringing option.
If the administrator disables the visual alert notification setting, Avaya Equinox® disables this option.
4. **(Optional)** If the monitored station includes active Call redirection features and you click Speed dial (📞), depending on the Team Button configuration, you might be able to click one of the following:
- **Override:** Overrides Call redirection and continues your call.
 - **Call with redirection:** Calls with redirection.
 - **Cancel:** Cancels your call.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Pausing iTunes during calls

About this task

Use this procedure only on Avaya Equinox® for Mac.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. Select **General > Pause iTunes when making / receiving a call.**

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Viewing release and version information

Procedure

In the Avaya Equinox® settings, select **Support > About.**

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Viewing the certificates that Avaya Equinox® uses

About this task

If you are using private trusted credentials, you can view a list of certificates that Avaya Equinox® uses.

* Note:

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Advanced.**
2. **(Optional)** On Avaya Equinox® for Windows, to use both the platform and private trust store, select **Use coalesced Trust Store.**
3. Do one of the following:
 - On mobile clients and Avaya Equinox® for Windows: Select **Certificates.**
 - On Avaya Equinox® for Mac: Select **SSL Certificates.**
4. To view the details of a particular certificate, select that certificate.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Viewing licensing information

Procedure

1. In the Avaya Equinox® settings, select **Support.**
2. Select **Legal.**

3. Select one of the following:

- **EULA**

Avaya Equinox® for Android on Avaya Vantage™ does not display this option.

- **Third Party Licensing**

Avaya Equinox® for Mac and Windows do not display this option.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Maximizing the battery life of the device

About this task

Use this procedure only on Avaya Equinox® for Android.

 **Note:**

You cannot use this procedure on Avaya Equinox® for Android on Avaya Vantage™.

If you use a service, such as VoIP, the battery consumption on the device increases. If you do not use Avaya Equinox® outside business hours, you can exit Avaya Equinox® to maximize the battery life.

Procedure

Go to the Avaya Equinox® menu and then select **Exit**.

You are signed out from Avaya Equinox®, and the Avaya Equinox® application window is closed.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the setting to automatically start and log in to Avaya Equinox®

About this task

Use this procedure to configure the setting so that Avaya Equinox® starts by default when the operating system starts and you are logged in automatically.

 **Note:**

You cannot use this procedure on Avaya Equinox® for iOS and Avaya Equinox® for Android on Avaya Vantage™.

Before you begin

On the Accounts screen, select **Remember Password**.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. Select **General > Auto Start/Login**.
3. Save the changes.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Configuring the Microsoft Outlook add-in setting

About this task

Use this procedure only on Avaya Equinox® for Windows to configure the Microsoft Outlook add-in setting.

Before you begin

Log in as a UC user or a OTT named user.

Procedure

1. In the Avaya Equinox® settings, select **Desktop Integration**.
2. Select **Outlook Add-in**.
3. Select **Enable Outlook Add-in**.
4. **(Optional)** To allow calls from Microsoft Outlook contacts, select **Allow calls from Outlook contacts**.
5. Save the changes.
6. **(Optional)** If you configured the **Allow calls from Outlook contacts** setting, restart Avaya Equinox®.
7. Restart Microsoft Outlook.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Enabling the Avaya Equinox® Google Chrome browser extension

About this task

Google indicates that you must install browser extensions by using the enterprise policy. Use this procedure to enable the Google Chrome browser extension for Avaya Equinox®.

Before you begin

Install Avaya Equinox®.

Procedure

1. Open Google Chrome, and in the address bar, type `chrome://extensions`.
2. From `C:\Program Files (x86)\Avaya\Avaya Equinox\Target`, drag and drop the `extension.crx` file to the browser that you opened in Step 1.

IT administrators who prefer an administrative policy mechanism to perform Step 2 can do so by using the enterprise policy.

3. Exit Google Chrome.
4. To import the Google Chrome extension registry values, from `C:\Program Files (x86)\Avaya\Avaya Equinox\Target`, run `AddChromeExtension.reg`.

IT administrators can set the registry values by using the enterprise policy with the values from `AddChromeExtension.reg`.

5. Start Google Chrome.

The system displays the Avaya Equinox® browser Chrome add-in, which works properly on Google Chrome.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Uninstalling the Avaya Equinox® Google Chrome browser extension

Procedure

1. From `C:\Program Files (x86)\Avaya\Avaya Equinox\Target`, run `RemoveChromeExtension.reg`.
2. Open Google Chrome, and in the address bar, type `chrome://extensions`.
3. Remove the Equinox Chrome extension.
4. Restart the Google Chrome browser.

Related links

[Manual configuration of Avaya Equinox settings](#) on page 31

Chapter 5: Using Avaya Equinox[®] Meetings Online

Avaya Equinox[®] Meetings Online overview

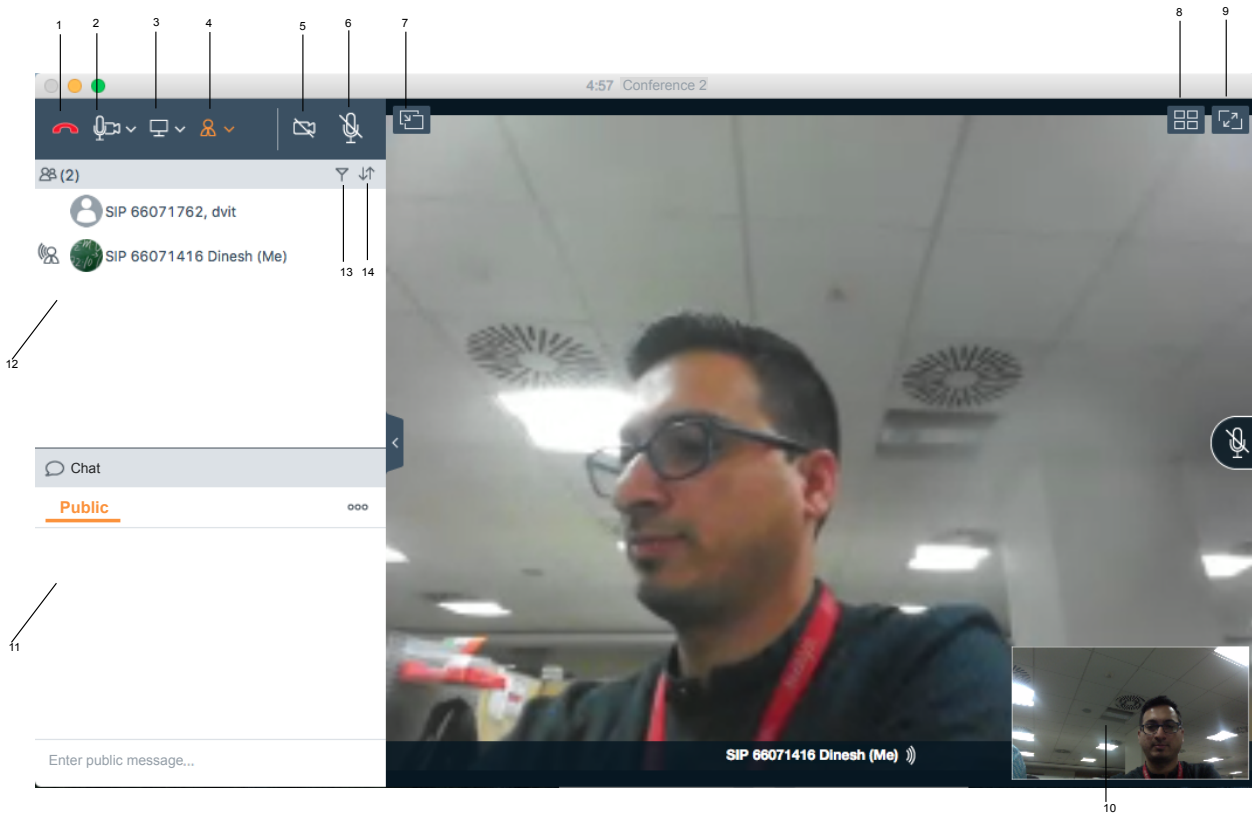
Avaya Equinox[®] Meetings Online continues the evolution of Meetings Online with the following features:

- Meeting participation extended to include the WebRTC participant. You do not need any plug-in to participate.
- An integrated portal that detects the browser or device you are on and connects you to the meeting. This is possible using WebRTC or the native application.
- Audio participation extended to thousands.
- Automatic cloud provisioning for room systems.

Advanced Meetings Online features are supported only if your deployment includes Avaya Equinox[®] Meetings Online.

