Release Notes for Avaya IX Collaboration Unit CU360

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http://support.avaya.com
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Avaya IX Collaboration Unit CU360 Highlights

Avaya offers a complete range of advanced HD video conferencing room systems, stand-alone or part of Avaya Equinox® Conferencing Solution. Our complete range of dedicated video conferencing endpoints and collaboration units lets you experience exceptional video conferencing in any environment. Avaya video endpoints leverage leading, powerful video communications technology to deliver an unparalleled video collaboration experience, from immersive Telepresence, to conference room systems and all-in-one Executive endpoints.

Avaya video endpoints incorporate the latest video communications technology, including dual 1080p/60fps video channels, H.265 and H.264 High Profile for bandwidth efficiency, H.265 and H.264 Scalable Video Coding for error resiliency, and possibility to control the endpoint from an Apple iPad/iPhone or an Android™ phone/tablet. (Android is a trademark of Google LLC).

The Avaya IX Room Systems includes a full range of room, personal and group systems.

The latest addition to the Avaya Video Endpoint and Collaboration Series is the Avaya IX Collaboration Unit CU360, which adds to the experience available with XT Series the ease and openness of a device for Android™ (Android is a trademark of Google LLC).

Deliver a powerful mix of enterprise class communications and smart collaboration using the new Avaya IX Collaboration Unit CU360. It is a compact all-in-one video collaboration device with full HD 1080p performance that turns any space into a video collaboration room. Going beyond the integrated 4K wide-angle video camera and microphone array for voice pickup and clarity, the open system delivers smart collaboration for teams with simultaneous support for popular workplace productivity applications. The Avaya IX Collaboration Unit CU360 provides quick and easy “huddle room” set-up, and is cost-effective for enabling all your smaller meeting rooms and spaces; it delivers utility, interoperability, security, and an exceptional experience for training, brainstorming, team and customer meetings with a personal connection. Its ease of installation and use make it ideal for individual workgroups, small to midsize businesses, or complementing an enterprise collaboration deployment.

Affordable Enterprise Capability for Any Size Business

The new Avaya CU360 provides an exceptional experience through full HD 1080p video, a 4K camera sensor, along with 4K display support. It delivers dual HD live video and content, while interoperability with H.323 and SIP enables connectivity to any standards-based video system. Integrated with Avaya UC – Equinox, Aura, and IP Office; or can be setup independently, it delivers enterprise class features for businesses of any size.

Smart Collaboration

Wireless screen via Avaya Screen Link permit high resolution presentations without cables. H.239 and BFCP offers content interoperability with nearly any video room system, while Avaya Equinox Conferencing web collaboration support delivers an even better collaboration experience with faster screen response and lower bandwidth requirements, and support for integrated whiteboard.

Cloud Integrated

Integration with cloud services such as Avaya Equinox Meetings Online offers a seamless and productive collaboration experience auto provisioning for quick setup without technical resources. Cloud workspace productivity with Android™ apps enable teams to get more done.

Easy to Use & Setup

Quick to setup, only two cables to connect, this all-in-one system easily rests on top of your meeting room display. Wi-Fi, an integrated microphone array, and Bluetooth/USB peripheral connectivity means no cables on the table. Designed for contextual collaboration, the identifies users and preferences, offering up tools and applications appropriate to the business activity. Instinctively easy to use, with control by mobile apps, it is tailored for the future of collaboration.

Android™ apps can be downloaded on the device and used alongside the CU360 Video-collaboration Application.
Note:

- Android™ or other Google names, Google related services or Google apps referenced in this document are trademarks of Google LLC, as listed at https://www.google.com/permissions/trademark/trademark-list/
Avaya CU360 and the CU360 Video-collaboration Application

These release notes describe the software release for the Avaya CU360, with focus on the CU360 Video-collaboration Application and its usage by its graphical user interface ([Gui]) and by the Web interface ([Web]). The CU360 Video-collaboration Application is automatically launched when the CU360 device boots up. The app is recognizable by this icon. You can also configure the app to be launched as minimized or hidden after the first setup.

Figure 1: The CU360 Video-Collaboration Application Icon

Important:
- Customer Support for applications or services (pre-installed on the device or manually installed by the customer) not directly developed by Avaya is not guaranteed.

Supported Languages

Avaya CU360 supports the following 25 languages on the CU360 Video-collaboration Application and its web interface:

- English, French, Spanish, Deutsch, Italian, Portuguese, Norwegian, Swedish, Chinese (Mandarin), Japanese, Russian, Korean, Czech, Magyar, Polish, Finnish, Thai, Traditional Chinese, Turkish, Arabic, Farsi, Serbian, Bahasa Indonesia, Slovak, Hebrew.

When connecting to the unit using a web browser, each web browser client ([Web]) can select the interface language independently from the language used on the graphical user interface ([Gui]) of the application.

Please note that when selecting a language in the CU360 Video-collaboration Application, the choice is applied as a language preference to the whole device, if the operating system supports it. Otherwise the system language is set to English. Similarly, when changing the language preference in the operating system, this choice is applied also to the CU360 Video-collaboration Application if available among its supported languages.

Web Interface Management

CU360 Video-collaboration Application can be managed from their Graphical User interface ([Gui], usually with the remote control or a touch screen) or using a standard web browser ([Web]), via HTTPS (default) or HTTP, from a desktop computer or a mobile device.

To login into the Codec Unit with a web browser, browse to https://<Codec IP Address>

The default credentials are:

User: Admin
Password: 1234

All the paths specified in this release note with a notation with the [Web] prefix, like
WEB ADMINISTRATOR SETTINGS, refer to the Web interface menu.

The new Web portal is based on real-time, two-way connections, employing push technology over web sockets, where both the client and server can initiate communication, allowing them to exchange data freely and more quickly (no polling, no delay). The “standard” portal is no longer supported.

Figure 2: Login to the CU360 Web Interface (new portal)

- See the Known Issue section for a limitation about using the new portal with iOS mobile devices.

- You need to press the ‘Save’ button to apply changes done to a configuration via the Web Interface, otherwise your changes will not be applied.

Figure 3: Press Save to Change Settings in the Web Interface

- The Web Server for the CU360 unit is implemented by an application named jsweb which is automatically launched at system startup. Do not terminate the app.

Connecting the Unit and Quick Setup

Please refer to the quick setup guide for a detailed setup description in a standard huddle room scenario.

Figure 4: CU360 Unboxing
Power On/Off the Unit

- Hold the power button on the back of the unit to switch on/off the system.
- Quickly press the power button on the back of the unit to put in standby the system or to wake it up.
- Do not unplug/shutdown the power to turn the system off, especially when the device is in a call.

Optimal Huddle Room Setup

For a typical huddle room, up to 3m x 3m and up to 3-4 people attending the conference, a CU360 device placed on top of a 1080p or 4K monitor provides the best experience. The audio captured
from the embedded device’s mics is enough, and the monitor provides the audio output through HDMI. The camera can be adjusted manually to focus on the person in front of it and then can be digitally panned and tilted once zoomed in.

To zoom in/out the camera, use the remote control or browse to Control Camera menu in the CU360 App, press zoom in (+) and then move the camera with the arrows on the remote control or on the app UX.

Figure 6: CU360 Device Typical Placement

Add Avaya B109 as Bluetooth Audio Device

If the room dimensions require an additional microphone, you can add a Bluetooth audio device, as the Avaya B109 Conference Phone. To add the optional Avaya B109 as Bluetooth microphone/speaker for the Avaya CU360, please follow these steps.

- On Avaya CU360
  - Enable Advanced Settings
    
    [GUI] > CONFIGURE > GENERAL > SHOW ADVANCED SETTINGS: YES

  - Browse to
    
    [GUI] > CONFIGURE > ADVANCED (DEFAULT PIN IS 1234)
    > SYSTEM > SECURITY > SETTINGS > BLUETOOTH

  - Turn on the Bluetooth service

- On Avaya B109
- Hold 🎧 down for two seconds on the Avaya B109. This makes the B109 visible to CU360.

- The 🎧 icon is displayed on your B109 and its LEDs flash blue.

- In the selected Bluetooth settings window of the CU360, the Avaya B109 will appear in the list of the available devices. Select the Avaya B109 from the list of devices and select pairing. It may take a while for the devices to find one another. The 🎧 icon is displayed on the B109.

- After 60 seconds in pairing mode, the B109 returns to normal mode even if pairing has not been established.

⚠️ Important

- For more information about Avaya B109, see https://support.avaya.com and search for B109.

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### Controlling Your Device

The device can be controlled from the default remote control and from any standard control device, such as keyboard, mouse and touch screen, compatible with Android (no driver required).

See below sections for details.

The following Apps are also available for smartphones and tablets:

- Scopia Control for iPhone and iPad (available on the Apple Store), providing the same experience as for XT Series devices. You can download right now the App from https://apps.apple.com/us/app/scopia-control/id403154133.

- Avaya Collaboration control for Avaya Vantage (K165/K175) and Android smartphones. Collaboration Control is available now on Google Play Store™ at https://play.google.com/store/apps/details?id=com.avaya.avayacollaborationcontrol&hl=en (Play Store is a trademark of Google LLC).

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### System OS Management

Once the CU360 Video-collaboration Application is configured and running, you can activate the standard system menu bar by moving the mouse pointer at the bottom of the screen. Note: The mouse pointer can be activated by pressing the "Mouse" button on the remote-control.

- **Back (Triangle):** Takes you back a level in an app, or back a page in a browser, etc. Right clicking with a physical mouse in any place on the screen has the same effect.

- **Home (Circle):** Returns to the main home screen.
Overview or Recent or Intent (Square or Split Rectangle): Display the list of the recently used apps. Long press with the mouse on the square icon to split the screen in two parts (and again to un-split it).

Figure 8: Standard System Menu Bar

Some configurations and settings are available in this release only through the native OS menu (System OS Settings). To access the System OS Settings, press the Circle key on the bottom bar (Standard System Menu Bar), then select the Settings icon inside the desktop main folder (white central icon).

Figure 9: CU360 Desktop

Figure 10: Icon for System OS Settings

Advanced Settings Menu

To enable Advanced Settings in the endpoint’s Main menu (Graphical User Interface, GUI), set [GUI] > Configure > General > Show Advanced Settings: Yes

Important

- Changes to settings done via the Graphical Interface are automatically saved and applied when exiting the menu page.
- The Graphical Menu items available in the path [GUI] > Configure > Advanced can be found also inside the Avaya CU360 Web Interface Menu, tab ‘Administrator Settings’. This tab is always enabled in the Web Interface.

Using the CU360 Remote Control

To pair the remote control with your Avaya CU360, you need to do the following:

- Assure that the remote control is equipped with 2 AAA charged batteries.
- Unplug the codec unit from power.
- Press the Back key and the OK key together, until the small blue LED on top of the remote quickly flashes a few times.

- While the LED light is still flashing, plug the codec unit into power while keeping the remote control close to the unit. The remote control led should stop flashing to show successful pair.
- If the pairing fails, assure to disconnect all the cables from the CU, including USB.

**Figure 11:** Remote Control Keys

![Remote Control Keys Diagram]

**Figure 12:** Small Keyboard Keys – Press once FN to switch between Yellow and White symbols.

![Small Keyboard Keys Diagram]
Once the remote control is paired with your Avaya CU360, the CU360 Video-collaboration Application will usually receive the key events when it is in foreground and as the input focus. Some keys will be received even if the app is not in foreground or does not have the input focus. Please note that if the screen is split, the input focus must be assigned to the proper side of the screen by clicking on it.

