Using Avaya Equinox® Meetings Online portal

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Contents

Chapter 1: Introduction

Purpose

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

> **Note:**
>
> When you open a meeting using the Avaya Equinox® Meetings Online portal on your mobile device, the meeting opens in the standard Avaya Equinox® mobile client (Avaya Equinox® for Android, or Avaya Equinox® for iOS).

Change history

Issue	Date	Summary of changes
Release 3.0	April 2018	Added information on: • The **Audio and Video Check** feature for testing speaker, camera, and microphone. • The audio prompt language configuration feature. • The email invitation language configuration feature. • The **View Presentation Only**, **Join with Browser**, and **Join with the Equinox App** buttons for guest users.

Table continues…

Issue	Date	Summary of changes
Release 3.2	September 2018	Added information on: • The **View Presentation Only**, **Join with Browser**, and **Join with the Equinox App** buttons for signed-in users. • The expiry feature for recordings. • The **Video Calling** feature for disabling video. • The list of recently visited meeting rooms. • The **Settings** dialog for guest users. • Browser notifications and download links.
Release 3.3	February 2019	Added information on: • The support for the Polish language. • The preferred dial-in number feature. • The configuration of the date and time format.

Chapter 2: Overview

New in this release

You can use this Avaya Equinox® Meetings Online release to:

- Share content and use whiteboards with enhanced toolbars.
- Switch to a different camera and microphone during a conference.
- Configure your future joining preferences.
- Upload your profile photograph.
- Detach the collaboration window.
- Change the size of collaboration content.
- Attend meetings using new applications.
- Receive accurate information about resource conflicts.
- Access the audio and presentation portion of a meeting without video.
- Associate a particular video layout with a selected endpoint.
- Send notification emails containing all methods of accessing a meeting.
- Configure the language of audio prompts.
- Configure the language of email invitations.
- Test your microphone and speakers before entering the meeting.
- Recording and playback meetings.
- Broadcast meetings.
- Access the meeting using intuitive and dynamic buttons.
- View the expiry date for recordings.
- Access a link to download the Avaya Equinox® Add-in for Microsoft Outlook from the Microsoft Store.
- Disable video.
- View a list of recent meetings IDs.
- View notification messages in cases of unsupported or old browsers and older versions of the client.

- Access new settings as a guest user.
- Specify a preferred dial-in number.
- Change the date and time format.

Avaya Equinox® Meetings Online

The Avaya Equinox® Meetings Online portal is a single solution for managing your meetings. You can plan meetings in advance, customize meeting properties, and send the details of meetings to participants. At the meeting start time, you can launch meetings in several ways.

You can manage all your meetings, those chaired by you and those chaired by others, using this single, calendar-enabled interface.

You can access Avaya Equinox® Meetings Online on your computer or on your mobile device using different client applications:

- On your Mac or PC using the Google Chrome™ or Mozilla Firefox™ browsers, you can attend meetings using a Web-based client that does not require any installation. This Web-based client is launched seamlessly from Avaya Equinox® Meetings Online. This user guide describes this Web-based client. Optionally, if you want to share your screen to other users, you can download an extension to your Google Chrome™ browser. This extension is not needed for your Mozilla Firefox™ browser. You can also attend meetings using other browsers in **Presentation Only** mode.

- Alternatively, you can attend meetings using an installed client called Avaya Equinox® for Windows, Avaya Equinox® for Mac, Avaya Equinox® for Android, or Avaya Equinox® for iOS. Once installed from Avaya Equinox® Meetings Online, this client will be detected and used for future meetings. For more information on this application, see *Using Avaya Equinox® client for Avaya Equinox® Meetings Online*, which is available from https://support.avaya.com/

Security features

There are several ways to add security to your meeting or broadcast:

- You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.

- You can secure your meeting by locking it to prevent any further participants from joining it. In addition, you can configure Meetings Online portal to ignore any requests to join locked meetings.

- You can secure your broadcast by associating a PIN with it. Participants must know this PIN in order to access the broadcast. This PIN is called a **Broadcast PIN:**. You can make the **Broadcast PIN:** the same value as the Access PIN.

Meeting ID

The **meeting ID** is the numeric identifier of the meeting. Each meeting has a unique **meeting ID**. All participants require the **meeting ID** in order to access the meeting. A meeting is also known as a virtual meeting room (VMR).

When moderators or meeting owners use the **Schedule** feature of Meetings Online portal to create a meeting invitation, the meeting link in the invitation email contains the **meeting ID**.

If moderators or meeting owners use the security features of Meetings Online portal to add an Access PIN to the meeting, participants require the **meeting ID** and the Access PIN. The Access PIN is sometimes called the Meeting PIN.

The **meeting ID** provides regular participant access to the meeting. Participants do not have access to moderator features. For example, participants cannot enable lecture mode. To access moderator features, participants require a Moderator PIN. You may be familiar with terms such as Conference Passcode, Conference PIN, Participant Passcode or Participant PIN. The term **meeting ID** replaces these terms.

You can configure the Access PIN/Meeting PIN and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog. You must sign in to access these dialogs.

See for more information.

To join a meeting   Meeting ID/ Virtual Room Number

+

To join a secure meeting   Access PIN

+

To become moderator   Moderator PIN

Figure 1: How to join meetings

Access PIN

You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.

The Access PIN is sometimes called the Meeting PIN.

You can configure the Access PIN/Meeting PIN and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog. You must sign in to access these dialogs.

Moderator PIN

During meetings, moderators can access a large number of conferencing features. For example, moderators can enable lecture mode. You can enable all participants to access moderator features or you can limit access to moderator features. To limit access to moderator features, you can associate a moderator PIN with your virtual room. Participants have to enter this moderator PIN to access moderator features. Moderators are sometimes called presenters.

You can configure the Access PIN/Meeting PIN and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog. You must sign in to access these dialogs.

User roles

Avaya Equinox® Meetings Online uses the following terminology:

- Moderators: Moderators are users who can access features which enable them to control and manage a meeting. Every meeting owner is a moderator in their own meeting. Moderators typically present meetings. They can also grant lecture privileges to other participants during the meeting. Any user who types a meeting ID and a Moderator PIN when they enter a meeting has access to moderator features. There is no limit on the number of moderators in a single meeting. Moderators are sometimes called presenters, lecturers, meeting owners, organizers, meeting hosts, or chairpersons.

- Participants: Participants are users who can access features which enable them to attend and interact with a meeting. Any user who types a meeting ID when they enter a meeting has access to participant features. Moderators can promote participants by granting them lecture privileges. Participants are sometimes called conferees, invitees, or attendees.

Authenticated users

Authenticated users are users who have a Meetings Online portal account and who are signed in to Meetings Online portal. Authenticated users can manually sign in to Meetings Online portal, or Meetings Online portal may recognize them when they access a meeting. Typically, they are members of your enterprise or work colleagues.

Public users

Public users are users who do not have a Meetings Online portal account and who are not signed in to Meetings Online portal. Meetings Online portal does not recognize them and they must type their names in Meetings Online portal before entering a meeting. Meetings Online portal uses a freely available internet-based technology. If users want to share a presentation or their screen, they must download a small extension to the Google Chrome™ browser. This extension is not required for the Mozilla Firefox™ browser Typically, they are members of other enterprises or people from outside of your organization.

Browsers

Meetings Online portal is supported on a number of browsers. If your browser cannot be used to enter a meeting or if your browser cannot accept audio and video, Meetings Online portal displays a notification. Meetings Online portal suggests that you try another browser or browser version or download the Avaya Equinox® for Windows, Avaya Equinox® for Mac, Avaya Equinox® for Android, or Avaya Equinox® for iOS application.

Device	Browsers
Desktop	• Microsoft Internet Explorer® 11+ • Microsoft Edge® N, N-1[1] • Apple Safari® N-2+ • Google Chrome® N-1+ • Mozilla Firefox® N
Mobile	• Apple Safari®: Varies according to the application you are using to attend meetings, such as Avaya Equinox mobile clients. • Google Chrome® N • Google Android®: Varies according to the application you are using to attend meetings, such as Avaya Equinox mobile clients.

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[1] Where N is the latest available version.

Languages

Meetings Online portal is available in a number of languages, such as:

- English (United States)
- Spanish (Latin America)
- French (France)
- Japanese (Japan)
- German (Germany)
- Korean (South Korea)
- Portugese (Brazil)
- Polish (Poland)
- Russian (Russia)
- Chinese (Simplified)
- Chinese (Traditional)

Recordings

When the system administrator enables the recording feature, moderators can do the following:

- Record meetings for future playback.
- Start and stop the recording at any time in the meeting.
- Configure several aspects of their recordings, such as the availability, the description, and the categorization.