Conference screen

The following figure shows the components of the Conference screen on Avaya Equinox[®] desktop clients. You can also see an active conference call.



No.	Name	Description
1	Leave	Leave the conference.
2	Media	Check the audio and video links for the conference. You can also mute the microphone and block the video.
3	Present	Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.
4	Meeting controls	Access the moderator controls functionality. For example, to add someone to a call, extend a call, and view call statistics.
5	Video Call	Block or unblock your video on the conference. When the video is blocked, the button is blue.
6	Audio Call	Mute or unmute your audio for the call. When the call is muted, the button is blue.
7	Share	Attach or detach the Sharing screen with the Conference screen.
	Link Quality Indicator	View the link quality indicator that provides an indication of the network quality.
8	Layout controls	Hide or show your display name and self-view.
9	Full screen	Fit the Web Collaboration interface to the window size.
10	Self-view	Move self-view to different corners of the screen.
11	Chat	Send public or private messages during a web collaboration session.

Table continues...

No.	Name	Description
12	View participants	View the participants in the conference.
13	Filter	Filter the participants. For example, to view participants that have dropped, view recent talkers, and view participants accessing collaboration.
14	Sort	Sort the participants alphabetically or according to order of arrival.

Download and installation of Avaya Equinox® Meetings Online portal

The Avaya Equinox® Meetings Online portal offers three options for conferencing:

- **View Presentation Only:** Choose this option to join the web conference without audio or video. Typically, you dial into the conference separately to obtain audio.
- **Join with Browser:** Choose this option to join the conference using the WebRTC browser client.
- **Join with the Equinox App:** Choose this option to download, install, and use the Avaya Equinox® client for the conference.

The portal provides a mechanism to detect the version of the installed client and install any required update, linking to the app store as appropriate for mobile clients.

Installing Avaya Equinox®

About this task

Use this procedure to install Avaya Equinox® from the Avaya Equinox® Meetings Online portal.

Procedure

1. Click **Join with the Equinox App**.
2. Click **Download the latest Equinox App**.
Avaya Equinox® Meetings Online saves the installer .msi file to your computer.
3. Open the .msi installer file and complete the installation wizard.

Opening the Equinox client application for the first time

About this task

Use this procedure after you install Avaya Equinox® and open it for the first time.

If you have an account, you can configure Avaya Equinox® and log in to Avaya Equinox®. Alternatively, you can just join a meeting.

Procedure

- To join a meeting, select **Join a Meeting**.
As an Avaya Equinox® Meetings Online user, you typically choose this option.
- To configure your account, select **Configure my account**.

Related links

[Configuring Avaya Equinox client for hybrid use of on premise Avaya Aura UC and Avaya Equinox Meetings Online](#) on page 59

Configuring Avaya Equinox® client for hybrid use of on premise Avaya Aura® UC and Avaya Equinox® Meetings Online

About this task

If your deployment consists of a regular Avaya Equinox® production account and an Avaya Equinox® Meetings Online account, you can configure your Avaya Equinox® client to operate with both accounts.

Before you begin

Install the Avaya Equinox® client.

Procedure

1. Open Avaya Equinox® and click **Configure my account**.
2. Enter your e-mail address.
3. From the **Choose your environment** drop-down menu, select the option that corresponds to the two accounts.
4. Enter your username and password for auto-configuration.

You may also be required to enter your Microsoft Outlook details.

Related links

[Opening the Equinox client application for the first time](#) on page 59

User types

You can log in using your authorized credentials or log in as guest users.

Users with authorized credentials can be of the following types:

- **UC Users:** These users use Avaya Equinox® Meetings Online as a primary UC client for voice and video calls, voice workflow features, audio and video conferences, and instant messaging and presence. A UC user can be a host or guest of any conference.
- **OTT Hosts:** These users do not use Avaya Equinox® Meetings Online as a primary UC client, but need to host conferences with audio and video and present content. These users have a virtual room and associated features, such as content library, recording resources, minutes, and notes. In this context, OTT means that clients join the conference using HTTP-based protocols, not SIP.

Guest users can be of the following types:

- **OTT guests:** These users do not use Avaya Equinox® Meetings Online as a primary UC client, but need to join conferences with audio and video as a guest. They might need to present using screen sharing.
- **Outbound guest:** An outbound guest is a user of the OTT deployment who joins an Avaya Equinox® Meetings Online conference hosted by an external party. For example, an Avaya Equinox® Meetings Online user of XYZ Corp joins an Avaya Equinox® Meetings Online conference hosted by a user at ABC Corp.
- **Inbound guest:** An inbound guest is a user from an external company, such as a partner, supplier customer, or prospect who joins a conference hosted by a user of the Avaya OTT deployment.

Avaya Equinox® for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya Equinox® Meetings Online conference. If IWA is enabled, you can use your Windows login credentials to log in to the conference.

Virtual rooms overview

In Avaya Equinox® Meetings Online, a virtual room, also known as a meeting room, offers a virtual meeting place for adhoc or scheduled conferences. All registered users with a login have their own virtual room. Administrators can configure multiple virtual rooms for a user.

Avaya Equinox® Meetings Online displays a virtual room containing the video images of participants and a presentation if it is being shared. You can also browse the list of participants, chat with others, control the video layout, and adjust the volume and camera settings.

With your virtual room, you can access the portal resources such as recordings and conference settings. You can send invitations to other users using a web link, which brings them directly into your virtual room.

Moderator role

If you join an Avaya Equinox® Meetings Online conference that is not protected by a moderator PIN, you get the moderator role and capabilities automatically.

If you join a conference that is protected by a moderator PIN, you get the participant role automatically but not the moderator role and capabilities. To become a moderator, you must make a request and enter the moderator PIN.

You might join a conference in which the **Place participants in a 'waiting room' until the moderator joins** option is selected by default. In this case, you are assigned the participant role automatically and placed in a waiting room state. To become a moderator, you must make a request and enter the moderator PIN. You can then start the conference.

Starting a meeting

About this task

You can start a meeting using the client.

Procedure

1. Do one of the following:
 - If you are logged in to the client, select **Start My Meeting**.
 - If you are not logged in to the client, on the Join Meeting screen, enter the details to start a meeting.
2. **(Optional)** To use Avaya Equinox® for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled by default.
3. **(Optional)** To call back your video number, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Select **Call Me Back** and enter your number.
 - On desktop clients: Select **Callback my video number** and enter your number.
4. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Clear **Call Me Back**.
 - On desktop clients: Clear **Callback my video number**.
5. Do one of the following:
 - On mobile clients: Select **Join**.
 - On desktop clients: **Join Meeting**.

Joining a meeting

Joining a meeting from the Top of Mind screen

About this task

You can use the Avaya Equinox® client to join a conference as a signed-in user or as a guest user.

Before you begin

If you join a conference as a signed-in user, you must obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

1. Open the Avaya Equinox® client.
2. On the Top of Mind screen, select **Join Equinox Meeting**.
Avaya Equinox® displays the Join Equinox Meeting screen.
3. In the **Your Name** field, type the name that you want to display during the meeting.
4. In the **Meeting ID** field, type the meeting ID of the virtual room.
5. In the **Meeting Address** field, type the conference address.
6. **(Optional)** To use Avaya Equinox® for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled by default.
7. **(Optional)** To call back your video number, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Select **Call Me Back** and enter your number.
 - On desktop clients: Select **Callback my video number** and enter your number.
8. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Clear **Call Me Back**.
 - On desktop clients: Clear **Callback my video number**.
9. Do one of the following:
 - On mobile clients and Avaya Equinox® for Windows: Select **Join**.
 - On Avaya Equinox® for Mac: **Join Meeting**.

Joining a meeting as a guest user

Procedure

1. Open the Avaya Equinox® client.
2. To join a meeting, select **Join a Meeting**.
The portal displays the Join Meeting screen.
3. In the **Your Name** field, type the name that you want to display during the meeting.
4. In the **Meeting ID** field, type the meeting ID of the virtual room.
5. In the **Meeting Address** field, type the conference address.
6. **(Optional)** To use Avaya Equinox® Meetings Online for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled by default.
7. **(Optional)** To call back your video number, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Select **Call Me Back** and enter your number.
 - On desktop clients: Select **Callback my video number** and enter your number.
8. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:
 - On mobile clients: Clear **Call Me Back**.
 - On desktop clients: Clear **Callback my video number**.
9. Do one of the following:
 - On mobile clients: Select **Join**.
 - On desktop clients: **Join Meeting**.