You can use the following shortcuts:

- To show or hide a mouse pointer, press the ‘Mouse’ key.
- To exit from a CU360 App page or from an app, press the ‘Back’ key.
- To Mute or Unmute the audio in your device, use the ‘Mute/Unmute’ key.
- To stop the device to transmit your video and presentation while in a meeting, press the ‘Privacy’ key (‘Video Mute/Unmute’). You video image could be replaced with a synthetic image.
- To connect or disconnect the call in your device, use the corresponding keys when the CU360 Video-collaboration Application is in foreground. When the CU360 app is not in foreground, pressing ‘Connect’ on the remote will resume the app, if it is not hidden. Pressing ‘Disconnect’ on the remote will resume the app, if it is not hidden, only if it is in a call.
- Short press the ‘Power’ key to put in standby the system or to wake-up the system. When in standby, the monitor connected to the system can turn off.
- Short press any key except ‘Mouse’ key to wake-up the system.
- Long press the ‘Power’ key to power on/off the system. To switch off the system, keep the key pressed until you see the warning on the monitor that the system is powering off.
- ‘Volume/Mute/Presentation/Privacy/Recording’ keys keep doing their action even when the CU360 app is minimized (if this not requires user interaction – answer to choices or pin insertions).
- To switch between yellow and white symbols on the keyboard on the back of the remote control, press and release the FN key. Do not keep it pressed.
- The ‘Enable/Disable Tracking Camera’ key (also named ‘Voice Activation’ key) toggles the camera auto-tracking (while CU360 app is in foreground).
- The Zoom in/out keys zoom the local camera in any application using it.
- **To pan/tilt the local camera in any application using the camera, activate the mouse pointer and move the mouse while pressing the control far/near camera key.** The camera must be zoomed in to apply a pan/tilt movement.

⚠️ **Important**

- **When the mouse pointer is active, a fixed blue led light is on and the remote control will transmit all its movements to the device, causing a faster discharge of the batteries. It is strongly suggested to disable the mouse pointer when not using it.**
- When the mouse pointer is active, the ok button will not work as selection/enter on the current control (the focused one), but only as a click/long click on the current mouse pointer position. Please assure to disable the mouse pointer when not using it.

---

**Using an External Keyboard/Mouse**

Please note that you can also connect to your Avaya CU360 a standard keyboard and/or mouse, adding external hardware through the USB interface or through Bluetooth connections. Having an external keyboard attached to your unit makes it easier to type and to access menus. You can use a keyboard including a mouse-pad or add an external independent mouse device.

When you connect an external keyboard to your unit, you should set the keyboard layout for the attached physical keyboard. Setting a correct keyboard layout is necessary for typing correctly in word processing applications etc.

To setup or change the keyboard layout for an external keyboard in Android:

- Open Settings → Language & Input section in Android Settings.
On the Language & Input screen tap on Physical Keyboard. A list of physical keyboards is displayed.

- Press on the name of your physical keyboard.
- A whole list of keyboard layouts will be displayed. From here, you can choose the keyboard layout that corresponds to your physical keyboard.

Figure 13: Compatible Keyboard with Mouse Pad

- **Important**
  - A keyboard named “Avaya Remote Controller” is the physical keyboard of the remote-control. Its input layout must not be changed (default or English (US) - Android), otherwise the remote-control will not work properly.
  - Some third-party applications will keep showing the virtual keyboard on screen also when a physical keyboard is present.

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**Using a Touch Screen Monitor**

In addition to the supplied remote-control, you can operate the Avaya CU360 with a standard touch screen display. The display only needs to be connected through HDMI and the USB interface to the device.

Having a touch screen display attached to your Avaya CU360 makes it easier to type using the virtual keyboard (visible on the screen by tapping on any edit field) and to access the menu.

When you connect a touch screen display to your Avaya CU360, please assure that a standard “multitouch touch screen” display or monitor supporting Android 7 via USB is used.

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**Using the Web Interface for Mouse Emulation**

You can also control your Avaya CU360 by a Web interface on a computer or mobile device.

Browse to [WEB] MORE OPTIONS > REMOTE DEVICE to open a panel which allows to emulate a mouse connected to the Avaya CU360

- Using a touch screen (mobile device or computer)
  - Touch and drag over the panel to move cursor over the device GUI
  - Short touch to emulate a click
  - Long touch to emulate a long press
  - Two fingers touch to emulate ‘Back’

- Using a mouse (computer)
  - Click left button and drag to move
  - Short click to emulate a click
  - Long click to emulate a long click
  - Right click to emulate ‘Back’
Camera and LEDs

Local Camera: Manual PT and Digital PTZ

The camera can perform a manual pan and tilt (PT). Lightly touch around the camera (where there are the small dents) for manual pan and tilt.

The local camera can also perform a digital PTZ (Pan/Tilt/Zoom) up to 5x.

The camera is automatically zoomed-in in an intermediate position at the start-up of the CU360 App.

To zoom in/out the camera in the CU360 Video-collaboration Application, select Control Camera on and click on the +/- icons. From the system web interface, a similar menu is available.

When the camera is zoomed in, you can also perform digital pan and tilt (ePTZ) from the CU360 App, Control Camera menu, by using the arrows on the remote control or on the control interface; to perform ePTZ from any other app using the camera, see Pan-Tilt-Zoom for Any App.

A few preferred camera positions (digital presets) can be stored and recalled in the CU360 App. The app is also able to remember the last position of the camera and to propose it when the app is restarted. This option is active by default at
Camera and Front LEDS

The CU360 device is equipped with two rows of front LEDs on the side of the camera and with a circular crown of LEDs around the camera lens.

The front lines of LEDs change color or add animation effects in the different conditions.

The circle of LEDs around the camera will change color or add animation effects in the different conditions when the CU360 App is running.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Circle LED Color</th>
<th>Circle LED Effect</th>
<th>Lateral Led strips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarms</td>
<td>Red</td>
<td></td>
<td>Red</td>
</tr>
<tr>
<td>Idle</td>
<td>Yellow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idle, Mute/System Sleep</td>
<td>Blue</td>
<td></td>
<td>Blue</td>
</tr>
<tr>
<td>In a call</td>
<td>Green</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In a call, Mute</td>
<td>Blue</td>
<td></td>
<td>Blue</td>
</tr>
<tr>
<td>In a call, Privacy</td>
<td>Green (Blue if Audio mute)</td>
<td></td>
<td>Red</td>
</tr>
<tr>
<td>Upgrade in progress or incoming/outgoing call establishing</td>
<td>Red</td>
<td>Rotating</td>
<td>Red</td>
</tr>
</tbody>
</table>

Network Connectivity

Before configuring your device for the first time, assure that the device is connected to an Ethernet or Wi-Fi network.

Please be aware that it is strongly suggested to NOT connect both Ethernet and Wi-Fi network, except in special conditions (see Known Issues for Network).

Please note that an IP address is automatically assigned to the unit if you connect the unit to the network using the Ethernet and your network is equipped with a DHCP server.

To connect the unit to the network using Wi-Fi, you need to select the proper Wi-Fi network in the Android Settings and insert the credentials and the authentication type.

Wi-Fi and Bluetooth settings can be accessed in [GUI] CONFIGURE > QUICK SETUP
Wi-Fi Settings can also be accessed in
[GUI] > CONFIGURE > NETWORKS > Wi-Fi
[GUI] > CONFIGURE > ADVANCED > NETWORKS > Wi-Fi

Configure the parameters for your network according to your IT admin indications.
If you do not need to install certificates for your Wi-Fi, select for CA certificate: “Do Not Validate”.
Otherwise install a proper CA Certificate, according to you IT admin indications.
The CU360 Video-collaboration Application

The CU360 Video-collaboration Application allows placing or receiving H323 and SIP calls, as standalone endpoint or configured in complex Avaya Equinox/IX Workspace Solution deployment or in third party networks.

When first installing the product, you can perform the quick setup procedure from the GUI or the web interface of the endpoint.

In the quick setup, you can choose the name of your endpoint, select the language and the country and optionally provide network configuration data for your ethernet connection, if you need a static address assigned to your endpoint, or configure Wi-Fi.

Once the CU360 App is configured and running, you can activate the standard system bottom bar with navigation buttons by moving the mouse pointer at the bottom of the screen.

**Back (Triangle):** Takes you back a level in an app, or back a page in a browser, etc. Right clicking with the mouse in any place on the screen has the same effect.

**Home (Circle):** Returns to the main home screen.

**Overview or Recent or Intent (Square or Split Rectangle):** Display the list of the recently used apps. Long press with the mouse on the square icon to split the screen in two parts (long press again to un-split it).

You can access other apps installed on your device by sending the **CU360 App** to the background.

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**Move the App to the background – Overlay Mode**

When the CU360 App is moved to the background while in a call, a floating video window (Overlay Video Window) is displayed in overlay over other apps or desktop screen.
The floating video window can be dragged to a different place on the screen or further reduced to a single icon (Overlay Minimized Window).

You can Mute/unmute the audio in the **CU360 App**, while in floating mode, or restore the app to full screen mode. You can also start/stop sharing of full portion of the device screen when in a meeting. The last position of the floating window is restored when the app restarts (unless the app is restored to factory settings).

**Important**
- When CU360 App is moved to the background while not in a call, it is automatically minimized.
- When minimized, the app releases the audio input to other apps, if not in a call and not recording
- There is a configuration to force the app to start directly in Overlay Minimized Mode.

Below picture shows how to switch between Foreground Mode and Overlay Mode (Video window and minimized).

Please note that while the app is in overlay mode, some remote-control keys will work anyway (Zoom/Call/Disc/Presentation/Mute/Unmute/Recording) in most conditions.

To restore the app to Foreground mode, you can press Call or Disc on the remote control.
How to Start the CU360 Application

By default, the CU360 App starts maximized (Full Screen) every time the device is booted up. In this release, you can change the start mode of the application, or decide that a different application must be automatically launched when CU360 starts.

CU360 App Configurable Start Mode

You can configure the CU360 App to start in several ways

[GUI] CONFIGURE > ADVANCED > SYSTEM > CUSTOMIZATION
[WEB] ADMIN LOGIN ADMINISTRATOR SETTINGS > SYSTEM > CUSTOMIZATION >

• Start Mode:
  ○ Full Screen*: the CU360 app starts and shows its UX fullscreen (or in the available space if the screen is split)
- **Iconized**: the CU360 app starts minimized. A floating icon is visible on the screen. When this option is active, Kiosk/Restricted mode is disabled (and the reverse).
- **Hidden**: the CU360 app starts without any visible floating icon on the screen. When this option is active, Kiosk/Restricted mode is disabled (and the reverse).
- **Iconized starting application**: same as Iconized, but also launching an additional application you can choose from a list of installed apps [1].
- **Hidden starting application**: same as Hidden, but also launching an additional application you can choose from a list of installed apps [1].

**Application to Start**: additional application to start that you can choose from a list of installed apps [1].

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**Figure 24: Application Start Mode**

![Image of Application Start Mode]

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**Important**

- [1] The app to launch cannot be chosen through the Web interface in this release.

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**CU360 App Floating Dock Bar**

When the CU360 App is in the foreground (has the focus), a floating dock bar is accessible in any page for common actions and to navigate to previous pages. When in a call, a hotdog icon (three lines) in the dock bar can be used to activate the call panel.

The floating dock bar can be moved to a different place on the screen, docked to a side or with a free position. The last position of the floating bar is restored when the app restarts (unless the app is restored to factory settings).
**Important**

- The floating dock bar could disappear when the screen is split and the CU360 App loose the input focus. In this case just click on the app portion of the split screen to restore the bar (see Known Issues, AXT3100-339).

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### Remove the Floating Dock Bar

The CU360 App floating dock bar can be removed if you prefer to use the remote control to perform the actions accessible from the dock bar.

- **[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > SYSTEM > CUSTOMIZATION**
- **[GUI] CONFIGURE > ADVANCED > SYSTEM > CUSTOMIZATION**

- **Hide Floating Bar**: option to hide the movable floating bar from the CU360 app.
Hide the Floating Bar

- When the floating bar is hidden, the Mute/DND/Volume/Privacy are available on the Top Info Bar and you can exit from a page by touching with two fingers in an empty area of the UX or right clicking with a mouse. To insert DTMF tones, use the remote-control keyboard.

Icons on the Info Bar

Splitting the Screen

You can access other apps installed on your device while in a meeting also by splitting the screen in two parts and sharing another app in the call as presentation content.

You can long press the bottom bar “Square” button and chose an app from the unit desktop.

In the CU360 App, you can also select the “Apps” icon, then choose an app installed in your device to be launched (press on the app name to select it – long press is not needed any more). The screen will be split in two parts*, with the chosen app on the right side of the screen.

Once the screen is split, you can change split proportions by click and dragging the central vertical slider. (Note that only fixed ½, 2/3 and 1/3 proportions are supported).

Important
- When in split mode not all the GUI pages are available, and some are simplified. Please also note that not all the third-party apps are able to support split mode.
- Do not split the screen while there are actions in progress for third party apps, for instance downloading content.