The recording file captures the audio, the video, and the presentation, including all screen-sharing and whiteboards. Viewers do not require a native player and can access the usual playback controls, such as pause, stop, rewind, and fast forward. The playback experience includes a visual timeline displaying individual participant contributions.

Broadcasts

When the system administrator enables the broadcast feature, you can schedule broadcasts. A broadcast or webcast is a live transmission of a meeting over the internet. Viewers of the broadcast cannot interact with other participants in the meeting. They can interact only with the moderator by using the chat feature, if it is enabled. A broadcast is a streamed videoconference. Streaming is a method to send live or recorded videoconferences in one direction to viewers.

Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. Broadcasts are sometimes called events.

You can secure your broadcast by associating a PIN with it. Participants must know this PIN to access the broadcast. This PIN is called a Broadcast PIN. You can make the Broadcast PIN the same value as the Access PIN. The Access PIN is sometimes called the Meeting PIN.

Feature accessibility

There are three levels of feature access in Avaya Equinox® Meetings Online, depending on the bundle that has been purchased. As a result, some features may not be accessible to some users. For example, the recording and broadcast feature is only available in the Avaya Equinox® Meetings Online Pro VMR offer. If you have any questions, contact your system administrator.

Chapter 3: Signing in to Avaya Equinox Meetings Online portal

Signing in to Meetings Online portal

About this task

If you sign in to Meetings Online portal, you can launch or attend meetings and you can access your recordings and schedule.

Before you begin

You require:

- The Meetings Online portal URL, which you can obtain from your system administrator.
- Your Meetings Online portal user name and password

Procedure

1. Go to the Meetings Online portal URL in your web browser. For example, `https://`*IP address or server name*`/portal/tenants/default/`

2. Click or tap **Sign in**.

   Sign in is located in the upper-right.

3. Type your user name and password.

4. **(Optional)** Select **Keep me signed in**.

5. Click or tap **Sign in**.

   Meetings Online portal displays a **Welcome** page.

Related links

[Sign in field descriptions](#) on page 18

Sign in field descriptions

Field	Description
user name	Type the name of the Meetings Online portal account.
	You cannot change the user name. This field supports alphanumeric characters.
password	Type the password of the Meetings Online portal account.
Keep me signed in	Select to enable the browser cookies which retain your sign in credentials.

Button	Description
Sign in	Signs you into Meetings Online portal if you type a valid user name and password.
Forgot password? ✱ **Note:** Click in the **password** field to display this option.	Sends you an email with a link to recover your password.

Related links

[Signing in to Meetings Online portal](#) on page 17

Changing your password

About this task

You can only change your password once each day.

✱ **Note:**

System administrators can restrict the editing of certain properties.

Procedure

1. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.

   - On mobile clients, tap ☰ and then tap **Settings**.

2. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Change Password**.

- On mobile clients, scroll down and tap **Change Password**.

3. Update your password.

4. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Viewing installation information

About this task

You can only perform this task on desktop clients.

Procedure

1. On desktop clients, click **Settings**. **Settings** is located in the upper-left.

2. On the **Avaya Equinox™ Settings** dialog, click **Client**.

   Meetings Online portal displays a list of the applications that are currently installed.

   Meetings Online portal also displays links to any applications that are not yet installed. Some applications are required and some are optional.

Chapter 4: Participating in meetings

Testing your camera and microphone

About this task

Before you join a meeting, you can test your camera and microphone. You can also change your default joining settings. The microphone test does not give an audio indication. Instead, it displays the sound level as bars.

Procedure

1. On the **Welcome** or **Let's get into this meeting!** pages, click or tap **Audio and Video Check**.

2. On the Microphone and Camera alert, select devices from the drop-down lists.

3. Click or tap **Test**.

4. When you are satisfied with your selection, click or tap **Save And Close**.

Related links

Microphone and Camera alert field descriptions on page 20

Microphone and Camera alert field descriptions

Name	Description
Microphone	The field to select from the available microphones.
Camera	The field to select from the available cameras.
Speakers	The field to select from the available speakers.

Button	Description
Mute my mic when joining	To mute your microphone when you join future meetings. Meetings Online portal saves your preference.
Block my camera when joining	To block your camera when you join future meetings. Meetings Online portal saves your preference.

Table continues…

Button	Description
Volume slider	To raise and lower the volume of your speaker and microphone.
Test	To test the current selection of speaker, camera, and microphone.
Save And Close	To retain the current selection of speaker, camera, and microphone and close the alert.

Related links

[Testing your camera and microphone](#) on page 20

Joining a meeting from an email link

Before you begin

You require a link to a meeting.

Procedure

1. Click or tap the link.

   Meetings Online portal displays in a web browser.

   If you have already signed in to Meetings Online portal on this device and selected **Keep me signed in**, the Meetings Online portal displays your **Welcome** page.

   If you do not have a Meetings Online portal account or if you did not select **Keep me signed in**, the Meetings Online portal displays the **Let's get into this meeting!** page.

2. If you are not logged in, do the following:

   a. Type your name in the **Enter your Name** field.

   b. Type a meeting ID in the **Enter your Meeting ID** field if necessary.

      You can click this field to display a drop down list of recent meeting IDs.

3. Select an entry method from the available buttons.

   The meeting displays. By default, Meetings Online portal displays the video and the presentation if there is one. By default, Meetings Online portal uses the current device to obtain audio.

Next steps

You may see an alert when you join a meeting, which enables you to change your camera and microphone settings for the current and future meetings. Alternatively, you can change your camera and microphone settings at any time.

Related links

[Welcome page field descriptions](#) on page 22

Welcome page field descriptions

Field	Description
Join a Meeting	The numeric identifier of the meeting.

Button	Description
Join Presentation Only	To display the **Meeting options** dialog. Use the **Meeting options** dialog to select an entry method. For example, to request Meetings Online portal to call you to provide the audio externally, select **Presentation Only** and then select **Call me back at**.
Join with Browser	To launch the meeting using the web-based client.
Join with the Equinox App or **Download and Join with the Equinox App**	To download if necessary and launch the meeting using Avaya Equinox® for Windows, Avaya Equinox® for Mac, Avaya Equinox® for Android, or Avaya Equinox® for iOS.
Audio and Video Check	To check and configure sound levels in advance of the meeting.
Settings	Displays the **Avaya Equinox™ Settings** dialog, which enables you to customize your Meetings Online portal experience.
About	Displays the version number of your Meetings Online portal.

Tab	Description
Meet Now	Displays the **Welcome** or the **Let's get into this meeting!** pages, on which you can click **Join** to display or start a meeting.
Recordings + Events	Displays a list of your current recordings. You can play, search, delete, or categorize recordings.
Schedule	Displays a calendar showing your upcoming meetings. You can search your meetings or schedule a new meeting.

Related links

Let's get into this meeting! page field descriptions

Field	Description
Enter your Name	The name that is displayed to other meeting participants.
Enter your Meeting ID	The numeric identifier of the meeting.

Button	Description
Join Presentation Only	To display the **Meeting options** dialog. Use the **Meeting options** dialog to select an entry method. For example, to request Meetings Online portal to call you to provide the audio externally, select **Presentation Only** and then select **Call me back at**.
Join with Browser	To launch the meeting using the web-based client.
Join with the Equinox App or **Download and Join with the Equinox App**	To launch the meeting using Avaya Equinox® for Windows, Avaya Equinox® for Mac, Avaya Equinox® for Android, or Avaya Equinox® for iOS.
About	Displays the version number of your Meetings Online portal.
Sign in	Signs you into Meetings Online portal if you type a valid user name and password.

Tabs	Description
Meet Now	Displays the **Welcome** or the **Let's get into this meeting!** pages, on which you can click **Join** to display or start a meeting.
Recordings + Events	Displays a list of your current recordings. You can play, search, delete, or categorize recordings.

Related links

Meeting options dialog field descriptions

Field	Description
Meeting options	Enables you to choose from the following options: • **Audio/Video + Presentation**: Select to access all of the features of the meeting. • **Audio + Presentation**: Select to access the presentation and the audio, but not the video. • **Presentation Only**: Select to access the presentation but not the audio or video. Meetings Online portal displays the **Meeting options** dialog.

Button	Description
Join	Prompts Meetings Online portals to call you at the number you type in the **Call me back at:** field.
Call me back at:	Enables the call back functionality. ✱ **Note:** This option is not enabled for Meetings Online.