Joining a meeting by signing in

Before you begin

Obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

1. Open the Avaya Equinox® client.
2. To join a meeting, select **Join a Meeting**.
Avaya Equinox® Meetings Online displays the Join Meeting screen.
3. Select **Sign In**.
4. In the **URL** field, type the meeting address.

5. Select **Next**.
6. Enter your credentials for the meeting portal.
7. Select one of the following:
 - **Next**
 - **Sign In**

Requesting access to join a meeting

About this task

Use this procedure to request access to a meeting that is locked. The moderator can accept or deny your request.

Procedure

1. Enter the participant code to enter the meeting.

The moderator receives a notification and you can view a message stating that you are requesting access.
2. Do one of the following:
 - Wait for the moderator to allow you to join the meeting.
 - **End Call**: Disconnect the call without joining the meeting.

Accessing your Avaya Equinox® Meetings Online portal

About this task

Use this procedure to access your Avaya Equinox® Meetings Online portal. You can use the meeting portal to access recordings, schedule your meetings, and configure the virtual room settings.

Procedure

Do one of the following:

- Open the Avaya Equinox® client, and on the Top of Mind screen, select **Go to My Meeting Portal**.
- Open a supported browser and sign-in as an OTT host.

Related links

- [Inviting participants to a meeting](#) on page 65
- [Scheduling a meeting](#) on page 65
- [Customizing your virtual room](#) on page 67

[Accessing the recordings and events](#) on page 69

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[Changing the Avaya Equinox Meetings Online portal password](#) on page 71

[Configuring the local settings](#) on page 71

Inviting participants to a meeting

About this task

Use this procedure to invite participants to your meeting by email or by using the meeting address.

Before you begin

Log in to your meeting portal.

Procedure

1. In the My Meeting area, select **Share** (🔗).
2. Select one of the following:
 - **E-mail invite**: To use your email application.
 - **Copy link**: To copy the meeting address and paste it into an instant message.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

Scheduling a meeting

Procedure

1. Log in to your Avaya Equinox® Meetings Online portal.
2. **(Optional)** On mobile clients, open the menu.
3. Select **Schedule**.
4. Select **Add New Schedule** (+).
5. On the Schedule a Meeting screen, enter the details.
6. To send an email to the recipients of the meeting, select **Send**.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

[Schedule a Meeting field descriptions](#) on page 66

Schedule a Meeting field descriptions

Name	Description
To	The names of the participants in the meeting.
Subject	The subject line of the meeting.
Start Time	The date and time of the meeting.
Duration	The duration of the meeting.
Recurring	To indicate whether the meeting is recurring.
Repeats	The frequency at which the meeting is repeated.
Every	The number of days after which the meeting is repeated.
Start Time	The start date and time of the recurring meeting.
End Date	The end date of the recurring meeting.
Location	The virtual room of the meeting.
Message	The details of the meeting.
Endpoints	The endpoints for the meeting.
Broadcast	
Broadcast this meeting (live stream)	To broadcast this meeting.
Broadcast PIN	The PIN to broadcast this meeting.
Same as meeting PIN	To indicate that the broadcast PIN is same as the meeting PIN.
Add an image to help viewers identify this broadcast	The image to help viewers identify the broadcast.
Enter a description of the broadcast	The description for the broadcast.
Direct URL	The direct URL to access the broadcast.
Recording and broadcast profile	The value for the recording and broadcast profile: <ul style="list-style-type: none"> • Default • 360p • 720p • 1080p
Broadcast can be accessed by	The broadcast can be accessed by all users or only authenticated users.
Show broadcast in list of public events	To indicate that the broadcast is displayed in the list of public events.
Automatically record broadcast	To automatically record the broadcast.
Enable Q&A chat with viewers	To enable chat with viewers.
Meeting Option	
Meeting PIN	The PIN that participants must enter to join your meeting.
Meeting Host	The name of the meeting host.

Table continues...

Name	Description
Moderator PIN	The PIN that moderators can use to perform specific actions in the virtual room.
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after the moderator joins the video conference.
Record this meeting	To record the meeting.
Terminate at scheduled time and alert in advance (minutes)	To end the meeting at the scheduled time and to specify the alert time in advance in minutes.
Terminate after all participants left the meeting (minutes)	To specify the meeting end time in minutes after all participants leave the meeting.
Reserved Ports	
Full High Definition	The port reserved for full high definition. Endpoints must support resolutions of 1080p and lower.
High Definition	The port reserved for high definition. Endpoints support resolutions of 720p and lower.
Standard Definition	The port reserved for standard definition. Endpoints support resolutions of 352p and lower.
Endpoint options	
Endpoint options	To select an endpoint.
Auto-Dial	To select auto-dial.
On Master MCU	To select on master MCU.

Related links

[Scheduling a meeting](#) on page 65

Customizing your virtual room

About this task

In Avaya Equinox® Meetings Online, a virtual room, also known as a meeting room, offers a virtual meeting place for adhoc or scheduled conferences. All registered users with a login have their own virtual room. Administrators can configure multiple virtual rooms for a user.

Most people use the default settings of their virtual rooms. This procedure explains how to customize your virtual room for an optimal conferencing experience.

Before you begin

To make changes, ensure that your virtual room is not in a meeting.

Procedure

1. Log in to your Avaya Equinox® Meetings Online portal.
2. **(Optional)** On mobile clients, open the menu.

3. Select **Settings**.
4. Select **Virtual Room**.
5. Update the virtual room details.
6. Select **OK**.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

[Virtual Room field descriptions](#) on page 68

Virtual Room field descriptions

Name	Description
Virtual Room Number	To select your virtual room number if you have another virtual room.
Virtual Room Name	To set the name of your virtual room that appears in the title bar of the Virtual Room window.
Description	To describe your virtual room.
Meeting Type	<p>To select the meeting type that Avaya Equinox® Meetings Online uses.</p> <p>Meeting types, also known as MCU services, are meeting templates that determine the core characteristics of a meeting.</p> <p>Consult your video network administrator before changing this setting.</p>
Moderator PIN	<p>To set the moderator PIN so that only users with the PIN can perform moderator actions in your virtual room.</p> <p>Leave this field blank to allow everyone in your meetings to use moderator controls.</p>
Protect meeting with a PIN	<p>To protect your meeting with a PIN.</p> <p>Only authorized users can join your meeting.</p>
Permanent PIN	To set the access PIN for all video conferences held in your virtual room.
Use one-time PIN for each meeting	<p>To use a new access PIN at the beginning of every video conference that you create in your virtual room.</p> <p>Participants must enter this PIN to join your meetings.</p>
Default Room	To use this virtual room as the default room for all video conferences.
Allow requests to join locked meetings	<p>To provide a message prompt to users who try to enter a locked meeting.</p> <p>Users can then send a joining request to the video conference moderator.</p>

Table continues...

Name	Description
Turn on recordings automatically at the start of meetings	To automatically record all video conferences in your virtual room. You must set the moderator PIN before you select this feature.
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after you join the video conference. You must set the moderator PIN before you select this feature.
Advanced	
Max Participants	To specify the maximum number of participants who can join the video conference.
Search Endpoints	To search for endpoints.

Related links

[Customizing your virtual room](#) on page 67

Accessing the recordings and events

Procedure

1. Log in to your Avaya Equinox® Meetings Online portal.
2. **(Optional)** On mobile clients, open the menu.
3. Select **Recordings + Events**.
4. Select one of the following:
 - **Recommended:** To view the recently added and most viewed recordings.
You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.
 - **Events:** To view any live events.
 - **My Recordings:** To view your recordings.
You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording. You cannot view this option as a guest user.
 - **All Recordings:** To view all recordings.
You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.
 - **Trash:** To view the deleted recordings.
You cannot view this option as a guest user.
 - **Search:** To search for a recording.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

User Settings field descriptions

Name	Description
Edit Profile Photo	To select a profile picture for your account.
Time Zone	To select a time zone for your account.
Location	To select a location for your account. The Automatic option is selected by default.
Default Virtual Room	To select a default virtual room for your account if you have another virtual room.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

General Settings field descriptions

The following fields are read-only.