To share an app in a call while in split mode, press Presentation button on the GUI or on the remote control. The remaining portion of the screen, excluding the CU360 App portion, will be transmitted.

Important
- When the CU360 App is displayed as a floating window, it will become part of the shared screen. Minimize the window to a single icon to avoid transmitting video content as part of the presentation.
- It can rarely happen that when selecting an app through the "Apps" icon, the screen is not split in two, but the chosen app is shown full screen. In this case you can always split the screen in two by long pressing the bottom bar button.

Sharing from a PC/Mac - Screen Link

It is possible to activate a “Screen Link” pairing between an IX Workspace Client or an older Equinox/Scopia® Desktop Client application (Windows PC or Mac) and a nearby CU360 endpoint.

This pairing allows viewing the computer desktop on the endpoint screen without using a cable and using only the network connectivity between the computer and the Codec Unit.

The feature is enabled by default on CU360. A PIN is required by default for manual pairing.
On PC or Mac, launch the Client application. If this application is not available on your computer, see How to install an Avaya Conference Client for Screen Link below, or connect to your IX Workspace/Equinox portal to download it.

Once the client application is running on your computer, right click on its icon on the tray bar to activate the Screen Link.

**Search for Endpoints** (Automatic acoustic pairing): this option will generate an ultrasonic sound (>18 kHz, preceded by an audible short beep) that can be detected by a nearby endpoint for acoustic pairing. A list of all the detected endpoints will be displayed by the Screen Link Client, together with their status (represented by icons). Detected endpoints are automatically wake up from standby mode to display on their screen the title bar with their name and IP address. Please note that the sonic detection is done through the embedded mics of the Codec Units, when the CU app is running, even if a different USB or BT mic is connected.

**Enter a Manual Location /Connect to Other Endpoint** (Manual pairing): you can manually select an endpoint in the Screen Link Client by its IP address. If the endpoint is in stand-by mode, you need to wake up the endpoint using its remote-control, to be able to see its IP address.

**Important**

- **Connectivity Requirements**: A Screen Link client must be able to connect to the Endpoint IP address for manual pairing, and the Endpoint must be able to connect to the Screen Link client as a streaming server once paired.
- Please assure that the PC/Mac’s firewall is not blocking the connection from the endpoint to the computer (RTSP, port 554).

If not in a call, the shared content will be immediately displayed on the CU360 App (if Local Presentation Mode is set to Automatic, otherwise press ‘Present’ button).
When in a call, the shared content will be immediately displayed on the unit and shared with remote peers as presentation stream (if Remote Presentation Mode is set to Automatic, see codec unit Configuration below. Otherwise a manual start (present button or key press) is needed to start sharing).

Once the client is successfully paired to a selected endpoint, its icon on the tray bar might change while XT will show below icon (white) on the title bar.

To stop Screen Link from the client, use the Client menu accessible by right clicking on the app icon in the tray bar.

**Important**

- When another client has an active Screen Link connection with the same unit, the pairing will fail (the endpoint is listed with forbidden icon or manual pairing will fail with “Endpoint unavailable” message).
- To activate Screen link from a different client, terminate presentation on the unit by pressing Present or stop screen link from the client.
- You can also unpair the screen link client from the unit, manually or automatically. See “Unpair Screen Link” section.
- While a screen link is shared to a remote party, splitting the screen on the unit to share an app will have no effect. You need to stop presentation before splitting the screen.
- The whole computer desktop is shared, with resolutions up to 1080p. Higher resolutions, like 1920x1200 or 4K, are not supported and are automatically down-scaled to 1080p.
- In this version, audio from the computer is not shared using Screen Link.

**How to install an Avaya Conference Client for Screen Link**

- To install an Avaya Conference Client for Screen Link, you can browse to the CU360 web page and click on Avaya Conference Client package for Windows/Mac.

- Once installed, press About icon to launch the Conference Client if not automatically started.

**Sharing from a PC/Mac - Avaya AV Grabber**

The Avaya AV Grabber, available as part of the Optional Cable Kit for Avaya IX CU360, allows to connect in wired mode a computer (PC or Mac) to the CU360 as presentation source for the CU360 Video-collaboration Application; included in the kit there are also an ethernet cable, an USB cable and an HDMI swivel.

To connect your PC or Mac to the CU360 USB port using the AV grabber, please follow the instructions below:
- Connect the Computer to be used as presentation source to the HDMI INPUT connector on the AV Grabber using an HDMI cable (not provided).
- Connect the USB connector on the AV Grabber to USB 3.0 connector on CU360 using the provided USB cable.

⚠️ Important!
- If you need to use an USB hub to connect the AV grabber to the CU360, assure that it is 3.0 and properly powered on.
- If the USB hub is not 3.0 or is not properly powered, when the grabber is in use the device could reset unexpectedly due to excessive power consumption from the grabber.

Figure 33: Avaya AV Grabber: connection with Computer and CU360

The computer will detect the presence of the grabber as additional monitor. You can duplicate the desktop of your computer or you can extend it over the additional monitor.

AVY Grabber
Display 3: Connected

Once the AV Grabber is properly connected to the CU360, the CU360 Video-collaboration Application will detect the video input coming from the computer through the AVY Grabber as an additional USB video input, and you can select it as a presentation source (in local presentation mode or when in a call).

The supported resolutions when the PC/Mac is connected through the HDMI output to the grabber are the following:

| Resolution supported by AVY Grabber | 1920 x 1080 @60fps: HD 1080  
|                                    | 1680x1050@60fps: WXGA+  
|                                    | 1360x768 @60fps  
|                                    | 1280 x 1024 @60fps: SXGA  
|                                    | 1280 x 768 @60fps: WXGA  
|                                    | 1280 x 720 @60fps: HD 720  
|                                    | 1024 x 768 @60fps: XGA  
|                                    | 800 x 600 @60fps: SVGA |

⚠️ Important
- The suggested resolution for the grabber as additional monitor of the computer is 1080p. Not all the resolutions proposed by the computer are supported. Please check that the selected resolution is detected by the CU360 application.
- In this release, sharing the audio from the computer is not supported by the CU360.
- When a resolution is not detected from the grabber (or the computer is in stand-by), a PC image will be displayed as in the picture in the CU app.

Local Presentation Mode

When connecting a computer to the CU360 app to the AV Grabber, or when activating a screen link connection, if not in a call the app will show automatically the computer content in local presentation mode.

- You can disable the automatic local presentation mode in

  ![Image showing local presentation mode](image)

[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > PRESENTATION > LOCAL PRESENTATION MODE

[GUI] CONFIGURE > ADVANCED > LOCAL PRESENTATION MODE

SCREENLINK CONNECTIONS AND AV GRABBER CAN BE USED SIMULTANEOUSLY, WITH THE FOLLOWING RULES:

- If a screen link presentation is active when the AV Grabber is plugged in the CU 360 (or a computer input is plugged in the grabber), the screen link connection will be automatically terminated.
- If a screen link connection is started when the CU app is in local presentation mode via AV grabber, the screen link will fail.
- If a screen link connection is initiated when the AV grabber is connected but not displayed as presentation, the screen link source will be used in local presentation mode. To disconnect the screen link and display the USB, press More > Unpair screen link or reconnect the computer to the AV grabber.

Presenting while in a call

When connecting a computer to the CU360 app via the AV Grabber or the screen link while in a call, the presentation source can be selected together with the other available sources while the CU360 app is full screen, by pressing the Present button (on the remote control or WEB/GUI).

Available choices can be:

- USB: presentation from a computer through the AV grabber
- Apps: presentation from local apps (Split&Share). **Apps that require to open the camera are automatically excluded from the list of the proposed apps.**
- Whiteboard: when web collaboration is available, starts a whiteboard session
- Screen Link: presentation from the Screen Link Client on computer
When the screen is already split, the Present button will directly start the sharing from the last presentation source activated or connected:

- If splitting or changing the split size: Local Apps (Split&Share)
- If activating Screen Link: Screen Link
- If connecting a computer through USB: USB

When the app is in background or in overlay, the Present button will start the sharing from Split&Share (local apps).

---

**Recording on External USB Storage**

To record your meeting or simply the screen of your unit when not in a meeting, you can plug an USB storage key in your device and press “Record” in the CU360 App. Please note that the recording will produce an audio-video mp4 file recorded at 720p25 or lower. You can also add a digital signature to your recording.

Please note that whatever is displayed on the unit screen will be recorded as well, including the graphics or the OS menu (WYSIWYG: what you see is what you get).

Recording is available by default; a license is not needed.

**Important**

- When recording to local USB, split screen presentation is available.
- When recording to local USB, transmitted video live is limited to 15 fps; if also a presentation is transmitted, both live video and presentation are limited to 7fps or lower.
- When playing a video from local USB as presentation, live video is transmitted at 7fps.
- In this release, you cannot add a label or a visual timestamp to your recording.

---

**Installing Third Party Apps**

You can install free third-party apps on your CU360 device by browsing to common App Stores with the default web browser and downloading the apps, or by downloading and installing the third-party app “Aurora Store”, accessible via the Apps & Tools (Utility Store) shortcut on the desktop.

In both cases, you need to authorize apps from unknown sources in Android Settings > Security before installing.
In this release, an administrator can restrict the possibility to install apps from unknown sources with the usage of a PIN or a Pattern or similar Access Restriction Methods; see App Installation Restrictions section.

In this release there is also the possibility to enable Google Apps™ and Services on the device, using the OpenGAppsProvider utility.

⚠️ Important

- Please note that third-party applications installed on the CU360 device are not directly supported or tested by Avaya. Avaya declines any responsibility for third-party apps installed on the device from any sources, including “Aurora Store”. See also Third-Party Products Disclaimer section in this document.
- The Google Play Store™ and the Google Mobile Services™ are not natively installed or supported on this device. Some third-party apps may not be able work properly without these services. See “How to Install Google Apps with OpenGApps”.
- Avaya products cannot certify against all third-party applications, as versions, deployment options, and other factors create many variations and complex interactions.
- Customers may deploy third-party and Anti-Virus/Malware software alongside the Avaya product with the following disclaimers:
  a. Customer deploys third-party applications at their own risk.
  b. Customer is responsible for testing prior to deployment.
  c. Customer is responsible for ensuring there are no TCP/UDP port conflicts and other protocol conflicts.
  d. Customer is responsible for ensuring adequate hardware is available to meet the requirements of both the Avaya applications and third-party applications.
  e. Customer is responsible for monitoring performance of the OS and applications, including these symptoms of performance degradation:
      - Missed or excessive alarms.
      - Dropped remote access sessions.
      - Slow user interface response.

The below list includes some of the more relevant Third-Party Apps that are often used with CU360. For further information please refer to the local Avaya sales representative.

For proper functioning, most of the third-party apps required Google Framework Services installed in the CU360. Please refer to “How to Install Google Apps with OpenGApps”.

- **Used for Split & Share and as standalone**
  - Microsoft Office Excel
  - Microsoft Office Word
  - Microsoft Office PowerPoint
  - VLC
  - Dropbox

- **Used as standalone**
  Avaya CU360 App must be minimized or hidden, as below Apps require exclusive use of the audio/video peripherals. Please do not close the Avaya CU360 App as it restarts automatically.
  - BlueJeans
    - NOTE: Bluejeans is supported both using the native Bluejeans App and connecting to the Bluejeans SIP gateway with the CU360 native App.
  - WebEx. Screen sharing from native WebEx App is enabled with Premium Account.
    - NOTE: WebEx is supported both using the native WebEx App and connecting to the WebEx SIP/H323 gateway with the CU360 native App.
  - Microsoft Teams. Mobile Application Management / MAM for the Microsoft Teams app must be configured if required by your company. This means that the Teams app could require MS InTune Company Portal app to be installed on the device and
registered to an InTune server first (provided by the customer), if your company policy enabled it. If your company policy requires the device to be encrypted, some functionalities of the device could be limited.

- **Zoom.** To check the features currently available on the Android App of Zoom please visit the following links
  - [https://support.zoom.us/hc/en-us/articles/201362153](https://support.zoom.us/hc/en-us/articles/201362153)
  - **NOTE:** Zoom is supported both using the native Zoom App and connecting to the Zoom SIP gateway with the CU360 native App.