Related links

[Joining a meeting from an email link](#) on page 21

Joining a meeting from your schedule

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   • On desktop clients, click **Schedule**.

   • On mobile clients, tap ☰ and then tap **Schedule**.

3. Do one of the following:

   • On desktop clients, use the drop-down menu and the arrow buttons to view the level of detail that you require.

   • On mobile clients, scroll down to view your scheduled meetings.

4. Click or tap the meeting you want to join.

5. Select an entry method from the available buttons.

The meeting displays. By default, Meetings Online portal displays the video and the presentation if there is one. By default, Meetings Online portal uses the current device to obtain audio.

Next steps

You may see an alert when you join a meeting, which enables you to change your camera and microphone settings for the current and future meetings. Alternatively, you can change your camera and microphone settings at any time.

Turning your camera and microphone on or off

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

- Click or tap the video icon to stop or start your camera.

- Click or tap the microphone icon to mute or unmute your audio.

Switching to a different camera and microphone

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

About this task

You may see an alert when you join a meeting, which enables you to change your camera and microphone settings for the current and future meetings. Alternatively, you can change your camera and microphone settings at any time.

Procedure

1. Do one of the following:

   - At the **Change how i join** alert message, click or tap **Change how i join**.

   - Click or tap .

2. Use the menus to change the microphone, speaker, and camera settings.

Related links

[Adjust video and audio menu descriptions](#) on page 26

Adjust video and audio menu descriptions

Name	Description
Microphone panel	• Drag the slider to raise or lower the volume.
	• Use the drop-down list to select a different device.
Speaker panel	Drag the slider to raise or lower the volume.
Video panel	Use the drop-down list to select a different device.
Mute my mic when joining	Select to ensure that your microphone is muted when you join future meetings.
	Meetings Online portal saves your preference.
Block my camera when joining	Select to ensure that your camera is blocked when you join future meetings.
	Meetings Online portal saves your preference.

Related links

[Switching to a different camera and microphone](#) on page 25
[Saving your preferred microphone and camera settings](#) on page 53

Raising your hand

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

Click or tap and select **Raise Hand**.

Sending messages

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part,

however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Go to the **Chat** area.

2. In the text pane, type the required text.

3. Select a recipient.

   You can send a message to an individual participant or to all participants in the meeting.

4. Click or tap **Enter**.

Customizing screen layout

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Do one of the following:

   - On desktop clients, click or .

   - On mobile clients, tap and hold the video window on the screen.

2. Click or tap one of the layout options.

Related links

Layout Options field descriptions

Field	Description
My Layout	Displays the graphical representations of the available screen layouts. In the graphical representations, the current speaker is represented by the largest square.

Table continues…

Field	Description
Automatic	Displays the default screen layout, as configured by your system administrator. This screen layout is always displayed when you start your meeting.
Fixed Number of Videos	Displays graphical representations of some available screen layouts. The client does not save your selection after you leave the meeting.
More Layouts	Displays graphical representations of additionally available screen layouts. The client does not save your selection after you leave the meeting.
Layout Options	Displays additional customization options for your screen layout.
Mixed into the layout	Adds or removes your own video from your video layout.
Show name banners	Adds or removes your name from your video. When you enable **Show name banners**, other participants can see your name at the bottom of your video image.
Pause Remote Video	Pauses the video of the meeting. If you have limited bandwidth, you can pause the video and still receive the audio.

Related links

[Customizing screen layout](#) on page 27

Moving your video window

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

About this task

You can only perform this task on desktop clients.

Procedure

1. Click to display the screen position options.

2. Select an option.

   You can choose to display your video window on the top left or right or on the bottom left or right.

Related links

[Customizing screen layout](#) on page 27

Leaving meetings

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Click or tap the red phone button.

2. Click or tap **Yes**.

3. **(Optional)** If you are a moderator, select one of the following options:

   • To end the meeting, disconnecting all participants, select **Terminate Meeting**:

   • To leave the meeting, ensuring that it continues in your absence, select **Leave Meeting**.

Chapter 5: Moderating meetings

Locking meetings

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Lock Down Meeting**.

   This is a toggle.

   The client locks the meeting, displays a lock symbol, and prevents additional users from joining the meeting.

Accepting requests to join locked meetings

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

A participant must be attempting to join the meeting. When someone wants to join a locked meeting, Meetings Online portal displays a visual notification alert and plays an audio notification alert. In addition, Meetings Online portal also displays a bell icon at the top of the participant list.

Procedure

1. Click or tap the bell button, for example, 🔔.

   You can also click or tap the notification alert.

2. Click or tap:
   - An individual name
   - **Admit All**
   - **Refuse All**

3. **(Optional)** If you clicked or tapped an individual name, click or tap:
   - **Admit to Meeting**
   - **Refuse Admittance**

   The client allows the participant to join the meeting and displays a visual notification.

Adding participants to the current meeting

This feature is currently not available in Avaya Equinox® Meetings Online.

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, 👤⌄ .

2. Click or tap **Add someone to call**.

3. Do one of the following:
   - To identify the potential participant using their phone number, type or use the keypad to enter their phone number in the **Number or address** field on the **Enter a Number or Address** tab.
   - To identify the potential participant using their name, begin to type a username or email in the **Search** field on the **Choose a Contact or Terminal** tab.
   - To identify the potential participant using their IP address, E.164 address, or the SIP address of their room system or dedicated endpoint, type or use the keypad to enter their phone number in the **Number or address** field on the **Enter a Number or Address** tab.

4. Click or tap **Add to Meeting**.

Muting participants

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Mute**.

3. Click or tap:

   • An individual name

   • **Mute All Participants**

   This is a toggle.

   You can also perform this task from the participant list.

   The client mutes the participant(s) and displays a line through their microphone symbol.

Lecturing

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Set Lecturer**.

3. Click or tap an individual name.

You can also perform this task from the participant list.

The client enables lecture mode. The participant defined as the lecturer can see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak, by raising their hand, and is unmuted by the lecturer.

Disconnecting participants

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Disconnect**.

3. Click or tap an individual name

You can also perform this task from the participant list.

Blocking participants' video

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Block Video**.

3. Click or tap an individual name.

You can also perform this task from the participant list.

The client blocks the participant's video and displays a line through their camera symbol.

Ending meetings

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Before you begin

You must be a moderator to perform this task.

Procedure

1. Click or tap the **Moderator** button, for example, .

2. Click or tap **Terminate Meeting**.

3. Select **Yes** on the confirmation message.

Moderate menu descriptions

Name	Description
Add someone to call	Enables you to add new participants to an ongoing meeting. • To identify the potential participant using their phone number, type or use the keypad to enter their phone number in the **Number or address** field on the **Enter a Number or Address** tab. • To identify the potential participant using their name, begin to type a username or email in the **Search** field on the **Choose a Contact or Terminal** tab. • To identify the potential participant using their IP address, E.164 address, or the SIP address of their room system or dedicated endpoint, type or use the keypad to enter their phone number in the **Number or address** field on the **Enter a Number or Address** tab.
Set Lecturer	Enables you to assign lecturer status to a participant. The participant defined as the lecturer can see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak, by raising their hand, and is unmuted by the lecturer.
Control Camera	Enables you to adjust the position of the camera in a room system.
Grant Request	Displays a list of current requests, such as requests to join a locked meeting and requests to speak during a lecture. • Select **Grant All Requests** to grant all outstanding requests. • Select a request from the list of requests to grant an individual request.
Mute	Enables you to silence the participants, individually or as a group. This is a toggle.
Block Video	Enables you to stop the video feed of participants. This is useful if there is limited bandwidth.
Disconnect	Enables you to force a participant to leave the meeting.

Table continues…

Name	Description
Lock Down Meeting	Enables you to add security to your meeting by preventing any further participants from joining, unless you grant them permission to join. This is a toggle.
Terminate Meeting	Enables you to end the meeting and disconnect all participants.

Chapter 6: Managing your schedule

Viewing your schedule

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   • On desktop clients, click **Schedule**.

   • On mobile clients, tap ≡ and then tap **Schedule**.

3. Do one of the following:

   • On desktop clients, use the drop-down menu and the arrow buttons to view the level of detail that you require.

   • On mobile clients, scroll down to view your scheduled meetings.

Scheduling meetings

Procedure

1. On the **Schedule** screen, click or tap the plus symbol.

   Meetings Online portal displays the **Schedule a Meeting** dialog.

2. Type the participants' email addresses or names, the meeting subject-matter, and any additional details about the meeting.

   If you exceed the maximum number of participants that your system administrator has allowed, Meetings Online portal notifies you of the limit

3. Select a start time and a duration.

   For the location of the meeting, Meetings Online portal selects your personal meeting room, by default.