Name	Description
User name	The signed-in user name.
Email	The email address of the signed-in user.
First Name	The first name of the signed-in user.
Last Name	The last name of the signed-in user.
Telephone (Office)	The office telephone number of the signed-in user.
Maximum bandwidth allowed	The maximum bandwidth that is allowed during the video conference meeting.
Personal Endpoint	The name of the personal endpoint.
Allow streaming	To indicate whether streaming is enabled or disabled.
Allow recording	To indicate whether recording is enabled or disabled.
Groups	The user group that the signed-in user is a part of.
Schedulable	To indicate whether the meeting is scheduled.
Reservable	To indicate whether the meeting is reserved.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

Changing the Avaya Equinox® Meetings Online portal password

Procedure

1. Log in to your Avaya Equinox® Meetings Online portal.
2. **(Optional)** On mobile clients, open the menu.
3. Select **Settings > Change Password**.
4. In the **Current Password** field, enter your existing password.
5. In the **New Password** field, enter your new password.
6. In the **Repeat New Password** field, reenter your existing password.
7. Save the changes.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

Configuring the local settings

Procedure

1. Log in to your Avaya Equinox® Meetings Online portal.
2. **(Optional)** On mobile clients, open the menu.
3. Select **Settings**.
4. To change to the default settings, select **Reset to default**.
5. **(Optional)** On desktop clients, select **Enable Avaya Equinox on this PC**.
6. Save the changes.

Related links

[Accessing your Avaya Equinox Meetings Online portal](#) on page 64

Video layout

A video layout is an arrangement of participant images as they appear on the monitor in a conference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

Avaya Equinox® Meetings Online offers a wide variety of video layouts and features that make your conferencing experience optimal.

The automatic video layout dynamically adjusts the number of frames displayed to the participants in the conference. When someone joins the conference, it automatically switches the layout by adding a new frame. The automatic video layout is usually used as the default layout.

Alternatively, you can choose video layouts with a fixed number of participants on display. The change that you make to your video layout is not saved by Avaya Equinox® Meetings Online. Hence, when you access your virtual room the next time, the default layout is used.

You can use the Self-See feature to see your own video without transmitting it to other users.

Related links

[Pinning a participant's video](#) on page 72

[Hiding your self-view](#) on page 72

Pinning a participant's video

About this task

Use this procedure to see the video of some participants in a conference. To make the video always visible, you need to pin the participant's video in the required sub frame of the incoming video.

Note:

You cannot pin the video of those participants that are hosted by slave MCU when cascading is used.

Procedure


1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and select **Pin Video**.
3. On the Conference screen, pin the participant to the required sub-frame of the incoming video screen.

Related links

[Video layout](#) on page 71

Hiding your self-view

Procedure

1. On the Conference screen, select **Layout controls** ()
2. To hide the self view, select the **Hide Self-view** check box.

Related links

[Video layout](#) on page 71

Multi-stream Switching video support

Avaya Equinox® Meetings Online desktop clients support Multi-stream Switching (MSS) when you are connected to an Avaya Equinox® Meetings Online meeting if Avaya Equinox® Meetings Online is configured for switching. Avaya Equinox® Meetings Online can render up to four streams of video based on screen real-estate, connection quality, and decoding capability of the underlying device.

Related links


[Configuring the Multi-stream Switching video settings](#) on page 73

Configuring the Multi-stream Switching video settings

About this task

Use this procedure only on desktop clients. If you change the number of video streams, Avaya Equinox® Meetings Online saves your preference for the next conference call.

Procedure

1. On the Conference screen, select **Layout controls** (.
2. To view the name banners, select the **Show Name Banners** check box.
3. To hide the self view, select the **Hide Self-view** check box.
4. In the **Number of Video Streams during the call** field, select one of the following:
 - 4
 - 3
 - 2
 - 1

Avaya Equinox® Meetings Online limits the number of incoming streams for the call depending on your preference.

Related links

[Multi-stream Switching video support](#) on page 73

Avaya Mobile Link

Users connected on a video conference can use Avaya Mobile Link to transfer the video conference onto an XT Series endpoint. You can transfer the video conference without connecting the mobile or desktop device to the endpoint with a cable. The XT Series endpoint is used for audio, video, and presentation of the meeting. Avaya Equinox® Meetings Online continues to run on the device in the Companion mode to support moderation and chat. Companion mode includes everything except the audio and video capture and rendering features.

With Avaya Mobile Link, you can enjoy the XT Series endpoint's crystal-clear audio, HD camera, and large display during a video conference.

The Mobile Link and Screen Link features differ from one another in one significant way. You can use the Mobile Link feature only during a conference call. However, you can use the Screen Link feature without being on a conference call.

Related links

[Transferring a video conference to an XT Series endpoint](#) on page 74

Transferring a video conference to an XT Series endpoint

About this task

Use this procedure to transfer a video conference to an XT Series endpoint.

Note:

If you bridge onto a Mobile Link paired call from an MDA device, the call is dropped.

Before you begin

Ensure that the mobile or desktop device on which Avaya Equinox® Meetings Online is running is on the same network as the endpoint.

If the device and endpoint are in different networks, ensure that there is no NAT or firewall between them.



- For automatic pairing, use proximity sensing. The device's speakers must be able to play audio at up to 19KHz.
 - Set the device speaker volume to the maximum.
 - Do not connect a headset.

Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the device's gain levels.

- When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

1. On the Conference screen, do one of the following:
 - On mobile clients: Select **More**  and then select **Mobile Link**.
 - On desktop clients: Select **Manage audio and video devices**  and in the Mobile Link area, select **Search**.

Avaya Equinox® searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.



To connect to an endpoint by using the IP address of the endpoint:

3. Select **Enter a Manual Location**.
4. Enter the IP address of the endpoint on your device and do one of the following:
 - On mobile clients: Select **OK**.
 - On desktop clients: Select **Connect**.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.
Avaya Equinox® transfers the video conference to the endpoint.

To transfer the video conference back to your device:

6. On the Conference screen, do one of the following:
 - On mobile devices: Select **More**  and then select **Mobile Link**.
 - On desktop clients: Select **Manage audio and video devices**  and then select **Stop Mobile Link**.
7. Select one of the following:
 - **Disconnect Endpoint from the meeting**
 - **Keep Endpoint in the meeting**

Related links

[Avaya Mobile Link](#) on page 73

Avaya Screen Link

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

Related links

[Presenting content using an XT Series endpoint](#) on page 75

Presenting content using an XT Series endpoint

About this task

Depending on its security configuration, an XT Series endpoint functions in one of the following ways:

- **Rejects Screen Link:** The endpoint does not allow anyone to connect to it for screen sharing.
- **Requires password:** The endpoint generates a one-time password that you must enter on your laptop to connect to it.

- Authenticates Avaya Equinox® Meetings Online: The endpoint connects seamlessly.

Before you begin

- To present content to local participants only, ensure that the XT Series endpoint is not currently used for a video conference. If you use the endpoint for an audio-only call, you can share the presentation with participants in the meeting room.
- To present content during a conference, bring the laptop into a video conference room equipped with an XT Series endpoint.
- To display your laptop's content on the XT Series endpoint using Avaya Screen Link, ensure that the laptop on which Avaya Equinox® Meetings Online is running is in the same network as the endpoint.

If the laptop and endpoint are in different networks, ensure that there is no NAT or firewall between them.

- For automatic pairing, use proximity sensing. In this case, the laptop's speakers must be able to play audio at up to 19KHz. Hence, set the laptop speaker volume to the maximum.

Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the laptop's gain levels.

- When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

1. In the system tray of your laptop, right-click the Avaya Equinox® Meetings Online (🔌) icon and select **Screen Link > Search for Endpoints**.

Avaya Equinox® Meetings Online searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.

To connect to an endpoint by using the IP address of the endpoint:

3. In the system tray of your laptop, right-click the Avaya Equinox® Meetings Online (🔌) icon and select **Screen Link > Enter a Manual Location > Enter a Manual Location**.
4. Enter the IP address of the endpoint on your laptop and select **Connect**.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.

Avaya Equinox® Meetings Online displays the content on the screen of the XT Series endpoint or the content is shared with remote participants.

To stop presenting your content on the endpoint screen:

6. In the system tray of your laptop, right-click the Avaya Equinox® Meetings Online (🔌) icon and select **Screen Link > End Screen Link**.

Related links




[Avaya Screen Link](#) on page 75

Requesting to become a moderator

About this task

If you join a conference that is protected by a moderator PIN, you get the participant role automatically. You get the moderator role and capabilities after you enter the moderator PIN.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. Do one of the following:
 - On mobile clients: Select **Controls** .
 - On Avaya Equinox® for Mac: Select **Moderator Controls**.
 - On Avaya Equinox® for Windows: Select **Conference Features**.
3. Select **Become Moderator**.
4. Use the keypad to enter the moderator code.
You become the conference moderator.