The following table summarizes the results of some test performed with third-party cloud services. See also “Cloud Video Services” for details about using CU360 App with third-party services. All the Third-Party apps listed below can enjoy ePTZ of the local camera using the remote control.

### Important
- Please note that third-party applications installed on the CU360 device are not directly supported by Avaya. **Avaya declines any responsibility for third-party apps installed on the device from any sources, including “Aurora Store”**. See also Third-Party Products Disclaimer section in this document.

<table>
<thead>
<tr>
<th>Third-Party Service</th>
<th>CU360 App</th>
<th>Notes for Third Party Apps</th>
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<tbody>
<tr>
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<td>Skype for Business</td>
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</table>
Using the Default Web Browser

To launch the default Web Browser, minimize the CU360 app by pressing the Back key, then click on the "Star" icon at the bottom right of the desktop. The default browser will launch. It will present a list of links to common stores.

Figure 34: Default Web Browser App as Desktop icon on the right

Figure 35: Web Browser Link to App Stores

If you want to install an app from an app store, search for the app and download it (choose “arm” and “nodpi” in case of multiple choices).

How to Install Apps with “Apps & Tools” Shortcut

Minimize the CU360 App by pressing the Home Key button on the remote control, or click the circle icon in the navigation bar, then click on the “Apps & Tools” icon (UtilityStore) in the middle of the desktop. A link to install a third-party utility called “Aurora Store” is open on the browser. If the app is already installed, it will be launched automatically.

Figure 36: “Apps & Tools” Shortcut launching UtilityStore

Important
- Anonymous access to Google is not allowed anymore. Avaya suggests OpenGAppsProvider to install Google Apps™ with your personal account, see below.
How to Install Google Apps with OpenGApps

Google Apps™ (a.k.a. GApps) are the proprietary Google-branded applications that come pre-installed with most Android devices, such as Google Play Services, Play Store, Gmail, Maps, etc.

⚠️ Note:
- Google names, services and apps referenced in this document are trademarks of Google LLC, as listed at https://www.google.com/permissions/trademark/trademark-list/

Due to licensing restrictions, these apps do not come pre-installed with Avaya CU360 and must be installed as a sideload package by the user themselves. Google allows to register devices with “Custom ROM” to run apps.

The OpenGApps Project (https://opengapps.org) is an open-source effort to script the automatic generation of up-to-date Google Apps sideload packages. On https://opengapps.org/#aboutsection you can find more information about the project.

Launch OpenGAppsProvider

CU360 now provides a preinstalled OpenGAppsProvider application to easy connect to the OpenGApps.org site to download and install a minimal Google App™ package on your CU360.

The procedure also allows to register your CU360 as a Google Certified Device with a “custom ROM” under a Google account (your personal one, or one created by your company for the CU360 devices).

In this way, you can access the Google Play Store™ on your registered CU360 and install Google applications or third-party applications that rely on the Google Mobile/Framework Services (GMS/GFS).

The procedure requires execution of the OpenGApps Provider application, and a valid Google account. During the procedure, the device must be rebooted twice.

⚠️ Note:
- This procedure has been simplified in this software version. It no longer requires an external USB key, unless your CU360 File System has been encrypted to install some special application.

Steps are described below.
1. Click the Home button on the remote control or click on the Circle icon in the navigation bar to show the device desktop.
2. Click on the Apps icon (below) on the CU360 desktop, or search for OpenGAppsProvider.
3. Launch OpenGAppsProvider app icon, below.
a. [Needed only if your CU360 is encrypted]
   If your CU360 is encrypted, below message will appear. Insert an USB storage (FAT32) or SD Memory Card on your CU360 device, close and restart the OpenGAppsProvider app. Any update.zip file present on the storage will be overwritten.

   ![Missing External Storage]

   Please insert microSD or USB storage device

   OK

b. Accept the OpenGApps disclaimer and press “Download and Provide OpenGApps” button.

   ![Disclaimer for using OpenGApps on CU360]

   OpenGApps are provided by https://openapps.org/
   You accept to download OpenGApps under your responsibility for the purpose of using OpenGApps on CU360 according to OpenGApps statements.

   REJECT  ACCEPT

c. A progress for the download of the package is displayed.

   ![Connecting to OpenGApps Site]

   ![Downloading OpenGApps]

   0% 15/150

   CANCEL

d. The device will reboot, complete the installation and restart.
e. [Only if your cu is encrypted]

If your CU360 is encrypted, below message will appear. Press Yes

4. Repeat steps 2 and 3, to launch OpenGAppsProvider app again (or Open the Play Store)

5. The Play Store will show below message to register your CU360 with a valid Google account. Press “REGISTER”, then CONTINUE

6. The default web browser will be launched. Login to your Google account using your Google account email and password.
7. Once successfully logged to Google, below web page will appear.

8. To past the Framework Android ID required to register your CU device with your account:
   
   f. [Remote Control] Long Press OK and select PASTE or Press CTRL+V on the keyboard in the back of your remote control
   
   g. [External Keyboard] Press CTRL+V
   
   h. [Touch Screen] Long press on the underlined field and press “PASTE”.

9. Once pasted the ID, press “Register”. Your CU will now be enlisted as a registered device for your account. You can register an unlimited number of CU360 devices under your account.
10. **Reboot your device to activate the registration.**

⚠️ **Important**

- If the device is not rebooted after the registration, the Play Store will show below warning. **Reboot and launch again the Play Store.**

⚠️ Device is not Play Protect certified

Users who purchased this device:
The device manufacturer has preloaded Google apps and services without Play Protect certification from Google. Contact the manufacturer and ask for a Play Protect certified device. Learn more at g.co/AndroidCertifiedDevice.

Unlicensed manufacturer:
You need a license from Google to distribute Google apps and services. Apply at g.co/androidOSContact.

Licensed manufacturer:
To use Google apps during development, register the device.Reach out to your Google Business Development Manager for more info.

Custom ROM users:
To use Google apps with a custom ROM, register this device. Learn more at g.co/AndroidDeviceRegistration.

If you remove the google account from your device, you can register again the same CU360 with a different account. The procedure will start again at step 5 (paste your Framework ID).

If you relaunch OpenGAppsProvider, it will prompt you to repeat the registration procedure.

---

**Google Play Store™**

Once rebooted, you can launch the Google Play Store on your CU360 device, login with the same account you used to register your CU360 and install any app.

Please note:

- Any app installed through the Play Store will be associated to the account used to register your CU360.
- You can install any additional Google App using the Play Store, for instance Gmail, YouTube, Chrome, Hangouts, Google Drive, …
- The “Play Protect” verification check is active.
• “Not free” apps can be installed, associated to your Google account, if you provide billing information.
• Third-party Apps requiring Google Mobile Services can be installed.
• The OS Android Settings > Security flag “Allow apps from unknown sources” is no longer needed to install apps.
• Some apps might be not available in the Plays Store as the device is classified by Google as “Tablet”. In this case you can use the Default Web Browser method to find the app in an alternative store.

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OpenGApps FAQ

Q – What happens if I upgrade my CU360 to a new release? Will installed Google Apps be deleted?
A – Your Google installed apps will be preserved in future CU360 software upgrades.

Q – How can I enroll a CU360 with a different Google account?
A – Activate Recovery mode and reset to factory settings or wipe data. Then repeat the OpenGApps procedure

Security Settings

Restricted Access

An advanced setting in the Security Configuration section allows locking the CU360 in “restricted mode”. When the system is in restricted mode, Android features are locked, and the device acts in “kiosk/pinned mode”, as a pure videoconferencing device. The Advanced Settings are password covered, accessible only to System Admin.

Note that when restricted mode is active, no other application can be installed or launched (“Apps” menu is hidden) and Android settings are no longer accessible. In this case the app cannot start minimized.

To enable Restricted Access, from the GUI interface or the Web interface, browse to

[GUI] CONFIGURE > ADVANCED > [ADMINISTRATOR PIN] > SYSTEM > SECURITY > RESTRICTED ACCESS >

[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > SYSTEM > SECURITY > RESTRICTED ACCESS>

• Enable = Yes

From this page, the administrator can configure also Bluetooth and Wi-Fi in Android Settings, which are no longer accessible from the device desktop.
App Installation Restrictions

In this release, you can configure a restriction on the possibility to install third-party apps from unknown sources. The restriction will be applied to all apps (apk) that are installed through App&Tools, downloaded from stores or from web sites, or installed from USB keys.

To configure a restriction on app installation, browse to

[GUI] CONFIGURE > ADVANCED > [ADMINISTRATOR PIN] > SYSTEM > SECURITY > SETTINGS > APP INSTALLATION RESTRICTIONS
Figure 39: App Installation Restrictions

Settings

- Available choices are
  - None: user can install third party apps without restrictions (default) once installation from unknown sources has been authorized.
  - Pattern: the device will require a pattern before installing applications
  - PIN: the device will require a numeric PIN before installing applications
  - Password: the device will require a Password before installing applications

Figure 40: App Installation Restrictions Options

App Installation Restrictions

- None
  - Current selection
- Pattern
- PIN
- Password

Reject Incoming Calls with Invalid Numbers

For security reasons, you may want to block incoming call to your Codec Unit coming from SIP or H323 attackers on the network, especially if the codec unit is reachable from a public network.

To disable SIP or H323 incoming calls from sources using invalid numbers browse to

[GUI] > CONFIGURE > ADVANCED > PROTOCOLS > GENERAL: REJECT SIP/H323 INVALID NUMBER CALLS.

[WEB] > ADMINISTRATOR SETTINGS > ADVANCED > PROTOCOLS > GENERAL: REJECT SIP/H323 INVALID NUMBER CALLS.

You can disable this feature for each network interface.

**Important:**

- Once this feature is enabled, incoming calls are affected in this way:
  - If the device is not registered to any SIP server, SIP incoming calls by IP
address will be rejected. You need to place calls to this device using the user@host syntax or host##user, where host is the CU IP address and user must be the SIP username.

b. If the device is not registered to any Gatekeeper, H323 incoming calls by IP address will be rejected. You need to place calls to this device using the alias@host syntax or host##alias, where host is the CU IP address and alias is the H323 Alias.
What’s New

This section describes some additional new features and enhancements available in this software version 10.2.0.26 respect to previous GA versions 10.2.0.16.

Please note that if you are familiar with the Avaya IX Room Systems endpoints (XT Series), most of the functionalities and the configuration are the same. This document focuses on the specificity of the product respect to the Avaya XT Series.

⚠️ Important
- A license is **not** needed to enable or upgrade your product.

Configure the Avaya Spaces Room Application

Join your Spaces meetings and collaborate on a larger screen with the Avaya Spaces Room App (1.0.0.185), now preinstalled on your Avaya CU360 device since 10.2.0.26.

⚠️ Important
- For more info about Avaya Spaces, see also

Figure 41: Avaya Spaces Room is now pre-installed on you CU360

- The Spaces Mobile app can be used on a mobile phone or tablet to instruct the CU360 to join a specific Space meeting using a QR code scanner.
- A laptop can also be used to instruct the CU360 to join a specific Space meeting by entering a verification code.
- The CU360 physical remote control can be used to mute, block video and end the call. It will also enable control of the CU360 camera for pan/tilt and zoom actions.

You can configure your device to start automatically the Avaya Spaces Room App if you plan to primarily join Spaces Meetings.

Pre-requisites for your Space Account

Until the planned general availability of Spaces Room in April, your domain in the Spaces account needs to be enabled for the Spaces Room feature. This will not be needed after the feature is generally available. Please contact uccpm@avaya.com.
Pre-requisites for your CU360 device

Please check that your CU360 device is upgraded to release 10.2.0.26 or higher. Starting from this release, the Avaya Spaces Room App is pre-installed in the device. To check and upgrade the device software version, see Error! Reference source not found..