4. **(Optional)** Configure recurrence.

   a. Do one of the following:

      • On desktop clients, click the recurrence symbol next to the **Duration:** field.

- On mobile clients, tap ⬭.

   b. Configure the recurrence schedule as required.

5. **(Optional)** Change the location of the meeting.

   a. Do one of the following:

- On desktop clients, click the ellipsis symbol.
- On mobile clients, tap the **Location** field.

   Meetings Online portal displays the **Location** dialog.

   b. Click or tap **New Meeting**.

   c. Select a meeting type from the **Meeting Type:** menu.

   d. Type a meeting ID in the **Meeting ID:** field.

   Your system administrator may have configured a minimum length and a specific starting number.

   e. Click or tap **OK**.

6. Click or tap **Send**.

If some essential resources are not available, Meetings Online portal notifies you of the conflicts.

Related links

Schedule a Meeting field descriptions

Main screen

Field	Description
To:	Type the names of the participants whom you wish to invite to the meeting. Meetings Online portal displays participants' photos, if they are available.
Subject:	Type the topic of discussion or the reason for scheduling the meeting.
Start Time:	Select the date and start time of the meeting. Displays a calendar.
Duration:	Select the expected length of the meeting.
Location:	Accept the unique meeting ID associated with your default meeting room. Alternatively, you can choose a different meeting ID.

Button	Description
Send	Saves the meeting and sends the meeting invitation to the participants listed in the **To:** field if your system administrator has enabled this option.
Close	Closes the invitation without saving the details.

Message tab

Field	Description
Enter details about the meeting...	Type a description or an agenda.

Endpoints tab

Field	Description
Search Endpoints	Begin to type the number of the room system or of the dedicated endpoint that you wish to include in the meeting invitation. Select an endpoint from the list of available endpoints. Meetings Online portal lists the selected endpoints in the participant notification email. If some essential resources are not available, Meetings Online portal notifies you of the conflicts.

Broadcast tab

Field	Description
Broadcast this meeting (live stream)	Select to change the meeting to a broadcast. A broadcast or webcast is a live transmission of a meeting over the internet. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled. A broadcast is a streamed videoconference. Streaming is a method to send live or recorded videoconferences in one direction to viewers. Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. Broadcasts are sometimes called events.
Add an image to help viewers identify this broadcast	Click or tap to add a thumbnail to your broadcast. Your thumbnail should represent the recording or broadcast. It should be 4x3 aspect ratio, and ideally should be less than 100Kb. In terms of file types, Meetings Online portal supports .png, .jpg, .gif.

Table continues…

Field	Description
Recording and broadcast profile:	Select a resolution option from the list of available options.
	Your system administrator may have configured profiles for specific meeting scenarios. For example, if you are scheduling a meeting with a large number of participants or during a period of heavy system usage, you can choose a lower resolution, which requires less bandwidth.
Broadcast PIN:	Type a numeric PIN.
	You can secure your broadcast by associating a PIN with it. Participants must know this PIN in order to access the broadcast. This PIN is called a **Broadcast PIN:**. You can make the **Broadcast PIN:** the same value as the Access PIN.The Access PIN is sometimes called the Meeting PIN.
Same as meeting PIN	Select to make the **Broadcast PIN:** the same value as the Access PIN. The Access PIN is sometimes called the Meeting PIN.
Enter a description of the broadcast	Type a description or an agenda.
Broadcast can be accessed by:	Select **All users (public)** to enable Public users to view the broadcast. Public users are users who do not have a Meetings Online portal account and who are not signed in to Meetings Online portal. Meetings Online portal does not recognize them and they must type their names in Meetings Online portal before entering a meeting. Meetings Online portal uses a freely available internet-based technology.
	Select **All authenticated users** to enable authenticated users to view the broadcast. Authenticated users are users who have a Meetings Online portal account and who are signed in to Meetings Online portal. Authenticated users can manually sign in to Meetings Online portal, or Meetings Online portal may recognize them when they access a meeting. Typically, they are members of your enterprise or work colleagues.
Show broadcast in list of public events	Select to display the recording in the list of **Events** on the **Recordings + Events** tab.
Automatically record broadcast	Select to record the broadcast as soon as it starts, without any manual intervention.
	During a meeting or broadcast, you can stop, pause, or resume recording at any time.

Table continues…

Field	Description
Enable Q&A chat with viewers	Select to enable text chat. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled. You can add a moderator PIN to enable other participants to moderate the Q&A chat. You must share this moderator PIN with the participants whom you want to act as moderators for the Q&A chat.

Button	Description
Share symbol	Select to share the details of the meeting. You can click the share icon to copy the link to your clipboard or to create an email invitation. • Select **E-mail invite** to create an email. • Select **Copy link** to copy the link to your clipboard.

Advanced tab

Field	Description
Meeting PIN:	Type a numeric code to add security to your meeting. You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN. The Access PIN is sometimes called the Meeting PIN.
Meeting Host:	Select a moderator from the list of participants. Moderators are users who can access features which enable them to control and manage a meeting. Every meeting owner is a moderator in their own meeting. Moderators typically present meetings. They can also grant lecture privileges to other participants during the meeting. Any user who types a meeting ID and a Moderator PIN when they enter a meeting has access to moderator features. There is no limit on the number of moderators in a single meeting. Moderators are sometimes called presenters, lecturers, meeting owners, organizers, meeting hosts, or chairpersons.

Table continues…

Field	Description
Moderator PIN:	Type a numeric code to limit access to moderator features.
	During meetings, moderators can access a large number of conferencing features. For example, moderators can enable lecture mode. You can enable all participants to access moderator features or you can limit access to moderator features. To limit access to moderator features, you can associate a moderator PIN with your virtual room. Participants have to enter this moderator PIN to access moderator features. Moderators are sometimes called presenters.
Video Layout	Click or tap to assign a particular layout to an endpoint. For example, you can assign a presentation layout to an Avaya Scopia® XT Series endpoint in a conference room.
	Select from the lower bar at the bottom of this pane to determine the initial video layout for endpoints. A video layout is the arrangement of participant images as they appear on the monitor in a video conference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.
	The default dynamic video layout automatically adjusts based on the number of participants in the meeting. To predetermine a fixed layout, choose one of the layouts in the lower bar. Dynamic layout conserves bandwidth, eliminates the display of empty frames in the video image, and makes optimal use of the video image display. Dynamic layout is especially suited to a meeting that has a high rate of participant traffic joining and exiting the meeting, or to an adaptive meeting type that has a variety of meeting sizes.
	To fix one endpoint's image in a specific subframe of the screen layout, drag and drop the participant name into the meeting layout.
Place participants in "waiting room" until the moderator joins the meeting	Select to place participants on hold until a moderator enters the meeting.
Record this meeting	Select to automatically record the meeting from the beginning, without manual intervention.
	During a meeting or broadcast, you can stop, pause, or resume recording at any time.

Table continues…

Field	Description
Terminate at scheduled time and alert in advance (minutes):	Select to end the meeting at the scheduled end time and to provide a audio alert message at a configurable time before the scheduled end time. The default value is one minute before the scheduled end time.
Terminate after all participants left the meeting (minutes):	Select to keep the meeting open for a configurable time after the final participant has left the meeting. The default value is ten minutes after the final participant has left the meeting.
Full High Definition:	Type the number of resources (telephone lines) that you would like to reserve for participants who require a full high definition experience during the meeting. Full high definition requires the most bandwidth and equates to 1080p and lower. Full high definition provides the optimum experience by negotiating the highest screen resolution and greatest number of frames per second.
High Definition:	Type the number of resources (telephone lines) that you would like to reserve for participants who require a high definition experience during the meeting. High definition requires a large allocation of bandwidth and is equal to 720p and lower.
Standard Definition:	Type the number of resources (telephone lines) that you would like to reserve for participants who require a standard definition experience during the meeting. Standard definition requires the least bandwidth and is equal to 352p and lower.
Participants	Lists the participants from the **To:** field. It also lists any telephone endpoints that are invited but not assigned to any participants.
Endpoint options	Select an endpoint to assign to each participant. You can assign multiple participants to a single endpoint. For example, you can assign several participants to an Avaya Scopia® XT Series endpoint in a conference room.
Auto-Dial	Select to ensure that Meetings Online portal hosts the meeting on the Multipoint Control Unit (MCU) resource closest to you. ⊛ **Note:** This option is not enabled for Meetings Online.
On Master MCU	Select to ensure that Meetings Online portal hosts the meeting on the primary MCU.