Managing the conference as a moderator




Recording a meeting

About this task

Only the moderator can do this task.

If the meeting recording fails, all participants receive a notification stating that the recording has stopped. Additionally, the moderator gets a failed notification.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. Do one of the following:
 - On mobile clients: Select **Controls** .
 - On Avaya Equinox® for Mac: Select **Moderator Controls**.

- On Avaya Equinox® for Windows: Select **Conference Features**.
3. To start recording, select **Recording**.
 4. Add an appropriate name and description to identify the recording.
Avaya Equinox® starts recording the meeting.
 5. **(Optional)** You can pause and resume the recording.
 6. To stop recording, select **Recording**.

Meetings Online portal saves the recording on the Meetings Online portal server.

Disabling the mute option for all participants in a conference

About this task

When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute the audio.

When an Event conference starts, the Lecture mode feature is enabled automatically. Participants are muted, but presenters are not.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** (☰).
 - On desktop clients: Select **Meeting controls** (👤).
2. Do one of the following:
 - On mobile clients: Select **Controls** (🔊).
 - On Avaya Equinox® for Mac: Select **Moderator Controls**.
 - On Avaya Equinox® for Windows: Select **Conference Features**.
3. To toggle the Lecture Mode feature on and off, select **Lecture Mode**.


Locking or unlocking the conference

About this task

The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** (☰).
 - On desktop clients: Select **Meeting controls** (👤).




2. Do one of the following:
 - On mobile clients: Select **Controls** .
 - On Avaya Equinox® for Mac: Select **Moderator Controls**.
 - On Avaya Equinox® for Windows: Select **Conference Features**.
3. To toggle the Lock Meeting feature on and off, select **Lock Meeting**.

Muting or unmuting all participants in a conference

About this task

Use this procedure to mute the audio of all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Everyone can unmute themselves.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. Do one of the following:
 - On mobile clients: Select **Controls** .
 - On Avaya Equinox® for Mac: Select **Moderator Controls**.
 - On Avaya Equinox® for Windows: Select **Conference Features**.
3. To mute all participants in the conference, select **Mute Everyone**.
4. To unmute all participants in the conference, select **Unmute Everyone**.

Granting permission to a participant to speak in the Lecture mode

About this task

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant with the raised hand.
2. Right-click or press and hold the contact card, and select **Lower Hand**.
3. Unmute the participant.

The unmuted participant receives a notification.

Changing the position and zoom of the endpoint's camera




About this task

Only the moderator can do this task.

Before you begin




Camera rooms must be present in the meeting.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. **(Optional)** On mobile clients, select **Controls** .
3. Select **Control Camera**, and select the camera of the participant that you want to control.
4. Choose the action that you want to perform:
 - **Up**: Move the camera upwards.
 - **Down**: Move the camera downwards.
 - **Right**: Move the camera to the right.
 - **Left**: Move the camera to the left.
 - **In**: Zoom in the camera to make the focus area nearer.
 - **Out**: Zoom out the camera to make the focus area farther away.

Viewing the dial-in information

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. **(Optional)** On mobile clients, select **Controls** .
3. Select **Dial-in Information**.

You can view the dial-in information.

Approving or declining a participant request to join a locked meeting

About this task

Only the moderator can do this task.

Before you begin

A participant must request access to join the locked meeting.

Procedure

1. On the Conference screen, in the Participants area, select the notification request.
2. In the Requesting Admission area, do one of the following:
 - Select the participant name and then select **Admit to Meeting** or **Refuse Admittance**.
 - **Admit All**.
 - **Refuse All**.

Extending the meeting end time

About this task

Use this procedure to extend the scheduled or adhoc meeting if the meeting policy has a specified end time. Only the moderator can do this task.

Before you begin

- A meeting must be in progress.
- The meeting is scheduled for a particular duration.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** (☰).
 - On desktop clients: Select **Meeting controls** (⊞).
2. **(Optional)** On mobile clients, select **Controls** (⊞)..
3. Select **Extend Meeting**.
4. Select one of the following:
 - **15 minutes**
 - **30 minutes**
 - **60 minutes**

All participants in the conference receive an audible message that states that the meeting is extended.

Handling conference calls



Viewing the call statistics of a conference call

About this task

Use this procedure to view the audio and video statistics of a conference call.

Procedure

Do one of the following:

- On mobile clients: Press and hold the call timer.
- On desktop clients: On the Conference screen, select **Meeting controls**  and then select **Call Statistics**.
- On desktop clients: On the Conference screen, select **More**  and then select **Call Statistics**.

Viewing the link quality indicator

About this task

If you are on an advanced conference call, you can view the link quality indicator. The link quality indicator provides an indication of the network quality.

Procedure

While on a conference call, check the link quality indicator next to the call timer.

The number of bars in the link quality indicator indicates the quality of the network.

- 5 bars: Indicates that network conditions are optimal.
- 4 bars: Indicates that there are minor network issues.
- 3 bars: Indicates that network issues have been detected.
- 2 bars: Indicates that there are moderate network issues.
- 1 bar: Indicates that there are severe network issues.
- 0 bar: Indicates that Avaya Equinox® Meetings Online does not have any audio or video media.

Avaya Equinox® Meetings Online also displays this state when you are on a held call, shared control mode call, or presentation-only mode call.

Managing the local video

About this task

Use this procedure to change the placement of the local video on the Conference screen.

Procedure

Press and drag the video self-view to any corner of the Conference screen.

Requesting permission to speak in the Lecture mode

About this task

Use this procedure to request permission from the moderator to speak. In the Lecture mode, all participants are muted except the lecturer.

Procedure

1. On the Conference screen, in the Participants area, select your contact card.
2. Right-click or press and hold the contact card, and select **Raise Hand**.

Avaya Equinox® Meetings Online displays a raised hand in the Participants area next to your contact card.

Viewing the meeting encryption status

About this task

Use this procedure to receive the meeting encryption status when you enter a meeting or when the status changes during a call.

Procedure

On the Conference screen, a lock icon indicates whether the conference is encrypted, not encrypted, or partially encrypted.

Managing conference participants

Selecting a participant as a lecturer

About this task

You must have moderator's rights to set yourself or any other participant as a lecturer. In the Lecture mode, all participants are muted except the lecturer, unless the moderator unmutes a participant who requests permission to speak.

This mode is tailored for distance learning, but you can also use it for other purposes such as an executive addressing employees during companywide gatherings.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Promote to Lecturer**.
 - On desktop clients: Select **Lecturer**.
3. In the confirmation dialog box, confirm the action.

Avaya Equinox® Meetings Online promotes the participant to a lecturer.

Demoting a lecturer to a participant

About this task

You must have moderator's rights to demote a lecturer to a participant.

Before you begin

Ensure that the Lecture mode is active.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the lecturer.
2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Demote from Lecturer**.
 - On desktop clients: Select **Lecturer**.
3. In the confirmation dialog box, confirm the action.

Avaya Equinox® Meetings Online demotes the lecturer to a participant.

Muting or unmuting a participant in a conference

About this task

Use this procedure to mute or unmute the audio of a participant in a conference.

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. To mute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Mute Participant**.
 - On desktop clients: Select **Mute**.
3. To unmute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Unmute Participant**.
 - On desktop clients: Select **Unmute**.

Blocking or unblocking the video of a participant in a conference

About this task

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. To block the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Block Camera**.
 - On desktop clients: Select **Block video**.
3. To unblock the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Unblock Camera**.
 - On desktop clients: Select **Unblock video**.
4. To view the participants not in the video conference, select **Filter** (∨) and then select **Not in Video**.

Promoting a participant to moderator or presenter

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. To promote a participant to moderator, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Promote to Moderator**.
 - On desktop clients: Select **Moderator**.
3. To promote a participant to presenter, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Promote to Presenter**.
 - On desktop clients: Select **Presenter**.
4. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Drop from meeting**.
 - On desktop clients: Select **Drop from call**.
3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (🔍).
2. Do one of the following:
 - On mobile clients: Select **Everyone**.
 - On desktop clients: Select **All Participants**.

Viewing the recent speakers in the conference

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (▼).
2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (▼).
2. To view the participants in the web collaboration:
 - On mobile clients: Select **In Collab**.
 - On desktop clients: Select **In Collaboration**.
3. To view the participants not currently accessing the web collaboration:
 - On mobile clients: Select **Not in Collab**.
 - On desktop clients: Select **Not in Collaboration**.