Setup

- Within the CU360 app, as in below screen, using the remote control:
  - Select "Configure"
  - Select “General”
  - Turn on “Show Advanced Settings” if not already on
  - Go Back one level
  - Select “Advanced”; (enter 1234 if asked for password)
  - Select “System”
  - Select “Customization”
  - For “Start Mode”, use the drop down to select “Hidden starting application”
  - For “Application to Start”, select “Avaya Spaces Room”
- The Spaces Room app will be started and present a screen requesting a device name which will be presented as the participant name in Spaces meetings.
  - After the name is entered, the screen should show a QR code and verification code in the pairing page of the app.
Usage with the Avaya Spaces App

- With Avaya Spaces App for phone/tablet clients, navigate to the space to be used for the meeting.
- Avaya Spaces App has “Join Spaces Room” in the menu options when clicking on the title of the space.
- Scan the QR code displayed on the CU360 screen with the Spaces App

If it does not do so, please check network settings on CU360 and then troubleshoot for any firewall or network connectivity issues in reaching https://spaces.avayacloud.com

After a while, the app will show a screen saver page. Press OK or touch the screen or click with the mouse to show the app pairing page again.
• **Note:** If the option is not available, confirm that the Spaces user account has been granted access to the Spaces Room functionality as stated in the pre-requisites.

---

**Usage with a Web Client**

• In Spaces Web client, “Join Spaces Room” will present a dialog to enter the Verification Code.

• You need to use a Browser supporting WebRTC (Chrome, Firefox, Edge) on your Windows PC, Mac if you want to join the meeting from your computer with audio and video.

**Known issues:**

- **Description of issue:** Bluetooth call control buttons are not yet supported.  
  **Solution/Workaround:** Use the soft keys to control the call.

- **Description of issue:** Mute state of a Bluetooth audio device is not synced with Spaces Room.  
  **Solution/Workaround:** Ensure both physical Bluetooth mute and Spaces Room soft mute key are unmuted to enable speech path.

- **Description of issue:** The adjustable volume range of a Bluetooth audio device during a meeting is dependent on the volume level of the Bluetooth device before the meeting is started. For example, if the Bluetooth device volume is set to a low level before the call is started it may not be possible to increase the volume to an acceptable level.  
  **Solution/Workaround:** Set the Bluetooth device volume to at least 50% before joining a meeting.

- **Description of issue:** On a touch screen, the Android navigation bar cannot be accessed by swiping up from the bottom of the screen.  
  **Solution/Workaround:** Swipe from the top of the screen.

- **Description of issue:** Media path will not recover if encountering network disruptions during a meeting.  
  **Solution/Workaround:** Hang-up and re-join the meeting when the network is recovered.

- **Description of issue:** You cannot initiate recording from the Spaces Room app, you can only determine that a call is being recorded.  
  **Solution/Workaround:** Start recording from web front-end.

- **Description of issue:** Camera zoom settings are not persisted across calls.  
  **Solution/Workaround:** Use the remote control zoom keys on every call.

- **Description of issue:** AV Grabber not supported yet.  
  **Solution/Workaround:** Share from your desktop/laptop web front-end.
Calendar Enhancements

Calendar Automatically Enabled

The Easy to Start choice in the initial Quick Setup wizard will now automatically propagate your personal credential, if used, to the Exchange Calendar Settings and enable the calendar. If you need to change your password associated to the Calendar Exchange/Office365 account, just repeat the quick setup wizard by choosing “Easy to Start”.

[Gui] Configure > Quick Setup > Easy To Start

Figure 42: Easy to Start

Click to Join to More Video Services

In this release, the endpoint will be also able to join more audio-video meetings with a single click from a calendar item, not only on the Avaya Equinox Solution but also on other third-party platforms or services.

- In addition to OnAvaya and Avaya Meetings Online Predefined SIP dial mappings have been added for Zoom, BlueJeans, WebEx, Pexip.

- Added automatic integration for any Exchange Calendar invitation containing “sip:” or “h323:” URI Schemes in the location or in the body.

Important

- Some video services can be joined using the CU360 app only if they offer a SIP or H.323 gateway, allowing room endpoints to join. Please refer to your video service provider for details.
- See Third Party Products Disclaimer for references to Third-party platforms.

Additions to CA Trusted List

To make easier the deployment of a cloud service, the SIP server could offer a certificate with its "host" name, rather than having to offer a certificate with the original "domain" name.
This implies that a SIP application, to validate the remote certificate, can use only the returned "host" name of the DNS SRV query. To trust the DNS server answer, the DNSSEC (Domain Name System Security Extensions) feature has to be used. As the CU360 does not support DNSSEC in this release, the certificates of the most common SIP cloud providers (BlueJeans, Pexip, WebEx, Zoom) have been preloaded as trusted CA.

In this way, if the received domain certificate is equal to one in the trusted list, the SIP application can trust the DNS answer without using DNSSEC.

If a different SIP cloud service, requiring DNSSEC, is used, the user can manually install the related domain certificate, in addition to the others already present.

---

**Early Join to Meetings**

By default, the endpoint is enabled to join a scheduled meeting only 5 minutes in advance.

In this release it is possible to enable “early join mode” to any future meeting scheduled for the day. As soon as the invitation is visible in the calendar of the endpoint, the endpoint can join the meeting, for instance to test that audio/video streams are working well.

To change this setting, go to

[GUI] CONFIGURE > ADVANCED > CALENDAR>
[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGs> CALENDAR>

- **Early Join Enabled**: No*/Yes

---

**Important**

- For privacy reasons, you should not change this setting unless you need to do a test for your own Virtual Room or a known Virtual Room where you can safely join in advance without interrupting other meetings.

---

**Local Camera Enhancements**

This release introduces several enhancements for the local camera.

Some enhancements are available only while using the CU360 App, while others are available also for Third-Party applications which use the embedded CU360 camera.
Camera Auto-Tracking for CU360 App

In this release the CU360 embedded HD camera can be configured to work in "Auto-Tracking Mode" when the CU360 App is in foreground or in overlay and no other app is using the camera.

The camera auto-tracking helps directing the meeting in intelligent way, focusing on the active speaker in the room. Thanks to the combination of audio tracking and face recognition, based on AI methods, the CU360 App can identify the active speaker position in a typical huddle room with a max of four seated persons in front of the camera (in a field of view of around 120°), and automatically digitally pan-tilt-zoom the camera to provide the best framing.

When no audio or face is detected for around 20 seconds, the camera will automatically zoom to a default position, corresponding to about 1.5x zoom factor.

You can press the “Voice Activation” key on the remote control to toggle on/off the Auto-tracking functionality of the camera on the fly (default is off).

The default mode can be changed at

[GUI] CONFIGURE > ADVANCED > I/O CONNECTIONS>CAMERAS > HD1 >

[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > I/O CONNECTIONS>CAMERAS > HD1 >

• Tracking: No*/Yes; default tracking mode of the camera at the start-up of the CU360 App. Can be changed on the fly using the remote-control key below (chat icon).

When the auto-tracking mode is active, an icon is visible on the top info bar.

The current auto-tracking mode can be changed also in the Control Camera Panel of the CU360 App UX, or from the More Actions Panel of the web interface.

Figure 43: GUI > Control Camera Panel > Tracking

Figure 44: Web > More Actions > Tracking

⚠️ Important

• When auto-tracking mode is active, the camera cannot be PTZ-ed manually and its
presets cannot be recalled.
- When the mic is muted, the auto-tracking feature will stop. In this case, after a few seconds, the camera will go back to a central wide-angle position.
- See Optimal Huddle Room Setup for supported arrangement of the room. Up to 4 different faces can be recognized.

Near Camera Presets for CU360 App

A camera preset is an item including:
- A camera selection (for instance HD1 or USB)
- Horizontal and vertical position of the camera frame (physical or digital)
- Zoom factor of the camera

A camera preset can be stored and recalled for the local (also called embedded or near) camera, and if the remote party or the meeting supports and enables the Far End Camera Control (FECC) protocol, also a far preset (camera of the remote party, or the camera of the active speaker in a meeting) can be recalled and stored.

CU360 already supports far end camera presets; in this release it is possible to store and recall presets also for the local (also called embedded or near) camera.

The near camera supports movements and zooming through digital Pan Tilt Zoom (PTZ) commands, when the Camera Auto-tracking feature is not active.

In the GUI, zoom commands (zoom in, zoom out keys) for the near, or far, camera are available through the remote control (or a mouse) when the CU360 app is in foreground, while pan and tilt commands are available (arrow keys) only in the Control Camera page.

To switch between controlling the near or the far camera, you can also press the Control near/far camera on the remote control.

PTZ and presets commands for far/near cameras are also available through the Web interface, or through AT commands.

How to store or recall a preset - GUI

To store or recall presets positions for the near camera on the device graphical user interface (GUI), go to

[GUI] CONTROL CAMERA > PRESETS>

Figure 45: GUI > Control Camera Panel > Presets Button
While in the Presets page, you can zoom in/out the camera by pressing on the “plus” and minus" icons, and you can pan/tilt the camera using the arrows. You can also use the remote-control keys to PTZ the camera while in this page.

Once you move the camera to the desired position, you can save (store) the current position in a preset. The stored preset can be recalled any time to move again the camera in the saved position. Assigned presets are visible as numbers with in light-blue circles. Not assigned presets are dark.

Figure 46: GUI > Control Camera Panel > Camera Presets Page

**Store a preset using the remote-control keys:** press the corresponding number on the remote-control keyboard. The circle with the number will blink. Pan/tilt/zoom the camera, and press enter when done. The circle color will become light-blue.

**Store a preset using a mouse pointer:** Adjust the camera, then long click on the circle with the number you want to reserve for the preset. The circle will become light-blue.

**Delete an assigned preset using the remote-control keys:** press the corresponding number on the remote-control keyboard. The circle with the number will blink. Press the delete key on the remote-control to unassign the preset. The circle color will become dark.

**Recall a preset using a mouse pointer:** Click on the circle with the desired number.

From the GUI, you can assign and recall up to 10 presets.

**How to store or recall a preset - Web**

To store or recall presets positions for the near camera on the device Web interface, go to

WEB [ADMIN LOGIN] MORE ACTIONS►CONTROL CAMERA

While in the Cameras Control page, you can zoom in/out the local camera by pressing on the “plus” and minus” lens icons, and you can pan/tilt the camera using the arrows inside the Move panel.
You can see the enabled preset in the page, edit or delete presets or store new presets.
You can also choose a default preset. The default preset will be recalled automatically every time the system restarts.

From the web interface only, you can store and recall up to 122 presets.

---

**Pan-Tilt-Zoom for Any App**

In this release, you can also Pan-Tilt-Zoom the embedded HD camera with the CU360 remote control when an application is using it.

To Zoom the camera, press the Zoom + or Zoom – key on the remote control.

To Pan-Tilt the camera, activate the mouse pointer on the remote control, and keeping the “Toggle near/far camera” key pressed, move the pointer up/down/left/right to force the corresponding movements of the camera.

Any app displaying the camera will benefit of this feature
**Important**

- When using the CU360 App, you can also move the far camera in addition to the local camera, if the far camera supports far end camera control.
  
  a. Toggle near/far to select “Far Camera”. Move far camera using the arrows in the remote control.

  b. Activate the mouse pointer and long press the key while moving the mouse pointer to move the camera.

- The CU360 App will restore its latest used PTZ position, discarding the movements done while using other apps.

## Favorite Contacts with Priority

In this release it is possible to mark a favorite contact in your local directory as “Prior”. In this case, the contact will be marked with a yellow star on the UX and will be listed before the other contacts.

![Web>edit favorite contact with prior flag](image)

![Web>displayed favorite contact with prior flag](image)

*By default, persona virtual rooms on Avaya Equinox Meetings Online (also known as AEMO or IX Meetings) will be marked as Prior Favorites and added to your Contacts if not already present.*

## Easy Startup for Avaya Equinox Meetings Online

In this release it is possible to retrieve your Virtual Room info for Avaya Equinox Meetings Online/IX Meetings (AEMO), and have it automatically added to your favorite contacts as a priority contact (yellow star icon), with the name associated to your Virtual Room inside the AEMO portal.

- At first startup, or launching the Quick Setup Wizard, choose Easy to Start.
• If you own an account on Avaya Meetings Online, insert the email used to register such account

• Then insert your AEMO username and password

• If your initial email is also associated to an Avaya on-premises deployment, you can instead choose between the available environments.
• If your chosen environment requires your personal credentials, you will be prompted for them.

• If your chosen environment includes AEMO, please note that the credential info for your AEMO room can be different from the credentials used to join your Avaya on premises deployment. You will be prompted to enter them separately.
• If your network does not include any Avaya on premises deployment, please just insert the email you use to create your AEMO account in step 1.
SIP/H.323 Interoperability Enhancements

Third Party PBX SIP Servers

Specific IOT validation has been performed in this release for the Avaya CU360 app with the following SIP servers.