Related links

    Scheduling meetings on page 37

Location field descriptions

Button	Description
New Meeting	Select to schedule a meeting with a different meeting ID.
	By default, your meeting is scheduled to be hosted in the virtual room that is associated with your Meetings Online portal account. You can type an alternative meeting ID to dynamically create a new virtual room. This alternative meeting ID must begin with digits which match an available meeting type followed by any random digits. You cannot add a PIN to this dynamically-created virtual room using Meetings Online portal.
	✱ **Note:**
	This option is not enabled for Meetings Online.
	The **meeting ID** is the numeric identifier of the meeting. Each meeting has a unique **meeting ID**. All participants require the **meeting ID** in order to access the meeting. A meeting is also known as a virtual meeting room (VMR).
Virtual Room	Displays the meeting ID associated with your Meetings Online portal account.
OK	Applies any updates and closes the screen.
Cancel	Closes the screen without retaining any updates.

Field	Description
Meeting Type:	Select from the list of meeting types.
	Your system administrator may have configured a number of meeting types from which you can choose.
Meeting ID:	Type a new meeting ID. Your system administrator may have configured a minimum length and a specific starting number.

Related links

    Scheduling meetings on page 37

Editing meetings

About this task

You can only edit meetings that have not yet started.

Procedure

1. On the **Schedule** screen, do one of the following:

   • On desktop clients, right-click the meeting.

   • On mobile clients, tap the meeting and then tap ⋮.

2. Do one of the following:

   • On desktop clients, select **Open**.

   • On mobile clients, tap **Open**.

3. **(Optional)** If the meeting is a recurring meeting, do one of the following:

   • Select **Occurrence** to edit the single instance of the meeting.

   • Select **Series** to edit all meetings in this series.

4. Edit the meeting.

5. Click or tap **Save**.

Deleting meetings

About this task

You can only delete meetings that have not yet started.

Procedure

1. On the **Schedule** screen, do one of the following:

   • On desktop clients, right-click the meeting.

   • On mobile clients, tap the meeting and then tap ⋮.

2. Do one of the following:

   • On desktop clients, select **Delete meeting**.

   • On mobile clients, tap **Open**, then tap **Delete** and **Delete** again to confirm.

3. **(Optional)** If the meeting is a recurring meeting, do one of the following:

   • Select **Occurrence** to delete the single instance of the meeting.

   • Select **Series** to delete all meetings in this series.

Sending an email to participants

About this task

You can select a meeting and send an email to all participants in that meeting.

Procedure

1. On the **Schedule** screen, do one of the following:

   • On desktop clients, right-click the meeting.

   • On mobile clients, tap the meeting and then tap ⋮.

2. Select or tap **New email to participant**.

   Your email application creates a new email, addressed to all participants.

Searching your schedule

Procedure

1. On the **Schedule** screen, click or tap **Search**.

2. Type your search.

3. Hit **Enter**.

Chapter 7: Configuring meetings

Editing the name of your virtual room

About this task

Typically, the name of your virtual room is your first name, for example, Mary's room or Sam's room.

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.

   - On mobile clients, tap ☰ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.

   - On mobile clients, scroll down and tap **Virtual Room**.

4. In the **Virtual Room Name:** field, type a new name.

5. **(Optional)** In the **Description:** field, type a description for the virtual room.

6. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Configuring access to moderator controls

About this task

During meetings, moderators can access a large number of conferencing features. For example, moderators can enable lecture mode. You can enable all participants to access moderator features or you can limit access to moderator features. To limit access to moderator features, you can associate a moderator PIN with your virtual room. Participants have to enter this moderator PIN to access moderator features. Moderators are sometimes called presenters.

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
   - On mobile clients, tap ☰ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
   - On mobile clients, scroll down and tap **Virtual Room**.

4. In the **Moderator PIN:** field, type a numeric code.

5. Make a note of the numeric code so that you can make it available to any participants to whom you want to give moderator access.

6. Do one of the following:

   - Click or tap **Apply** to save the changes.
   - Click or tap **OK** to save the changes and close the dialog.

Securing meetings

About this task

You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
   - On mobile clients, tap ☰ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
   - On mobile clients, scroll down and tap **Virtual Room**.

4. Select **Protect meeting with a PIN:**.

5. Select one of the following options:

   - To associate a permanent PIN with your virtual room, select **Permanent PIN:** and type a numeric code.

- To associate a one-time PIN with each meeting, select **Use one-time PIN for each meeting**.

6. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Enabling requests to join locked meetings

About this task

You can secure your meeting by locking it to prevent any further participants from joining it. In addition, you can configure Meetings Online portal to ignore any requests to join locked meetings.

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.

   - On mobile clients, tap ≡ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.

   - On mobile clients, scroll down and tap **Virtual Room**.

4. Select **Allow requests to join locked meetings**.

5. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Changing your timezone

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.

   - On mobile clients, tap ≡ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **User Settings**.

   - On mobile clients, tap **User Settings** to expand it, if it is not already expanded.

4. Select a new timezone from the **Time Zone:** menu.

5. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Changing the time and date format

About this task

You can change the default time and date format. For example, you can change to the 24 hour clock. You can also change the date format from MM/DD/YY to DD/MM/YY.

You can perform this task only on desktop clients.

Procedure

1. Click **Settings**.

2. In the **Avaya Equinox™ Settings** dialog box, click **User Preferences**.

3. Select the **Use system default time format** checkbox.

   Meetings Online portal displays the **Use system default time format** dialog.

4. **(Optional)** Select an option from the **Date format** drop-down list.

5. **(Optional)** Select the **Use 24 hour time** checkbox.

6. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

7. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

8. Refresh the page to see the changes.

Specifying a preferred dial-in number

About this task

You can specify the number that you prefer participants to use when joining the meeting. Typically, this is a local number. Meetings Online portal puts this number at the top of the list of numbers in the email invitation. Meetings Online portal also puts this number in the **Location** field in the email invitation.

Procedure

1. Sign in to Meetings Online portal.

2. Do one of the following:

   • On desktop clients, click **Settings**. **Settings** is located in the upper-left.

   • On mobile clients, tap ▤ and then tap **Settings**.

3. Do one of the following:

   • On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.

   • On mobile clients, scroll down and tap **Virtual Room**.

4. Select an option from the **Preferred Dial In Location** field.

5. Do one of the following:

   • Click or tap **Apply** to save the changes.

   • Click or tap **OK** to save the changes and close the dialog.

Configuring languages

Changing your display language

About this task

Meetings Online portal is available in a number of languages, such as:

• English (United States)

• Spanish (Latin America)

• French (France)

• Japanese (Japan)

• German (Germany)

• Korean (South Korea)

• Portugese (Brazil)

- Polish (Poland)
- Russian (Russia)
- Chinese (Simplified)
- Chinese (Traditional)

Procedure

Change the display language that your browser uses.

For example, if you are using Google Chrome®, navigate to **Settings**, scroll to the bottom of the page, and click **Show advanced settings...** to display the language settings. Follow the instructions to add a language and set it as your first preference.

Changing the language of email invitations
Procedure

1. Sign in to Meetings Online portal.
2. Do one of the following:
   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
   - On mobile clients, tap and then tap **Settings**.
3. Do one of the following:
   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
   - On mobile clients, scroll down and tap **Virtual Room**.
4. Select a new language from the **Invitation Language** menu.
5. Do one of the following:
   - Click or tap **Apply** to save the changes.
   - Click or tap **OK** to save the changes and close the dialog.

Changing the language of audio prompts
About this task

You can change the language of audio prompts by using the **User Settings** or **Virtual Room** tabs. This task describes how to change the language using the **Virtual Room** tab.

Procedure

1. Sign in to Meetings Online portal.
2. Do one of the following:
   - On desktop clients, click **Settings**. **Settings** is located in the upper-left.

- On mobile clients, tap ☰ and then tap **Settings**.

3. Do one of the following:

   - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.

   - On mobile clients, scroll down and tap **Virtual Room**.

4. Select a new language from the **Audio Prompt Language** menu.

5. Do one of the following:

   - Click or tap **Apply** to save the changes.

   - Click or tap **OK** to save the changes and close the dialog.

Saving your preferred microphone and camera settings

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

About this task

You may see an alert when you join a meeting, which enables you to change your camera and microphone settings for the current and future meetings. Alternatively, you can change your camera and microphone settings at any time.

✳ **Note:**

Meetings Online portal saves your preferred microphone and camera settings in the form of cookies. If you clear your browser cookies, this information is not retained.