Viewing the participants who dropped from a conference

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (▼).
2. Do one of the following:
 - On mobile clients: Select **Dropped**.
 - On desktop clients: Select **Dropped Participants**.

Viewing participants with raised hands

About this task

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (▼).
2. Select **Raised Hands**.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants in the Conference screen alphabetically or according to order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select **Sort** (⇅).

On mobile clients, do the following:

2. Select one of the following:
 - **Alphabetic - Ascending**
 - **Alphabetic - Descending**
 - **Most Recent First**
 - **Most Recent Last**

Avaya Equinox® Meetings Online sorts the participants in the Conference screen according to your selection.

On desktop clients, do the following:


3. Select one of the following:
 - **Alphabetically**
 - **Reverse alphabetically**
 - **Order of arrival**
 - **Reverse order of arrival**

Avaya Equinox® Meetings Online sorts the participants in the Conference screen according to your selection.




Ending a conference

About this task

Use this procedure to end a conference.

If you use the **End Call** () button to end the conference, the conference ends only for the moderator.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select **More** .
 - On desktop clients: Select **Meeting controls** .
2. Do one of the following:
 - On mobile clients: Select **Controls**  > **End Meeting**.
 - On Avaya Equinox® for Mac: Select **Moderator Controls** > **End Meeting for Everyone**.
 - On Avaya Equinox® for Windows: Select **Conference Features** > **End Meeting for Everyone**.
3. In the confirmation dialog box, confirm the action.

Chapter 6: Sharing information

Sharing information in a new or existing conference

About this task

Use this procedure to start a web collaboration session or join a session. If you are the moderator of a conference or if you escalate a point-to-point call to a conference, you can start a web collaboration session. If you are a participant in the conference, you can join the existing web collaboration session if available.

* Note:

If the Presentation mode is active at the Avaya Equinox® Meetings Online bridge, then all participants in the conference call can start a web collaboration session.

Before you begin

You must be the moderator or presenter of the conference.

Procedure

1. On the Conference screen, select **Present** (🖥️).
2. Share one of the following:
 - Entire display screen.
 - Part of the screen: Drag the Annotations toolbar to the area of the screen that you want to share.
 - Application window: Choose the application that you want to share and select **Share**.
 - Whiteboard: Share text or drawings with other participants.










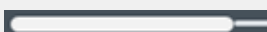


Navigation in presentation content

Use the Slider feature to view the presentation content that was presented previously during the meeting. The Slider feature provides navigation keys at the top of the screen, above the presentation content.

Related links

[Presentation content navigation tools](#) on page 91

Presentation content navigation tools

Button	Name	Description
	Content Slider	Displays the presentation slides.
	Zoom out	Decreases the size of the screen content.
	Magnification slider	Changes the size of the screen content.
	Zoom in	Increases the size of the screen content.
	Auto fit	Fits the screen content in the Web Collaboration interface.
	Expand to full screen	Expands the Web Collaboration interface to the window size.
	Previous Slide	Goes to the previous slide of the presentation content.
	Next Slide	Goes to the next slide of the presentation content.
	Previous Page	Goes to the previous page of the presentation content.
	Scroll bar	Scrolls to the left or right of the presentation content.
	Next Page	Goes to the next page of the presentation content.
	Live	Displays the current slide of the presentation content.

Related links

[Navigation in presentation content](#) on page 90

Annotations in shared content

Web collaboration provides various tools for annotating shared content, applications and screens, and a drawing on a virtual whiteboard. You can add text, lines, and stamps to the shared content.

A presenter or a moderator can annotate all shared content. A participant can annotate only on a virtual whiteboard.

The available tools depend on the content you are sharing. However, the icons are the same.

Related links

[Shared content annotation tools](#) on page 92

Shared content annotation tools



















Button	Name	Description
	Selection tool	Selects an annotation. You can move the annotation with the mouse.
	Stamp tool	Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing. + Tip: Use the color picker tool to choose the stamp color.
	Pen tool	Draws a freehand line.
	Marker tool	Highlights text or graphics. + Tip: Use the color picker tool to choose the highlighting color.
	Line tool	Draws a straight line in the currently selected color. + Tip: You can choose one of three line widths in the fly-out to choose the line thickness.
	Rectangle tool	Chooses a rectangle: filled or outline.
	Circle tool	Draws a filled ellipse or circular ellipse in the currently selected color. You can choose a filled ellipse or outline in the fly-out. + Tip: The button shows the ellipse type.

Table continues...

Button	Name	Description
	Text tool	Adds text annotation in the currently selected color. You can choose one of three text sizes in the fly-out: small, medium or large. + Tip: The button shows the text size.
	Delete tool	Deletes the selected annotation or all drawings. + Tip: The button shows the delete type.
	Move tool	Moves the whiteboard when it is zoomed in and when the actual size of the whiteboard is bigger than the visible area.
 Or 	Color picker tool	Selects a color for annotation. Choose the color in the fly-out + Tip: The current color is shown on the button.
	Show pointer tool	Displays a pointer tool.
	Sharing tool	Provides an option to change what you are currently sharing.
	Remote sharing tool	Provides an option to give control of sharing your computer to a participant in the conference.
	Pause sharing tool	Pauses or resumes sharing.
 OR 	Stop Sharing	Stops sharing the content.

Related links

[Annotations in shared content](#) on page 91

Messages

The Chat area in the Conference screen contains a list of messages exchanged by conference participants. The Chat area also has a field where you can type messages.

You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.

 **Note:**

Guest users do not have a Meetings Online profile and cannot send or receive messages in a public chat.

Related links

[Sending messages to all participants in a conference](#) on page 94

[Sending a private message to a participant in a conference](#) on page 95

Sending messages to all participants in a conference

About this task

Use this procedure to send public messages during a conference.

Procedure

1. On the Conference screen, go to the Chat area.
2. Type a message in the following field:
 - On mobile clients: **Enter Message to Everyone**
 - On desktop clients: **Enter public message**

3. Send the message.

On desktop clients, the participants see the message immediately.

On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.

 **Note:**

On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area in the Conference screen.

Avaya Equinox® displays the message in the list with your name and the time that you sent the message.

Related links

[Messages](#) on page 94

Sending a private message to a participant in a conference

Procedure

1. On the Conference screen, go to the Chat area.
2. Do one of the following:
 - On mobile clients: Select **Private Chat** (🗉).
 - On desktop clients: Select **More** (☰).
3. Select the participant with whom you want to start a private chat.
4. Enter your message.
5. Send the message.

Related links

[Messages](#) on page 94

Ending sharing

Procedure

On the Sharing screen, select **Stop Sharing** (⊗).

Chapter 7: Configuring Avaya Equinox® add-in for Microsoft Outlook

Avaya Equinox® Add-in for Microsoft Outlook

Avaya Equinox® provides a new and improved Outlook add-in for Windows that includes the following features:

- Add meeting details to an appointment.
- Start and join conferences from your calendar.
- Start a call from within Outlook to a contact by using Avaya Equinox®.

Additionally:

- Avaya Equinox® Meetings Online meeting information can be auto-configured.
- Meetings Online meeting invite templates are retrieved from the Meetings Online system.
- Microsoft Windows IM Provider integration, which is optional, enables click-to-IM and presence in Outlook for Avaya Equinox® contacts.

 **Note:**

In the latest Avaya Equinox® Release, the Outlook add-in includes support for Avaya Spaces. In addition to the existing capabilities, the Outlook add-in integrates the workflow from the existing Avaya Spaces Outlook add-in.

You need to sign in to Avaya Spaces on Avaya Equinox® to enable Avaya Spaces in the Outlook add-in.

By integrating with Avaya Spaces, you can use the Search feature to search for a meeting if multiple meetings are configured.

Microsoft Outlook requirements

- Exchange Server 2010 SP1 and later versions must be supported.
Microsoft Outlook add-in for web mail is supported on Exchange Server 2013 and later versions.
- Exchange Web Services must be enabled to send configuration information from Avaya Equinox® for Windows to the Outlook add-in.

- Internet access must be available because portions of the add-in are hosted on the Internet as part of the new Outlook Add-in architecture. If the add-in is hosted internally on the private network with the `OUTLOOK_ADDON_HOST_URI` configuration parameter, then Internet access is not required.

Microsoft Outlook add-in installation

The Outlook add-in is installed by default during the Avaya Equinox® installation. To prevent the default installation, select the **Custom** setup type and disable the Outlook add-in installation. The add-in is also enabled by default for non-guest users.

Scheduling a conference

Scheduling a meeting by using the Avaya Equinox® Add-in for Microsoft Outlook

Before you begin

Ensure that the Microsoft Outlook add-in is enabled by default.