- Asterisk
- 3CX
- FreeSwitch

Some of the servers above could require a specific choice of the SIP server model, in

[GUI] CONFIGURE > ADVANCED > PROTOCOLS > SIP > SERVER MODEL
[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > PROTOCOLS > SIP > SERVER MODEL

Figure 51: List of Available SIP Server Models

Asterisk

This release supports IOT with Asterisk 16.5.0 & FreePBX 14.0.13.4. The system is able to work both with "Chan SIP" and "PJSIP" interfaces.

The system automatically adapts its behavior to interop with the Asterisk server.

⚠️ Important

- This automatism is based on searching for the default "Asterisk" product strings into SIP messages. If they are changed, this mechanism does not work, and the user should manually specify the "Asterisk" server-type into the SIP setting section.
- If the Asterisk SIP module is listening to different legacy ports (5060,5061), the system can set the specific port appending it to the server address into the SIP server configuration field. Example: "asterisk_address:asterisk_port"

Basic SIP Features

SIP transport type supported are UDP, TCP, TLS.

Media Encryption is supported using “SRTP via in-SDP” (SDES) with the following algorithms:
- AES_256_CM_HMAC_SHA1_80
- AES_CM_128_HMAC_SHA1_80

Both "best-effort" and "strict" encryption are supported.

The supported audio codecs are: G.722.1 Annex C (siren 14), G.722.1 (siren 7), OPUS, G722, G711, G729.

The supported video codecs are: H.264 HP, H.264 BL.

The supported DTMF types are: RFC4733, RFC2833.
Limitations

The AAC-LC, G719 audio codecs are not available.

At the same time, H264 High Profile SVC, H264 Baseline Profile SVC video codecs are not available as well as the "BFCP" for "Content Video Sharing" and the "Far End Camera Control" protocols.

Moreover, Asterisk has some limitations related its SDP negotiation module; for this reason

- 60fps video feature has been disabled to avoid issues when connecting to systems that do not support it.
- the call rate is not correctly negotiated for audio/video calls; pay attention to limit the system to the right max call rate.
- making an audio/video call to an audio only device results the system also video that goes lost inside Asterisk server.

In addition, options like RTCP MUX, AVPF, ICE are not supported by the system.

Advanced SIP Features

Advanced features like "Do Not Disturb", "Hold/Resume", "Call Forward", "Call Pick Up", "Call Transfer", "Call Park/Unpark", "Automatic Redial/Callback" are supported using the "Asterisk Feature Codes". The Feature Codes during an active call are sent using DTMF; as consequence of this direct media should be disabled to have them working.

Others advanced features are not supported by the system.

3CX

This release supports IOT with 3CX 16.0.3.676.

The system automatically adapts its behavior to interop with the 3CX server.

Important

- This automatism is based on searching for the default 3CX product strings into SIP messages. If they are modified from their default value, this mechanism does not work, and the user should manually specify the "3CX" server-type into the SIP setting section.
- If the 3CX SIP module is listening to different legacy ports (5060,5061), the system can set the specific port appending it to the server address into the SIP server configuration field. Example: "3CX_address:3CX_port"

Basic SIP features

SIP transport type supported are UDP, TCP, TLS.

Media Encryption is supported with the following algorithms:

- AES_256_CM_HMAC_SHA1_80
- AES_CM_128_HMAC_SHA1_80

The supported audio/video/data codecs depend on the 3CX media server modes used for the call connection.

"Bypass - Direct Mode": No limitations.
"Proxy - Pass Through Mode" and "Transcoding - Bound Mode":
- reduced audio codecs list: Opus, G.722, G.711, G.729A, DTMF-RFC2833;
- far end camera control ("FECC") not supported;
- content sharing not supported.

If the system has the local "Do Not Disturb" option active or rejects an incoming call using the "Do Not Disturb" option, the remote is automatically redirected to the voice mail.
### Note:

- when encryption is enabled on the used extension ("RTP mode" is set to "allow secure" or "only secure"), Direct Mode is never used. In this way, “FECC” and “Content Sharing” are not available during encrypted calls.

---

### Limitations

Since provisioning service is not available between 3CX server and this device, manual configuration is needed.

Here are the parameters to get from the 3CX extension and set into the device:

- from the "General" tab of the 3CX extension:
  - Authentication – ID → Administrator Settings – Protocols – SIP – Authentication Name
  - Authentication – Password → Administrator Settings – Protocols – SIP – Authentication Password

- from the "Phone Provisioning" one:
  - Network – RTP Mode → Administrator Settings – Calls – Encryption – Enable Encryption
  - Administrator Settings – Calls – Encryption – Unprotected Calls

1How to convert the 3CX “RTP Mode” parameter into the system ones:

- “Normal” → Enable Encryption = NO
- “Allow Secure” → Enable Encryption = YES, Unprotected Calls = [Inform, Show Status]
- “Only Secure” → Enable Encryption = YES, Unprotected Calls = [Disconnect]

The system supports two types of "Best Effort" encryption (AKA "Allow Secure" in 3CX):

- RFC8643 – Opportunistic Approach for Secure Real Time transport Protocol (aka "OSRTP" or "IMTC mode")
- RFC5939 – Session Description Protocol (SDP) Capability Negotiation (aka "CapNeg")

On the contrary, 3CX server supports a different one that consist in offering two alternative media descriptors:

one for SRTP and the other with no encryption.

Because of this, it could happen encryption does not establish calling from this device to another device even if encryption is enabled on both extensions.

To avoid this, set on 3CX profile "RTP Mode = Only Secure" and on device settings "Unprotected Calls = Disconnect".

### Advanced SIP features

Advanced features like “Do Not Disturb”, “Hold/Resume”, “Call Forward”, “Call Pick Up”, “Call Transfer”, “Call Park/Unpark”, “Automatic Redial/Callback” are supported using the “FreeSwitch Feature Codes”.

By default, the Feature Codes given during an active call are sent using DTMF via RFC2833/RFC4733.

As consequence they do not work is direct media mode is used.

To have them working also with direct-media, DTMF SIP-INFO method could be used instead of the RFC2833/RFC4733.

“User Service configuration”, “Directory Configuration”, “Call Logs Configuration” are not supported by the system.
FreeSwitch

This release supports IOT with FreeSwitch 1.10.1-release-12 4.
The system automatically adapts its behavior to interop with the FreeSwitch server.

**Important**

- This automatism is based on searching for the default "FreeSwitch" product strings into SIP messages. If they are changed, this mechanism does not work, and the user should manually specify the "FreeSwitch" server-type into the SIP setting section.
- If the FreeSwitch SIP module is listening to different legacy ports (5060, 5061), the system can set the specific port appending it to the server address into the SIP server configuration field. Example: "freeswitch_address:freeswitch_port"

**Basic SIP Features**

SIP transport type supported are UDP, TCP, TLS.

Media Encryption is supported using "SRTP via in-SDP" (SDES) with the following algorithms:

- AES_256_CM_HMAC_SHA1_80
- AES_CM_128_HMAC_SHA1_80.

The supported audio/video codecs depend on the FreeSwitch configuration. If "bypass_media" or "bypass_media_after_bridge" options are set, all the system codecs are available. Otherwise, the lists of the supported codecs are:

- video: H.264 HP, H.264 BL.

The supported DTMF types are: RFC2833/RFC4733.

**Limitations**

Only "strict" encryption is supported, when both the signaling and RTP media pass through FreeSwitch.

The "best effort" modes supported by the system ("IMTC", "CapNeg") are not supported by FreeSwitch. However, it is not needed to disable best effort in FreeSwitch sever or manually force the system to use "strict" SRTP.

Below it is reported the FreeSwitch configuration used to make SRTP tests.

"BFCP fallback" feature has been disabled by default to have interoperability when the "bypass_media_after_bridge" is used.

If the used SIP extension does not have "bypass_media" or "bypass_media_after_bridge" set, some other features, in addition to the list of supported codecs, are not available:

- video content sharing,
- Far End Camera Control (FECC).

The system has interoperability issues when the used SIP extension has the "proxy_media" option set:

- if the call is encrypted (SRTP) the systems is not able to render the remote audio and video streams;
- the video content sharing is not available.

If the used SIP extension is set to have both the signaling and the RTP media passing through FreeSwitch (no "proxy_media", no "bypass_media" and no "bypass_media_after_bridge" options are set), "60fps" video feature (due to a FreeSwitch issue) is automatically disabled to avoid issues when connecting to systems that do not support it.

When early media feature is active, it could happen that the system reports "TX" packet loss in the first phase of the call.
It is due the fact FreeSwitch discards the received RTP packets before the remote answers the call and reports it into the RTCP packets sent to the system. RTCP MUX, AVPF, ICE options are not supported by the system.

Advanced SIP features

Advanced features like “Do Not Disturb”, “Hold/Resume”, “Call Forward”, “Call Pick Up”, “Call Transfer”, “Call Park/Unpark”, “Automatic Redial/Call-back” are supported using the “FreeSwitch Feature Codes”.

Some “Feature Codes” like “call transfer” are given inside the call using the DTMF. As consequence of this, to have them working, direct media must be disabled.

Others like “Auto-Provisioning”, “Call Waiting”, “Message Waiting Indicator”, “Busy Lamp Field Configuration”, Feature Key Synchronization Configuration”, “Emergency call configuration”, “User Service configuration”, “Directory Configuration”, “Call Logs Configuration” are not supported by the system.

Cloud Video Services

The CU360 App has been tested with several third-party cloud video services without being registered to any H323/SIP server.

The limitations and known issues for the different platforms are listed below. See also General Troubleshooting for SIP/H.323 Cloud Services.

BlueJeans

Content sharing on H323 calls.

The device receives the video content mixed together with the live video stream.

To receive it as a dual screen content:

- the device should be publicly accessible;

or the user should

- set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral UDP ports)
- enable the “NAT Traversal” option on the device;

or the user should

- activate an Application Layer Gateway (ALG) for H323 support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated).

Hangouts/Pexip

See official documentation at https://www.pexip.com/features/integrations?hsCtaTracking=31f804b6-4bc2-4fac-ab86-30a210b1e62b%7Cbd19d945-4546-4a7b-8fa0-4c650af1cf0a and https://docs.pexip.com/admin/port_usage.htm

Content sharing on SIP calls

If presentation does not work when making a SIP call to “Pexip” or “Hangouts” cloud service, the user should set on the device ”Transport Outbound BFCP” option to ”UDP Preferred”

Zoom (Cloud Room Connector - CRC)

To make SIP or H323 calls using the CU360 app, you must have at least one Cloud Room Connector (CRC) port purchased.
To make calls no special configuration is needed on your device. To receive calls you need:

- to be publicly accessible,
- or to have a 1:1 NAT configuration of the FW/NAT and have enabled the NAT feature on your device as specified by the vendor and open the CU360 ports as specified in the Security port matrix.
- See also Known Issue with Zoom CRC

### Presenting

The device cannot present if the meeting option “Who can share?” is set to “Host only” even if it joins as “host”.

### Stealing Presentation

The device cannot steal the presentation if the meeting option “Who can start sharing when someone else is sharing?” is set to “host” even if it joins as “host”.

### Content Sharing on SIP Calls

Seldom, it could happen that the device receives the presentation as a mixed stream together with the live video. To have it as a second stream the user should:

- Press “1” via DTMF code to access the menu.
- Press “0” to access more options.
- Press “1” to toggle H.239 or BFCP for dual-screen.

(https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP-)

### Content Sharing on H323 Calls

The device receives it mixed together with the live video stream. To receive it as a dual screen content:

- the device should be publicly accessible;
- or the user should
  - set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral UDP ports)
  - enable the “NAT Traversal” option on the device;
- or the user should
  - activate an Application Layer Gateway (ALG) for H323 support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated)

(https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP-)
(https://support.zoom.us/hc/en-us/articles/201458316)

---

**WebEx**
Audio/Video/Content

To receive audio/video/content in SIP (when not registered) and H.323 calls it is needed to open proper ports in the FW/NAT of your network, following WebEx instructions available at https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network.

You must also open the NAT/FW ports that are specific for SIP and H323 media, TCP and UDP, as described in Additional References, Security Port Matrix.

- See also Known Issue with WebEx

To receive audio/video/content in SIP (when not registered) and H.323 calls it is needed to open proper ports in the FW/NAT of your network, following WebEx instructions available at https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network.