Procedure

1. Do one of the following:

   - At the **Change how i join** alert message, click or tap **Change how i join**.

   - Click or tap 📹.

2. Use the menus to change the microphone, speaker, and camera settings.

Related links

[Adjust video and audio menu descriptions](#) on page 26

Adjust video and audio menu descriptions

Name	Description
Microphone panel	• Drag the slider to raise or lower the volume. • Use the drop-down list to select a different device.
Speaker panel	Drag the slider to raise or lower the volume.
Video panel	Use the drop-down list to select a different device.
Mute my mic when joining	Select to ensure that your microphone is muted when you join future meetings. Meetings Online portal saves your preference.
Block my camera when joining	Select to ensure that your camera is blocked when you join future meetings. Meetings Online portal saves your preference.

Related links

Disabling your video camera

About this task

If you want to share only audio and presentations, you can disable video. You do not need to sign in to Meetings Online portal to perform this task.

You can perform this task only on desktop clients.

Procedure

1. Click **Settings**.

2. In the **Avaya Equinox™ Settings** dialog box, click **User Preferences**.

3. Ensure that **Video Calling** checkbox is not selected.

   If you want to enable video, select the checkbox.

4. Do one of the following:

   • Click or tap **Apply** to save the changes.

   • Click or tap **OK** to save the changes and close the dialog.

Downloading additional applications and plug-ins

About this task

You can download additional applications and plug-ins that enhance your Meetings Online portal experience. You do not need to sign in to Meetings Online portal to perform this task.

You can perform this task only on desktop clients.

Procedure

1. Click **Settings**.

2. In the **Avaya Equinox™ Settings** dialog box, click **Client**.

3. Click or tap the download links as required.

   Depending on the link, Meetings Online portal directly installs the software or directs you to the Microsoft Store to obtain the software.

4. Do one of the following:

   • Click or tap **Apply** to save the changes.

   • Click or tap **OK** to save the changes and close the dialog.

Avaya Equinox™ Settings field descriptions

Panel	Field	Description
User Settings	Upload New Photo	The field where you can upload your current photo.
		Click or tap **Upload New Photo** and browse to select a file.
		Meetings Online portal supports .jpg, .png, .gif, and .bmp files.
	Time Zone:	The current time zone. You can manually update it by selecting from the drop down list.
	Location:	The default location. Your system administrator may have configured multiple locations in order to ensure that Meetings Online portal hosts the meeting on the Multipoint Control Unit (MCU) resource closest to you. You can manually update it by selecting from the drop down list.

Table continues…

Panel	Field	Description
	Default Virtual Room:	The meeting ID associated with your default meeting room. Your system administrator may have configured multiple meeting rooms for you to use. You can manually update it by selecting from the drop down list.
	Audio Prompt Language	The language of the audio messages that provide information about the meeting for the owner of the virtual meeting room.
Virtual Room ⊛ **Note:** Many fields are optional and your system administrator may not have configured them.	**Virtual Room Number:**	The meeting ID associated with your default meeting room. Your system administrator may have configured multiple meeting rooms for you to use. You can manually update it by selecting from the drop down list.
	Virtual Room Name:	The name of your default meeting room. For example, `Patrick's room`. Your system administrator may have configured multiple meeting rooms for you to use.
	Description:	A description of your default meeting room. For example, `Suitable for town hall meetings`.
	Audio Prompt Language	The language of the audio messages that provide information about the meeting for participants.
	Invitation Language	The language of the e-mail invitation if you use the scheduling feature of the Meetings Online portal or if you use the Avaya Equinox Add-in for Microsoft Outlook.
	Entry Announcement **Exit Announcement** **Max Participants to play the entry/exit tone** **Max Participants to play the entry/exit name announcement**	Some of these settings do not apply directly to Meetings Online and may not be configurable.
	Preferred Dial in Location	The number that you prefer participants to use when joining the meeting. Typically, this is a local number. Meetings Online portal puts this number at the top of the list of numbers in the e-mail invitation. Meetings Online portal also puts this number in the **Location** field in the e-mail invitation.

Table continues…

Panel	Field	Description
	Moderator PIN:	Type a numeric code to limit access to moderator features.
		During meetings, moderators can access a large number of conferencing features. For example, moderators can enable lecture mode. You can enable all participants to access moderator features or you can limit access to moderator features. To limit access to moderator features, you can associate a moderator PIN with your virtual room. Participants have to enter this moderator PIN to access moderator features. Moderators are sometimes called presenters.
	Protect meeting with a PIN:	Select to secure your meeting.
		You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.
		The Access PIN is sometimes called the Meeting PIN.
	Permanent PIN:	Select to associate a permanent PIN with your virtual room.
		Type a numeric code to add security to your meeting.
	Use one-time PIN for each meeting	Select to associate a one-time PIN with each meeting.
	Default Room	Displays a check mark if the properties on this dialog relate to your default meeting room.
	Allow requests to join locked meetings	Select to secure your meeting.
		You can secure your meeting by locking it to prevent any further participants from joining it. In addition, you can configure Meetings Online portal to ignore any requests to join locked meetings.
	Place participants in a 'waiting room' until the moderator joins	Select to place participants on hold until a moderator enters the meeting.
		Avaya Equinox® Meetings Online may not support this feature.

Table continues…

Panel	Field	Description
	Max Participants:	Displays the number of telephone line resources allocated to this virtual meeting room.
	Search Endpoints	Begin to type the number of the room system or of the dedicated endpoint that you wish to associate with the virtual meeting room. Select an endpoint from the list of available endpoints.
General Settings	**User name:**	Displays the name associated with the Meetings Online portal account. Typically, this is your login name, screen name, nickname (or nick) or handle.
	Email:	Displays the email address associated with the Meetings Online portal account. Typically, this is your email address.
	First Name:	Displays the forename or given name associated with the Meetings Online portal account. Typically, this is your forename or given name.
	Last Name:	Displays the family name associated with the Meetings Online portal account. Typically, this is your family name.
	Telephone (Office):	Displays the telephone number associated with the Meetings Online portal account. Typically, this is your telephone number.
	Maximum bandwidth allowed:	Displays the maximum bandwidth allocated to the Meetings Online portal account.
	Personal Endpoint:	Indicates whether this is a personal endpoint or other device, such as a room system.
	Allow streaming	Indicates whether this Meetings Online portal account is configured to schedule events or broadcasts.
	Allow recording	Indicates whether this Meetings Online portal account is configured to record meetings.
	Groups:	Indicates whether this Meetings Online portal account belongs to any groups. For example, `Sales and Marketing Department` or `Enterprise A.`
	Schedulable:	Indicates whether this Meetings Online portal account is configured to schedule meetings. Some accounts are limited to on-demand usage.

Table continues…

Panel	Field	Description
	Reservable:	Indicates whether this Meetings Online portal account is configured to enable the user to book and allocate telephone lines or ports. If enabled, users can choose the number of telephone lines or ports to reserve with varying levels of screen resolution.
		Full high definition requires the most bandwidth and equates to 1080p and lower. High definition requires a large allocation of bandwidth and is equal to 720p and lower. Standard definition requires the least bandwidth and is equal to 352p and lower.
User Preferences This panel is available on desktops only.	**Video Calling**	The field to disable your video camera so that other people in the meeting cannot see it. You share audio and presentations only.
Client This panel is available on desktops only.	**Name**	Displays the name of any Meetings Online portal add-ins which are installed on the device.
	Description	Displays a description of any Meetings Online portal add-ins which are installed on the device.
	Version	Displays the version number of any Meetings Online portal add-ins which are installed on the device.
	Type	Displays the file type of any Meetings Online portal add-ins which are installed on the device.

Table continues…

Panel	Field	Description
	Download Links	Links to applications that enhance your Avaya Equinox® experience. For example: • A link to download a client called Avaya Equinox® for Windows or Avaya Equinox® for Mac. Once installed from Meetings Online portal, this client is detected and used for future meetings. After you install this client, complete the wizard to ensure that the client is detected. The client might not be detected if you have not used it to attend meetings or if you have not tested your camera and microphone from the Unified Portal. The Windows version of the client includes the Avaya Equinox® Add-in for Microsoft Outlook. For more information, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows* at https://support.avaya.com/ • A link to the Microsoft Store to download a plug-in which enables you to schedule and attend meetings directly from Microsoft Outlook. For more information on this application, see *User Guide for Avaya Equinox® Add-in for Microsoft Outlook* at https://support.avaya.com/ • A link to download a plug-in which enables you to share your screen during meetings. This is called the Avaya Sharing Plug-in. This plug-in is available for the Google Chrome™ browser only.
Change Password	**Current Password:**	Type the current password associated with this virtual meeting room. Typically, this is your Meetings Online portal password.
	New Password:	Type a new password to update your sign-in details.
	Repeat New Password:	Type the new password a second time.