Procedure

1. In Microsoft Outlook, select one of the following:
 - **New Items > Appointment**
 - **New Items > Meeting**
2. In the **To** field, specify the participants.
3. In the **Subject** field, type a subject name.
4. In the Ribbon area, click **Meeting Details**.

The system populates the message body with the conference bridge and collaboration information. Also, the system displays the side panel.

5. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya Equinox® meetings, if any, first followed by the Spaces meetings.

6. **(Optional)** Modify the text in the message body.

Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email.

If multiple meeting links are available, Avaya Equinox® uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

- Avaya Equinox® Meetings Online Conferencing
- Avaya Spaces Conferencing

*** Note:**

You cannot reserve resources while scheduling a conference.

7. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.
8. Click **Send**.

Scheduling a meeting by using Microsoft Outlook Web Access

About this task

Use this procedure to schedule an Avaya Equinox® or Spaces meeting.

Before you begin

- Ensure that the Avaya Equinox® Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on the Avaya Equinox® client and Microsoft Outlook Web Access (OWA).

Procedure

1. In Microsoft OWA, select the option to create a new appointment or meeting.
2. Click **Avaya Equinox Outlook Add-In**.

The system displays the side panel.

3. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya Equinox® meetings, if any, first followed by the Spaces meetings.

4. Click **Add Details**.

The system populates the message body with the conference bridge and collaboration information of the selected bridge.

5. **(Optional)** Modify the text in the message body.

Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email. If multiple meeting links are available, Avaya Equinox® uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

- Avaya Equinox® Meetings Online Conferencing
- Avaya Spaces Conferencing

*** Note:**

You cannot reserve resources while scheduling a conference.

6. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.
7. In the **To** field, specify the participants.
8. In the **Subject** field, type a subject name.
9. Click **Send**.

Joining or hosting a conference

Joining or hosting a meeting by using the Avaya Equinox® Add-in for Microsoft Outlook

About this task

Use this procedure to join or host an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft Outlook, open the appointment or meeting that is scheduled at the current time.
2. In the Ribbon area, click one of the following:
 - **Start:** To host the conference
 - **Join:** To join the conference.

Hosting a meeting by using Microsoft OWA

About this task

Use this procedure to host an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.
2. In the Ribbon area, click **Equinox Meeting**.

The system displays the side panel.
3. Click **Start Meeting**.

Joining a meeting by using Microsoft OWA

About this task

Use this procedure to host an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.
2. In the Ribbon area, click **Join**.

Making an Avaya Equinox® call from within Microsoft Outlook

Before you begin

Enable the **Allow calls from Outlook contacts** setting.

Procedure

1. In Microsoft Outlook, open the Contacts screen.
2. Right-click or double-click a contact card and select **Call Contact**.
3. Select the number that you want to call.

Note:

Numbers displayed in the Microsoft Outlook view and Call Contact option might differ. For example, if you use this procedure, you might be able to view only one number. However, if you move the cursor over the contact entry or email address, you might view additional phone numbers. These phone numbers might be retrieved from Lync or Skype for Business. This is a known functionality.

Chapter 8: Uninstalling and upgrading Avaya Equinox

Mobile clients

The Avaya Equinox® client notifies you if there is new software available.

Related links

[Upgrading Avaya Equinox on mobile devices](#) on page 101

[Removing data from mobile clients](#) on page 101

[Uninstalling Avaya Equinox from mobile devices](#) on page 102

Upgrading Avaya Equinox® on mobile devices

About this task

If a new version of Avaya Equinox® is available in Google Play or Play Store, the mobile device displays an upgrade notification.

Procedure

1. Access the Notifications area on your mobile device.
2. Select the upgrade notification for Avaya Equinox®.
3. Accept the default values to complete the upgrade process.
4. **(Optional)** Configure the latest settings for Avaya Equinox® using the automatic configuration process.

Related links

[Mobile clients](#) on page 101

Removing data from mobile clients

About this task

Use this procedure on mobile clients to permanently remove information from Avaya Equinox®, such as account information, settings, and application data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.
2. Select **Reset Application**.
3. In the confirmation dialog box, confirm the change.

Related links

[Mobile clients](#) on page 101

Uninstalling Avaya Equinox® from mobile devices

Before you begin

Ensure that Avaya Equinox® is not running.

Procedure

Do one of the following:

- On Android devices: Go to the application settings on the device and tap **Uninstall** for Avaya Equinox®.
- On iOS devices: Press and hold the Avaya Equinox® icon, tap the X icon in the upper-left corner of the Avaya Equinox® icon, and tap **Delete**.

Related links

[Mobile clients](#) on page 101

Desktop clients

The Avaya Equinox® client notifies you if there is new software available.

Related links

[Upgrading Avaya Equinox on desktops](#) on page 102

[Removing data from desktop clients](#) on page 103

[Uninstalling Avaya Equinox on desktops](#) on page 103

Upgrading Avaya Equinox® on desktops

Before you begin

Exit the Google Chrome browser if it is open. You might need to right-click on the Google Chrome icon in the taskbar notification area to select the Exit option.

Procedure

To upgrade to the latest build on:

- Avaya Equinox® for Mac: On the Mac menu bar, click **Avaya Equinox > Check for Updates**.
- Avaya Equinox® for Windows: In the Avaya Equinox® settings, select **Support > Check for Updates**.

Related links

[Desktop clients](#) on page 102

Removing data from desktop clients

About this task

Use this procedure on desktops to permanently remove information from Avaya Equinox®, such as account information, settings, and application data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.
2. Select **Reset Application**.
3. In the confirmation dialog box, confirm the change.

Related links

[Desktop clients](#) on page 102

Uninstalling Avaya Equinox® on desktops

Before you begin

Ensure that Avaya Equinox® is not running.

Procedure

- On Windows desktops, open Control Panel and do the following:
 1. Click **Uninstall a program**.
 2. In the Uninstall or change a program window, select Avaya Equinox®.
 3. Click **Uninstall**.
 4. In the Programs and Features dialog box, click **Yes**.

A message box displays the status of the uninstall operation. After the software is uninstalled, the system closes the dialog box. Avaya Equinox® no longer shows in the Uninstall or change a program window.

Uninstalling and upgrading Avaya Equinox

- On Mac desktops, do the following:
 1. Double-click the `Avaya Equinox-XX.dmg` file.
 2. Double-click **Uninstall**.
 3. In the confirmation dialog box, click **Yes**.

After Avaya Equinox® is uninstalled, the system displays a message.

Related links

[Desktop clients](#) on page 102

Chapter 9: Troubleshooting

Support, warnings, and log files

Capturing detailed log information

About this task

Use this procedure so that Avaya Equinox® can capture detailed logs for use by support personnel.

Caution:

Configuring this setting might have an impact on the performance of the device. Enable this option only when requested by support personnel and disable this option when you do not need to capture detailed logs.

Procedure

1. In the Avaya Equinox® settings, select **Support**.
2. To toggle the feature on and off, select **Enable Diagnostics**.
Avaya Equinox® captures detailed logs for use by support personnel.
3. Save the changes.

Configuring the quality improvement option

About this task

Use this procedure to configure the quality improvement option so that Avaya can collect quality-related product data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.
2. Select **Quality Improvement**.
Avaya Equinox® collects data for use by support personnel.
3. Save the changes.

Configuring the support email address

About this task

Use this procedure only on Avaya Equinox® for Android to configure the support email address. Avaya Equinox® sends log files to this email address.

Before you begin

Get the email address from the administrator.

Procedure

1. In the Avaya Equinox® settings, tap **Support > Report a Problem > Support Email Address**.
2. Type a valid email address.
3. Save the changes.

Sending log files to support

About this task

Use this procedure to send log files to support for troubleshooting issues.

* Note:

On Avaya Equinox® for Android, when you send logs using an email address, Avaya Equinox® passes the email address string unaltered to your chosen email application. Specific formatting of addresses or address validation is specific to the email application and not Avaya Equinox®.

Before you begin

On Avaya Equinox® for Android, configure the support email address.

Procedure

1. Do one of the following:
 - On Avaya Equinox® for Android: Tap **Support > Report a Problem > Send Logs**.
 - On desktop clients and Avaya Equinox® for iOS: Select **Support > Report a Problem**.
2. Do one of the following:
 - On mobile clients: If more than one email option is listed, select the appropriate option and enter the details in the email body.
 - On desktop clients: Enter the details in the email body.
3. Send the logs report.