You must also open the NAT/FW ports that are specific for SIP and H323 media, TCP and UDP, as described in Additional References, Security Port Matrix.

Incoming audio/video (H323/SIP calls)

The device doesn't receive audio/video even if the call is established and the local audio and video are received by the remote.

To receive it as a dual screen content:

- the device should be publicly accessible;

or the user should

- set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral UDP ports)
- enable the “NAT Traversal” option on the device;

or the user should

- activate an Application Layer Gateway (ALG) for H323 support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated)

Star Leaf

H.323 calls established.

SIP call fails to establish. The cloud service refuses it.

SIP DTMF Modes

In this release, it is possible to select the protocol used in SIP to send/receive DTMF values.

Many Cloud Services use DTMF (also called “Feature Codes”) to allow additional operations, so it is important to choose the right one according to the Cloud Service you are using.

- [GUI] CONFIGURE > ADVANCED > CALLS > PREFERENCES > IP
- [WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS> CALLS > PREFERENCES > IP

- **SIP DTMF**: RFC 2833*/ SIP INFO
  - RFC 2833: DTMF are transmitted as part of the media.
  - SIP INFO: when direct media mode is active, the DTMF will be directed to the SIP server to do typical actions, as menu choices or activation of features.

Web Enhancements

- The new Web portal is based on real-time, two-way connections, employing push technology over web sockets, where both the client and server can initiate communication, allowing them to exchange data freely and more quickly (no polling, no delay). The new portal is now the default. The “standard” portal is no longer supported.
• In this release, Web Video is available from the web Interface (More Actions>Web Video), with the limitation that the transmitted presentation from split & share is not available, and that the local presentation (USB or screen link) is available only when seen. The feature is enabled by default and can be disabled or limited only to specific web clients (IP addresses or subnets). To disable or limit (only from the GUI), browse to [GUI CONFIGURE > ADVANCED > UTILITIES>REMOTE ACCESS>WEB VIDEO]

• Statistics about Content when in a call are now immediately available on the Web interface home page, without expanding the section.

Other Enhancements

• H.263+ is supported with resolutions up to 4CIF@15fps. Only RFC2429 is supported. Custom formats and annexes are not supported.
• When in a call, the Apps page for Split&Share will automatically exclude all the apps that require opening the camera, as the camera is already open by the CU360 application. This means that some applications that require access to the camera not for live video but for snapshots or photos could also be excluded. In this case, you can share them by activating the app manually through the android desktop (home button on the remote control, then white apps icon in the central bottom place of the desktop).
• In this release, the camera max zoom has been extended to 5x in place of 3x. Please note that at full 5x the image quality can be grainy in some lightening conditions.
• The CU360 App is now able to manage the preference of not showing a Virtual Keyboard when a physical keyboard is used.
• A permanent record with the first twelve activations of the system is now provided as part of the Customer Support Package.
• The Camera Orientation is now properly managed also for Third-Party apps.
Control API Extension (AT Commands)

AT commands can be used to control XT Series or CU360 devices.
The following commands have been extended or added since last major API documentation release.

For full documentation, refer to [https://support.avaya.com/downloads/download-details.action?contentId=C20143693548450_0&productId=P1430](https://support.avaya.com/downloads/download-details.action?contentId=C20143693548450_0&productId=P1430)

Table 3: Recently Added or Modified Control API Commands

<table>
<thead>
<tr>
<th>Version</th>
<th>New/Extended</th>
<th>Command/Indication</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU 10.2.0</td>
<td>Extended</td>
<td>SW</td>
<td>Command to emulate go back to home page</td>
</tr>
<tr>
<td>XT 9.2.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CU 10.2.0</td>
<td>Extended</td>
<td>CV</td>
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</tr>
<tr>
<td>XT 9.2.2</td>
<td></td>
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</tr>
<tr>
<td>CU 10.2.0</td>
<td>New</td>
<td>SU</td>
<td>Chat messages in meeting, when supported</td>
</tr>
<tr>
<td>XT 9.2.2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CU360 Software Upgrade

This section explains how to upgrade your device, including the CU360 App, the preinstalled Avaya Spaces Room App and the companion pre-installed apps. Those apps and the preinstalled software and OS are upgraded using a software package (auto-extracting .exe file).

Customer installed apps will be not affected by the device software upgrade.

How to Check CU360 Software Version

From the device GUI (screen menu) or Web Interface Menu (Admin/1234 is the default login), check the software version as below.

[G] CONFIGURE > ABOUT>
[W] [ADMIN LOGIN] HOME PAGE

![](image)

Check how to get a newer software version from the support site and how to upgrade the unit in the next sections.

How to Upgrade CU360 to a New Version

Software upgrade packages named CU-360_Vx_y_z.exe can be used only to upgrade Avaya CU360 Codec Units. They cannot be used to upgrade XT Series codec units.

CU360 software packages are signed by an Avaya Certificate Root Authority recognized by the codec unit.

Only verified signed software packages will be accepted by the codec unit.

A software package will be installed only if the codec unit verifies that:

- The software package is signed by Avaya IT Root Authority and produced by an authorized build server.
- The software package content is not tampered or changed in any way.

By default, an unsigned software package is not accepted.
To upgrade the software of a CU360 Codec Unit there are several methods:

- **Automatic Upgrade Over the Air (OTA Upgrade) – New in 10.2**
- Upgrade via PC
- Upgrade via USB key
- Upgrade via a Web Browser
- Upgrade via Equinox Management

Before proceeding, assure to save locally the new software package that you downloaded from the Avaya PLDS ([https://plds.avaya.com](https://plds.avaya.com)) or from [https://support.avaya.com/products/P1680/avaya-cu360-collaboration-unit/All](https://support.avaya.com/products/P1680/avaya-cu360-collaboration-unit/All) (Downloads Tab) or that you received from Customer Support.

Search for Avaya CU in the Support by Product Tab of the site.

**Important**

- Before upgrading it’s always suggested to back-up the previous system configuration from Diagnostics > Utilities > Configuration > Export.
- To check the build installed in your device, see Configure > About in the CU360 Video-collaboration Application UX.
- For any issue appearing when using a software package please contact Avaya Customer Support opening a Service Request at [http://support.avaya.com](http://support.avaya.com) and providing
  a. the system CS Package (Web > Diagnostics> Utilities >Customer Support Package: press Create and download the newly created package to your computer)
  b. the detailed description of the issue occurred (see also [https://support.avaya.com/ext/index?page=content&id=FAQ116051](https://support.avaya.com/ext/index?page=content&id=FAQ116051))

**Caution**

- Do not turn off the system until the upgrade procedure is completed.
- If the upgrade procedure is interrupted for any reason, do **not** restart the Codec Unit but repeat the procedure as suggested by the Codec User Interface.
- The front camera LED may rotate repeatedly while upgrading.
- If the GLAN interface or the Wi-fi interface of the device is not reachable any more, put the .exe upgrade package into a formatted USB key and insert it into the USB socket (see Upgrade via USB).

**Upgrade Over the Air (OTA Upgrade) – Interactive Mode**

An over-the-air upgrade (OTA Upgrade) is the wireless delivery of new software releases to your Avaya CU360 device. When OTA Upgrade is enabled, you are alerted that a new release is available as soon as it is published by Avaya. You can then check the changes in the release and decide if you want to install it on your device or not.

OTA Upgrade can be disabled in

[GUI] CONFIGURE > ADVANCED > [ADMINISTRATOR PIN] > UTILITIES> REMOTE ACCESS> DOWNLOAD

[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS> UTILITIES> REMOTE ACCESS> DOWNLOAD

- OTA Access Enabled: Yes*/No. Enable HTTPS access to OTA upgrade info on the public internet, to alert the user that a new build is available to upgrade the device.
- When a new build is available, an icon will be displayed as below on the UX Home page. A similar notification is available on the Web interface.
• To install the proposed build, press Install

• From the web interface, click on the green icon in the home page.
By pressing Install, the web session will disconnect, and there is no progress. Please wait a few minutes before reconnecting.

**Upgrade via PC – Interactive mode**

- Save the CU-360_Vx_y_z.exe file containing the software package in your Windows PC
- Verify that the PC is connected to the network in wired mode (otherwise the upgrade process can be very slow when using a wireless connection) and that it can ping the codec unit. It is strongly suggested to upgrade the codec unit when it is connected to the Ethernet.
- Double click the software package .exe file. Below application will be launched.
- Accept the usage agreement
- Insert IP address of the codec unit to upgrade in the Codec Unit IP address field.
- Press “Start” button in the app.

**Figure 55: Software Upgrade Application**

- Do not turnoff or unplug the codec unit, until it completes the upgrade.
- The application will signal that the software package transfer is completed. Wait until the codec unit applies the updates contained in the package and the CU360 Video-collaboration Application restarts, by checking the progress on the CU360 App graphical interface (monitor screen).
- This procedure is completed when you see the initial graphical menu of the CU360 App displayed continuously for at least one minute after the app is restarted.
- If the app does not restart but it shows an indication to repeat the upgrade, press the “Start” button again.

**Figure 56: End Upgrade Message**

**Upgrade via USB key – Automatic Mode**

- Save the CU-360_Vx_y_z.exe file containing the software package in an USB key or
storage

- Plug the key in the back of the codec unit, when it is not in a call.
- To upgrade from an USB key, the version file must be named CU-360_Vx_y_z.exe. Do not change version file name, otherwise the package will not be recognized.
- Do not turnoff or unplug the codec unit, until it completes the upgrade.
- The application will signal that the software package transfer is completed. Wait until the codec unit applies the updates contained in the package and the CU360 App restarts, by checking the progress on the CU360 App graphical interface (monitor screen). Please note that the code unit will not reboot.
- This procedure is completed when you see the initial graphical menu of the CU360 App displayed continuously for at least one minute after the app is restarted.

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**Upgrade via Web – Automatic Mode**

- Save the CU-360_Vx_y_z.exe file containing the software package in your computer or mobile storage
- Open a Browser on your computer or mobile device
- To login into the Codec Unit with a web browser, browse to https://<Codec_IP_Address>
- The default credentials are User: Admin, Password: 1234
- Using the Web Client, go to Administrator Settings > Utilities > Software Update and press Next
- Browse for the file (.exe) saved locally on your computer and upload it to the web browser. Once uploaded press Upload-Install.
- The file will be uploaded to your unit (Status percentage shows how many bytes have been transferred) and then installed.
- Follow the progress of the update on the web browser. At the end of the installation the web client might disconnect. Wait automatic reconnection or press F5. You might need to login again.

Figure 57: **Software Upgrade via Web – Choose Upgrade Package**
Upgrade via Equinox Management – Automatic Mode

- Your CU must be added as managed endpoint in Equinox Management
- (Requires Equinox Management 9.1.0.365 or later)

- Save the CU-360_Vx.y.z.exe file containing the software package in your computer or mobile device.
- Open a Browser on your computer or mobile device
- Login to Equinox Management. You need to know the Admin credentials.
- Select your CU under Endpoints
- Click the Manage button and choose Upgrade Software

- Follow the Upgrade Software Wizard instructions to choose the SW package (.exe), upload and install it

**Figure 59: Software Upgrade via Equinox Management**

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**Software Downgrade**

It's not possible to downgrade the Avaya CU360 to a previous release.
Integrating with Other Components

Avaya CU360 has been tested with latest Avaya Equinox® Conferencing Solution but supports also components of previous Avaya Equinox® Conferencing Solutions.