Button	Description
Apply	Applies any updates.
OK	Applies any updates and closes the screen.
Cancel	Closes the screen without retaining any updates.

Chapter 8: Recording meetings

Recording meetings

About this task

Only a moderator can do this task.

Procedure

1. Click or tap the **Moderator** button ().

2. Click or tap **Start Recording**.

3. Type a description and click or tap **Start Recording**.

   The client starts recording the meeting and displays a recording symbol. During a meeting or broadcast, you can stop, pause, or resume recording at any time.

   This is a toggle button.

Viewing the list of recorded meetings

Procedure

Do one of the following:

- On desktop clients, click **Recordings + Events**.

- On mobile clients, tap and then tap **Recordings + Events**.

Viewing and editing the details of a recording

About this task

You can edit the details of your own recordings, not of other users.

Procedure

1. On the recording, do one of the following:

   - On desktop clients, click •••.

   - On mobile clients, tap ⋮.

2. Do one of the following:

   - On desktop clients, select **View Details** or **Edit Details**.

   - On mobile clients, tap **View Details** or **Edit Details**.

3. **(Optional)** Edit the recording details.

4. **(Optional)** Click or tap **Save**.

Related links

View Recording Details field descriptions

Main screen

Name	Description
Enter a description	To type the short description that appears on the **View Recording Details** screen when you click the **View Details** button. You can also change the name of the recording that displays on the **Recordings + Events** tab.
Add category	To assign a category by using the list.
Access PIN	To protect the recording by limiting access to it. You can use any combination of alphanumeric characters.
Allow recording to be downloaded	To enable users to save the file to their computer.
Show publicly in portal	To make the recording public. Even if a recording is private, users can still access it if they have the direct URL address of the recording.

Button	Description
Save	To apply any updates and close the screen.
Cancel	To close the screen without retaining any updates.

Recording info tab

Name	Description
Meeting ID	The numeric identifier of the meeting.

Table continues…

Name	Description
Owner	The name of the user who created the recording.
Date	The creation date of the recording.
Expiry	The date after which the recording will no longer be available.
Checksum:	A security verification number. When Meetings Online portal creates a recording, it generates a checksum. When it transfers the recording between its various components, it validates this checksum to ensure that the file is not corrupted. If the validation fails, the transfer is invalidated and rescheduled.
Direct URL	The hyperlink address of the meeting. You can click the share icon to copy the link to your clipboard or to create an email invitation.
Duration	The length of the recording.
Size	The size of the recording file.
Profile	The resolution of the video.

User Access tab

Name	Description
This recording can be accessed* by... • **Only me** • **Only the following users:** • **All authenticated users** • **All users (public)**	The field to access the recording. The options are: • **Only me**: To ensure that no one else can access the recording, • **Only the following users**: To ensure access to specific users. Type a username or email . If the recording is a broadcast, you can also select **Add all known attendees** to make the broadcast available to the users who are invited to the broadcast. • **All authenticated users**: To make the recording available to all users who sign in to Meetings Online portal. • **All users (public)**: To make the recording available to all.

Related links

Verifying the integrity of a recording

About this task

You can only perform this task on desktop clients.

If you download a recording, you might want to ensure that it did not get corrupted during the download. You can verify the integrity of a recording by generating a checksum and comparing it to the checksum on the **View Recording Details** screen.

When Meetings Online portal creates a recording, it generates a checksum. When it transfers the recording between its various components, it validates this checksum to ensure that the file is not corrupted. If the validation fails, the transfer is invalidated and rescheduled.

Before you begin

- Download a recording.
- Get familiar with PowerShell scripting. If you are not familiar with PowerShell, contact your system administrator for assistance.

Procedure

1. Generate an MD5 checksum for the downloaded recording file.

   Use free utilities to generate an MD5 checkum.

   For example, if you are running PowerShell 4+, use the following syntax:
   ```
   Get-FileHash <filepath> -Algorithm MD5
   ```

2. Make a note of the checksum.

3. On the recording, do one of the following:

   - On desktop clients, click •••.

   - On mobile clients, tap ⋮.

4. Do one of the following:

   - On desktop clients, select **View Details** or **Edit Details**.
   - On mobile clients, tap **View Details** or **Edit Details**.

5. Compare the checksum you generated with the checksum displayed on Meetings Online portal.

   If the checksums do not match, download the file again.

Playing a recording

Procedure

On the recording or broadcast, do one of the following:

- On desktop clients, click the graphic.
- On mobile clients, tap the graphic.

Emailing recordings

About this task

You can share a recording with other users by emailing it to them.

Procedure

1. On the recording, do one of the following:

   - On desktop clients, click •••.

   - On mobile clients, tap ⋮.

2. Do one of the following:

   - On desktop clients, select **Share by e-mail**.

   - On mobile clients, tap **Share by e-mail**.

   Meetings Online portal creates an email with a direct link to the recording.

Deleting recordings

About this task

If you accidentally delete a recording, contact your system administrator. They might be able to recover it from a recycle bin.

Procedure

1. On the recording, do one of the following:

   - On desktop clients, click •••.

   - On mobile clients, tap ⋮.

2. Do one of the following:

   - On desktop clients, select **Delete**.

   - On mobile clients, tap **Delete**.

   Meetings Online portal deletes the recording.

Downloading a recording

Currently, recordings are stored for 30 days. After 30 days, Meetings Online portal deletes the recording. It is a good idea to download a recording immediately when it becomes available.

About this task

You can only perform this task on desktop clients.

Before you begin

Ensure that the meeting owner enabled the download of the recording.

Procedure

1. On the recording or broadcast, do one of the following:

   • On desktop clients, click the graphic.

   • On mobile clients, tap the graphic.

2. Click ↓ .

   Meetings Online portal saves a copy of the recording to your **Downloads** folder.

Sorting recordings

About this task

You can only perform this task on desktop clients.

Procedure

1. On the **Recordings + Events** screen, click ≡ to view the recordings as a list.

2. Click any column heading to sort the list.

Searching recordings

Procedure

1. On the **Recordings + Events** screen, click **Search**.

2. Type your search.

3. Click or tap **Enter**.

Adding an image to a recording

About this task

You can edit the details of your own recordings, not of other users.

Your thumbnail should represent the recording or broadcast. It should be 4x3 aspect ratio, and ideally should be less than 100Kb. In terms of file types, Meetings Online portal supports .png, .jpg, .gif.

Procedure

1. On the recording, do one of the following:

   • On desktop clients, click •••.

   • On mobile clients, tap ⋮.

2. Do one of the following:

   • On desktop clients, select **Edit Details**.

   • On mobile clients, tap **Edit Details**.

3. Change the default thumbnail by clicking on it.

4. **(Optional)** Click or tap **Save**.

Securing recordings

About this task

You can edit the details of your own recordings, not of other users.

You can secure your recording by:

   • Adding a mandatory PIN.

   • Preventing users from downloading a copy of the recording.

   • Hiding the recording from the list of recordings.

   • Limiting access to recording.

Procedure

1. On the recording, do one of the following:

   • On desktop clients, click •••.

   • On mobile clients, tap ⋮.

2. Do one of the following:

   • On desktop clients, select **Edit Details**.

   • On mobile clients, tap **Edit Details**.

3. On the main screen, configure the fields as required.

4. On the **User Access** tab, configure the fields as required.

5. **(Optional)** Click or tap **Save**.

Related links

Using Avaya Equinox® Meetings Online portal

Edit Details field descriptions

Edit Details main screen

Name	Description
Access PIN:	To protect the recording by limiting access to it. You can use any combination of alphanumeric characters.
Allow recording to be downloaded	To enable users to save the file to their computer.
Show publicly in portal	To make the recording public. Even if a recording is private, users can still access it if they have the direct URL address of the recording.

Related links

[Securing recordings](#) on page 67

User Access field descriptions

User Access tab

Name	Description
This recording can be accessed* by... • **Only me** • **Only the following users** • **All authenticated users** • **All users (public)**	• **Only me**: To ensure that no one else can access the recording, • **Only the following users**: To ensure access to specific users. Type a username or email . If the recording is a broadcast, you can also select **Add all known attendees** to make the broadcast available to the users who are invited to the broadcast. • **All authenticated users**: To make the recording available to all users who sign in to Meetings Online portal. • **All users (public)**: To make the recording available to all.