Checking warning messages

About this task

Avaya Equinox® displays a warning icon if the configuration is incorrect or Avaya Equinox® cannot connect to a server.

Procedure

1. On the home screen, select **Warning** (▲).
Avaya Equinox® displays a detailed message.
2. Select the message.
3. Correct the error or contact your administrator for assistance.

Conferencing issues

Cannot access the web collaboration session of a conference

Condition

The Web Collaboration window displays the following message: Meeting is currently locked and not accepting new users.

Cause

This issue occurs if the moderator locks the conference before you open the web collaboration.

Solution

Ask the moderator to unlock the conference.

You can then access the web collaboration session.

Enhanced conference control functionality is unavailable

Condition

After switching an Avaya Equinox® conference call between the MDA devices, enhanced conference control features such as moderator control, roster list, and collaboration window are unavailable on the new device. However, conference control features continue to be available on the original device.

Solution

After switching the conference call to the new device, end the conference call on the original device.

You can then view the enhanced conference control features on the new device.

Unable to join a meeting on Avaya Equinox® for Android

Condition

The meeting invite includes two or more meeting URLs. If you try to join this meeting from the Top of Mind screen by clicking on the meeting invite, the meeting IDs are incorrectly appended one after the other. If you are using an OTT deployment, you cannot join the meeting.

Cause

The sender of the meeting invite used the Location field in the invitation to send multiple meeting URLs separated by a semicolon.

Solution

Join the meeting by using the correct meeting URL and ID.

Cannot de-escalate to audio or start web collaboration

Condition

If you answer a conference call on an EC500 endpoint and bridge in to the conference from Avaya Equinox®, you cannot de-escalate to audio or start web collaboration. When you disconnect from the EC500 endpoint, the De-escalate to audio and start web collaboration functionality is still unavailable in Avaya Equinox®.

Solution

Drop from the conference and dial in again from Avaya Equinox®.

The Web Collaboration window displays a shared document on another conference

Condition

This condition might occur in the following situations:

- You are the moderator on a MeetMe conference and you start web collaboration.
- While the MeetMe conference and web collaboration are active, you start an Adhoc conference and then start a second web collaboration session for the same call.

Solution

Workaround is unavailable.

Cannot view the Start Sharing option during a P2P video call

Condition

You cannot view the Start Sharing option during a point-to-point video call when both the following conditions are met:

- Avaya Equinox® for Mac is registered using Session Border Controller.
- BFCP transport is configured as TCP.

Solution

Configure BFCP transport as UDP.

Unable to share an application during a conference

Condition

While using Avaya Equinox® for Mac, you are unable to share an application during a conference.

Cause

Application sharing is possible only when Avaya Equinox® for Mac has access to the accessibility feature.

Solution

1. On the Apple menu, go to **System Preferences > Security & Privacy > Privacy > Accessibility**.
2. In the Allow the apps below to control your computer area, select the check box next to Avaya Equinox®.

Other issues

Error while uninstalling Avaya Equinox® for Windows using the Windows Control Panel

Condition

You might receive the following error while uninstalling Avaya Equinox® for Windows using the Windows Control Panel:

Error opening installation log file. Verify that the specified location exists and is writable.

Cause

This issue occurs when the administrator enables Windows Installer Logging, but the Windows Installer engine cannot write the uninstallation log file correctly. For more information, see <https://support.microsoft.com/en-us/kb/2564571/en-us>.

Solution

Stop and restart the `explorer.exe` process using the Windows Task Manager.

Getting security warnings while using Avaya Equinox®

Condition

When a program attempts to gain access to your contact information in Outlook, Avaya Equinox® displays security warnings.

Cause

Your email administrator might only allow add-ins for specific programs by adding the add-ins to a Trusted list. For nontrusted programs, Avaya Equinox® displays a security warning because of the potential risk that the nontrusted program might use Outlook to spread viruses.

Solution

Inform your email administrator to add Avaya Equinox® to the Trusted add-ins list.

Installing an antivirus program and keeping the antivirus program updated regularly might prevent the security warning from appearing again.

Microsoft Outlook displays a security notification message

Condition

Upon starting the Avaya Equinox® client, Microsoft Outlook displays a security notification message stating that a program is trying to access email address information stored in Outlook.

Cause

Microsoft Outlook displays the security notification message if Microsoft Outlook:

- Does not detect a valid antivirus program.
- Detects that the virus definitions are out-of-date.
- Is set to always warn about programs accessing email address information.

Solution

1. In the Microsoft Outlook dialog box, select the **Allow access for** check box.
2. From the corresponding drop-down list box, select **1 minute**.
3. Select **Allow**.

If you select **Deny**, Avaya Equinox® cannot access email address information. However, Avaya Equinox® can still access your Outlook contacts.

To prevent this message from reappearing, ensure that your antivirus program is active and up-to-date.

Space key on the soft keypad works incorrectly in Avaya Equinox® for iOS

Condition

If you insert a space in the right aligned text field in Avaya Equinox®, the characters inserted before the space are not shifted to the left or the cursor is not advanced. Even if you insert a number of spaces, the characters on its left are not advanced.

Cause

Since iOS 7, the right aligned text fields function differently. Apple confirms that this new functionality is as intended.

Solution

After you insert a character following the space, the characters move to the left and the space is visible.

Certificate issue on Avaya Equinox® for iOS

Condition

When you manually install a certificate on Avaya Equinox® for iOS, Avaya Equinox® stops working on the device if you upgrade iOS to 10.3 or later.

Cause

The certificate is not automatically trusted for SSL.

Solution

1. To turn on SSL trust for a certificate, go to **Settings > General > About > Certificate Trust Settings**.
2. In the Enable full trust for root certificates area, enable the trust for the certificate.

Poor audio or video quality and slow response time

Condition

The performance of the Avaya Equinox® client for presence indication, contact searches, and instant messaging depends on the wireless network that you are using. You might experience impairments to audio quality, video quality, and slow response time depending on the quality of the network connection.

Cause

Connections using VPN over the Internet, 3G cellular data, or weak Wi-Fi signals might impair the performance of the Avaya Equinox® client.

Solution

Use a properly engineered private network to achieve best results.

The Avaya Equinox® client actively monitors audio and video quality and provides feedback if audio and video quality are impaired.

Avaya Equinox® for iOS exits unexpectedly

Condition

The operating system on your iPad or iPhone can end applications running in the background if an active application requires more memory.

Cause

This issue can occur when you are running memory consuming applications or if you are synchronizing many contacts over the network.

Solution

Restart Avaya Equinox®.

Touch functionality does not work properly

Condition

While using Avaya Equinox® for Windows, touch functionality such as drag and drop, and scroll might not function properly.

Cause

If .NET Framework is 4.7 or an earlier version, touch functionality does not work properly.

Solution

Upgrade .NET Framework to 4.7.1 or a later version.

Chapter 10: Resources

Documentation

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Using Avaya Equinox® Meetings Online portal	Understand the features of and use of Avaya Equinox® Meetings Online portal	Customers
Using Avaya Equinox® client for Avaya Equinox® Meetings Online	Understand the features of and use of Avaya Equinox® client for Avaya Equinox® Meetings Online	Customers

Related links

[Finding documents on the Avaya Support website](#) on page 113

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://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 an appropriate release number.
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 displays the documents only from the selected category.

7. Click **Enter**.

Related links

[Documentation](#) on page 113

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <http://documentation.avaya.com/>.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open <http://support.avaya.com/>.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the **Search** field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- 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 portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and GooglePlus.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Support

Go to [Avaya Equinox Meetings Online Support](#) or your Avaya reseller's website for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Contact your Avaya reseller or business partner 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.

Glossary

OTT	Over the Top (OTT) deployment means that you can use the Avaya Equinox® client in a non-Avaya Aura® environment as a conferencing client for users that have a virtual room assigned to them.
Product Licensing and Delivery System (PLDS)	The Avaya licensing and download website and management system. Avaya Business Partners and customers use this site to obtain ISO image files and other software downloads.
Real-time Transport Protocol	A network protocol that delivers audio and video over IP networks.
Secure Real-Time Transport Protocol	An extension to Real-Time Transport Protocol (RTP) that incorporates enhanced security features. Like RTP, Secure RTP or SRTP is intended mostly for VoIP communications.
Session Border Controller	A component that delivers security to a SIP-based Unified Communications network.
UCCP	Unified Conference Control Protocol (UCCP) is a web-based protocol. It is used by Conferencing clients to have conference control including roster, moderator commands, and user commands.

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