Related links

[Securing recordings](#) on page 67

Chapter 9: Sharing content

About sharing

You can allow other participants to see the content of your screen, part of your screen, or a certain application. All participants can annotate the shared content. All participants can draw and write on the special blank slide (whiteboard), which is not part of the original presentation, to illustrate their point. All participants can view previously displayed slides using a slider.

Downloading the screen sharing extension

On your Mac or PC using the Google Chrome™ or Mozilla Firefox™ browsers, you can attend meetings using a Web-based client that does not require any installation. This Web-based client is launched seamlessly from Avaya Equinox® Meetings Online. This user guide describes this Web-based client. Optionally, if you want to share your screen to other users, you can download an extension to your Google Chrome™ browser. This extension is not needed for your Mozilla Firefox™ browser. You can also attend meetings using other browsers in **Presentation Only** mode.

Procedure

1. Navigate to https://chrome.google.com/webstore/category/extensions.

2. Click or tap **Add to Chrome**.

3. Restart your browser.

Sharing your full screen

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Click or tap the **Start Sharing** button.

2. Click or tap **Sharing Full Screen**.

3. **(Optional)** If another participant is currently presenting, select **Yes** in the confirmation message.

4. On the **Share your screen** dialog, click or tap **Share**.

5. When you no longer want to share, click or tap **Stop sharing**.

Result

Meetings Online portal displays a sharing toolbar to indicate that you are sharing and moves the video window to the left of the screen, above the roster.

Sharing an application

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Click or tap the **Start Sharing** button.

2. Click or tap **Application**.

3. **(Optional)** If another participant is currently presenting, select **Yes** in the confirmation message.

4. On the **Share your screen** dialog, select an application window and click or tap **Share**.

5. When you no longer want to share, click or tap **Stop sharing**.

Result

Meetings Online portal displays a sharing toolbar to indicate that you are sharing and moves the video window to the left of the screen, above the roster.

Working with a whiteboard

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part,

however, the field and menu names and functionality are the same across all platforms and clients.

Procedure

1. Click or tap the **Start Sharing** button.

2. Click or tap **Whiteboard**.

3. Use the whiteboard tools to illustrate your point.

4. Click or tap **Stop whiteboard**.

Result

Meetings Online portal moves the video window to the left of the screen, above the roster.

Whiteboard tools

Avaya Equinox® Meetings Online enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.
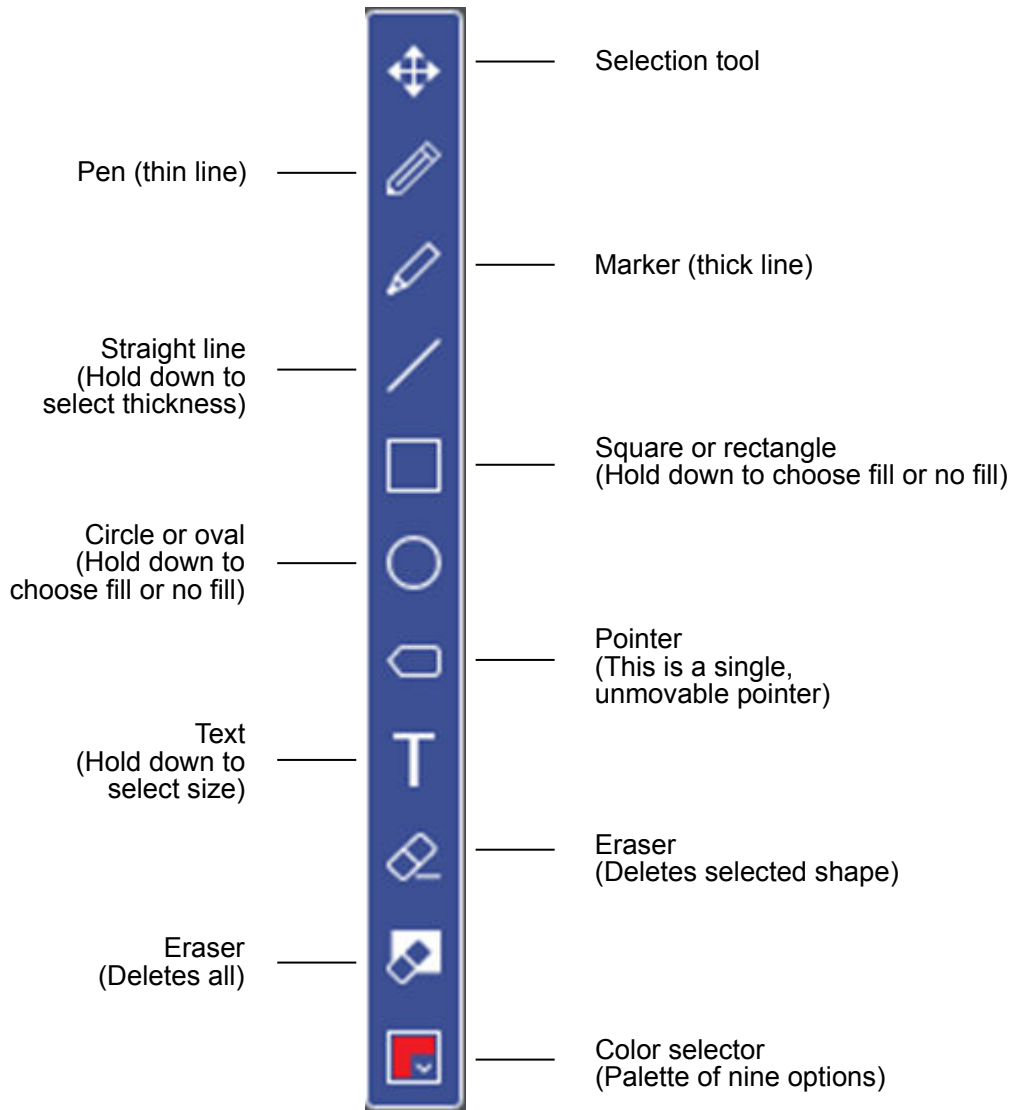
Figure 2: Drawing toolbar

Delete current page   Page number   Autofit page to content

New page   Random number
(Unique page identifer)   Shrink-enlarge page view
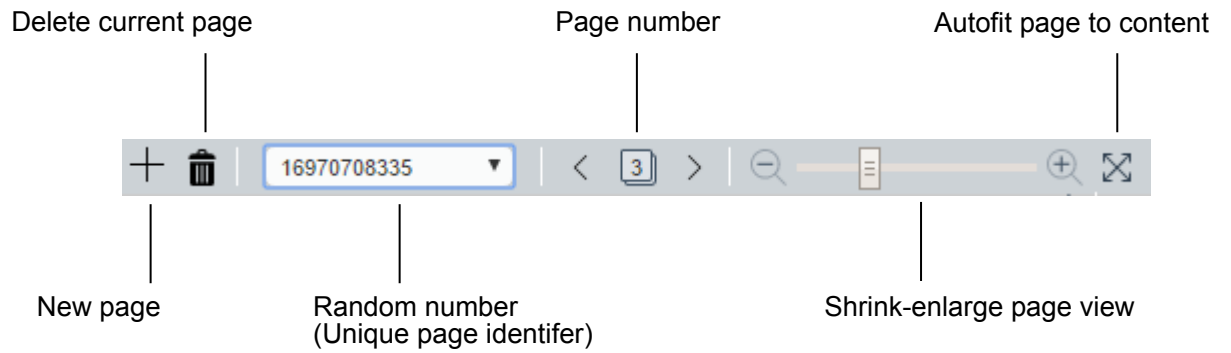
Figure 3: Whiteboard toolbar

Chapter 10: Resources

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

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

Avaya Documentation Portal navigation

Customer documentation for some programs is now also available on the Avaya Documentation Portal at http://documentation.avaya.com/. Using the Avaya Documentation Portal, you can:

- Search for specific content or for an entire document.

  You can perform a search by:

  - Typing key words in the **Search** field.

  - Using the search filters to select products, releases, or document types.

  - Selecting the appropriate product or solution and then selecting the appropriate item from the list.

- Save the content in a PDF. You can save the current section only, the section and its subsections, or the entire document.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and GooglePlus.

- Save the section as a favorite.

- Add yourself as a watcher.

- Create and manage collections in MyDocs. You can: with multiple related sections. You can edit or delete the collection, save the content to your computer as a PDF, or share the content.

  - Add sections from various documents to a collection.

  - Publish a PDF output with all the content in a collection.

  - Share content from a collection with others through email.

  - Receive content that others have shared with you.

- Send feedback on a section.

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

Related links

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.

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