Table 4: Solution Compatibility

<table>
<thead>
<tr>
<th>Current Solution Component Name</th>
<th>Previous Solution Component Name</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Equinox® Management</td>
<td></td>
<td>9.1.0.365*</td>
</tr>
<tr>
<td>Avaya Equinox® Media Server</td>
<td>--</td>
<td>9.1</td>
</tr>
<tr>
<td>Scopia® Elite 6000 MCU</td>
<td>Scopia® Elite 6000 MCU</td>
<td>8.3**</td>
</tr>
<tr>
<td>Avaya Equinox® Streaming and Recording Server (AESR)</td>
<td>Scopia® Recording Server</td>
<td>8.3*</td>
</tr>
<tr>
<td>Scopia® Mobile (iOS/Android)</td>
<td>Scopia® Mobile (iOS/Android)</td>
<td>8.3.9</td>
</tr>
<tr>
<td>Avaya IX Room Systems XT Series</td>
<td>Scopia® XT Series</td>
<td>9.1.5</td>
</tr>
<tr>
<td>Avaya Equinox® H.323 Firewall Traversal</td>
<td>Scopia® Path Finder</td>
<td>8.3</td>
</tr>
<tr>
<td>Avaya Aura Presence Server</td>
<td>Avaya Aura Presence Server</td>
<td>8.0</td>
</tr>
<tr>
<td>Avaya IPO for Presence, One-X Portal for IPOffice</td>
<td>Avaya IPO for Presence, One-X Portal for IPOffice</td>
<td>9.1</td>
</tr>
<tr>
<td>IX Workspace/Equinox Clients</td>
<td></td>
<td>3.8</td>
</tr>
<tr>
<td>Avaya IPO for Presence</td>
<td></td>
<td>10.0</td>
</tr>
<tr>
<td>One-X Portal for IPOffice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Equinox Management 9.1.0.365 or higher is required for full support of the endpoint

⚠️ Important

It is always recommended to update all the Avaya Equinox® Conferencing Solution to the latest GA release (9.2)

- Solution wide features like Mobile Link or Auto-Provisioning require that all the components of the Avaya Equinox® Conferencing Solution are up to date and all components support those features. Please refer to the release notes of the specific components for details.
Resolved Issues

This is the list of the resolved issues respect to build 10.2.0.16

Table 5: Resolved Issues

<table>
<thead>
<tr>
<th>Release</th>
<th>Description of Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.2.0.26</td>
<td>AXT3100-1247: Netlog capture can fail if stopped when the system is still in a call</td>
</tr>
<tr>
<td>10.2.0.25</td>
<td>Fixed an annoying print for Spaces Huddle Room App</td>
</tr>
<tr>
<td>10.2.0.24</td>
<td>Fix for parsing Spaces invitation in calendar (launch via browser)</td>
</tr>
<tr>
<td></td>
<td>Solved a crash of OpenGApps provider when the CU360 app was configured to launch another app in foreground</td>
</tr>
<tr>
<td>10.2.0.23</td>
<td>AXT3100-1210: Equinox Conferencing 9.1.9.1 CD6 – P2S2 – CU360/XT can’t enter PIN to join meeting when setting on CM Initial IP-IP Direct Media enabled and Direct IP-IP Audio connection enabled.</td>
</tr>
<tr>
<td>10.2.0.22</td>
<td>AXT3100-1192: Application shortcut is not deleted in the Android home screen if application shortcut is automatically created after the application is installing from Play Store</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1195: Collaboration Control - Title, day of recording are not translated</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1187: &quot;Settings has stopped&quot; after clicking on &quot;Vision Settings&quot;</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1184: Open GAApps - Unable reopen Register CU360 pop-up to Google after it is hidden</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1148: &quot;OpenGAppsProvider stop&quot; if user splits screen during install OpenGApps</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1105: If the device is pin protected is too hard to unblock by swipe</td>
</tr>
<tr>
<td>10.2.0.19</td>
<td>AXT3100-1177: OnAvayaMeeting: if the invitation contains the meeting details as a body, the sip:urischeme is used to dial in place of the FQDN mapping corresponding to the location</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1176: OpenGApps installation without USB key</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1175: OpenGAppsProvider procedure fails for Languages where the App title has been translated</td>
</tr>
<tr>
<td>10.2.0.18</td>
<td>AXT3100-1149: On new web portal, CU360 should swap positions of no/yes buttons for some dialogs</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1153: User can set text for Administrator/Basic settings protect PIN code on web interface</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1169: CU360 upgrade path fails from v10.0 to v10.2 – Need to manually reboot the system after upgrade</td>
</tr>
</tbody>
</table>
Known Issues

Avaya performs effective testing of each software version. Patch software may be available to fix known issues of this software version. Please contact Avaya’s Customer Support Service for further information.

This section details the list of known issues for this version. Some issues are common to Avaya IX Room Systems.

Table 6: List of known issues in this release

<table>
<thead>
<tr>
<th>Category</th>
<th>Case Number/Ticket ID</th>
<th>Description of issue</th>
<th>Solution/Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Setup</td>
<td></td>
<td>720p, 1080p HDMI or 4K monitors are not correctly recognized. The UX is displayed with wrong proportions</td>
<td>Turn off the system, unplug the monitor, turn on the system and plug the monitor again.</td>
</tr>
<tr>
<td>Date and Time</td>
<td></td>
<td>The date and time are not preserved after reboot when: 1) the system has Internet time disabled and Use Default NTP Servers Disabled Or 2) the system is configured for geolocation (Internet Time) but does not have internet access Or 3) the system is configured to use Default NTP Servers but the DHCP server does not return valid NTP servers or 4) the manually configured SNTP servers are not reachable</td>
<td>Use one of the following workarounds: 1) Assure that Internet Time is Yes and assure that the System has internet access. 2) Assure that use default NTP servers is Yes and assure that the DHCP server returns NTP servers which are reachable 3) Assure that the manually specified NTP servers are reachable If none of the above workarounds is applicable and the date of the system is still wrong after the system is kept turned off for several minutes, you need to configure manually the date at each restart.</td>
</tr>
<tr>
<td>I/O Connections</td>
<td></td>
<td>USB Cameras are not supported in this release</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>With DVI monitor, audio could be directed to both CU internal speakers and external audio peripherals</td>
<td></td>
</tr>
<tr>
<td>Pexip Meetings</td>
<td></td>
<td>Presentation could not work when placing SIP calls to Pexip infrastructure</td>
<td>Set &quot;Transport Outbound BFCP&quot; to &quot;UDP Preferred&quot;, in place of &quot;TCP Preferred&quot; in Config&gt;Advanced&gt;Settings&gt;Protocols&gt;SIP&gt;Advanced&gt;</td>
</tr>
<tr>
<td>Pexip Meetings</td>
<td></td>
<td>When Privacy Options is “Hide video or Automatic”, remote parties will see CU frozen video when privacy is active</td>
<td>Select Privacy Option as Image</td>
</tr>
<tr>
<td>IOT</td>
<td></td>
<td>CU360 App cannot receive SIP or H323 calls</td>
<td>To receives calls you need: • to be publicly accessible, • or to have a 1:1 NAT configuration of the FW/NAT and have enabled the NAT feature on your device as specified by the service vendor and open the CU360 ports as specified in the Security port matrix. See <a href="https://support.zoom.us/hc/en-us/articles/201458316-Network-Firewall-Settings-for-CRC">https://support.zoom.us/hc/en-us/articles/201458316-Network-Firewall-Settings-for-CRC</a></td>
</tr>
<tr>
<td>Zoom with Cloud Room Connector</td>
<td></td>
<td>Content sharing received as single stream: Your device CU360 app could receive the presentation as a mixed stream, together with the live video (AKA Gallery Layout).</td>
<td>Content sharing as dual stream: To have it as a second stream: -Press &quot;1&quot; via DTMF code to access the menu. -Press &quot;0&quot; to access more options. -Press &quot;1&quot; to toggle H.239 or BFCP for dual-screen. (<a href="https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP-">https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP-</a>)</td>
</tr>
<tr>
<td>Category</td>
<td>Case Number/Ticket ID</td>
<td>Description of issue</td>
<td>Solution/Workaround</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------</td>
<td>----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td><strong>Zoom with Cloud Room Connector</strong></td>
<td></td>
<td>In H323 calls, the CU360 App is not able to receive presentation content.</td>
<td>To receive content, your endpoint should - be publicly accessible - or have 1:1 NAT configuration with the NAT option active on your device, - or have activated ALG (Application Layer Gateway). For H323 support in the FW/NAT of the device network, see <a href="https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP">https://support.zoom.us/hc/en-us/articles/202046813-How-Do-I-Enable-H-239-or-BFCP</a>.</td>
</tr>
<tr>
<td><strong>Zoom with Cloud Room Connector</strong></td>
<td>AXT3100-1108</td>
<td>When Room Screen Sharing settings are set as &quot;Host only can start presenting when someone else is sharing&quot;, CU360 App cannot steal sharing</td>
<td>Ask the presenter to stop sharing</td>
</tr>
<tr>
<td><strong>WebEx Meetings</strong></td>
<td></td>
<td>The endpoint can send audio/video/content to the meeting in a SIP or H323 call, but it does not receive any audio/video/content</td>
<td>To receive audio/video/content in SIP (when not registered) and H.323 calls it is needed to open proper ports in the FW/NAT of your network, following WebEx instructions available at <a href="https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network">https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network</a>. You must also open the NAT/FW ports that are specific for SIP and H323 media, TCP and UDP, as described in Additional References, Security Port Matrix.</td>
</tr>
<tr>
<td><strong>Elite 6000</strong></td>
<td></td>
<td>When connected to an Equinox Meeting hosted on Elite 6000, it can happen in certain room conditions that the transmission of your local video freezes.</td>
<td>Try to set and remove Privacy. Try to zoom in the camera or pass your hand in front of the camera to change the camera shot.</td>
</tr>
<tr>
<td><strong>Avaya SBCE</strong></td>
<td></td>
<td>To allow @home CU360 or XT Series devices units to register with Avaya Aura or other SIP servers in your deployment, configure SBC with the following RegEx in System Parameters for User Agents: &quot;.<em>RV/V.</em>&quot;</td>
<td></td>
</tr>
<tr>
<td><strong>SR 1-11610561268</strong></td>
<td></td>
<td>IP Office (10.1 or lower) might require Third Party license for Avaya CU360 endpoints. IP Office (10.0 or lower) might require Third Party license for Avaya XT4300, XT7100 and XTE240.</td>
<td>Use a 3rd Party SIP License to register that endpoint as a SIP device to an IP Office system. Note: The endpoint cannot register as an H.323 device to IPO.</td>
</tr>
<tr>
<td><strong>IPOFFICE-109632</strong></td>
<td></td>
<td>When registered to IPO (sip server), Avaya XT7100, XTE240 and XT4300 and Avaya CU360 endpoints might not receive presentation. This happens if your IPO version is outdated and does not recognize the endpoint. See SR 1-11610561268 above.</td>
<td>Configure IPO with &quot;MediaSecurity=None&quot; to the extensions associated to those endpoints to enable presentation towards them.</td>
</tr>
<tr>
<td><strong>Cisco SX80</strong></td>
<td></td>
<td>Cisco SX80 TC7.2.0 is not able to receive SIP TLS incoming calls if the Avaya endpoint is configured with AES256.</td>
<td>Disable AES256 on XT or place outgoing call from Cisco to XT.</td>
</tr>
<tr>
<td><strong>QC#26789 JIRA-57114</strong></td>
<td></td>
<td>The Avaya endpoint doesn’t display the message to be in call hold when Flare iPad is put in hold</td>
<td></td>
</tr>
<tr>
<td><strong>QC#2766</strong></td>
<td></td>
<td>Using Polycom MGCS0 (v 8.0.2.6) sometimes H.239 presentation does not function.</td>
<td></td>
</tr>
<tr>
<td><strong>QC#2981</strong></td>
<td></td>
<td>Polycom diagnostics incorrectly identifies Avaya endpoints.</td>
<td></td>
</tr>
<tr>
<td><strong>QC#11493</strong></td>
<td></td>
<td>Incident #16384-10505: Remote camera switch from HDX to</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Case Number/ Ticket ID</td>
<td>Description of issue</td>
<td>Solution/Workaround</td>
</tr>
<tr>
<td>----------</td>
<td>------------------------</td>
<td>-----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Avaya endpoint and reverse is not performed. Issue reported to Polycom.</td>
<td>QC#2964</td>
<td>Cisco C20 cannot control the Avaya endpoint camera in H.323 calls.</td>
<td>For low bit rate calls (up to 256Kbits), set the maximum call rate of the Codec Unit to 2M (the same max. rate as MGC) in the Administrator Settings &gt; Call Preferences page. For 384Kbit- 2Mbit calls: In the MGC Advanced Properties page, deselect Auto Video Bit Rate.</td>
</tr>
<tr>
<td>Polycom MGC systems (v9.0)- Avaya endpoint does not receive the video stream when it is connected to MGC with default settings (reference Pivotal #16384-7589).</td>
<td>QC#6665</td>
<td>LifeSize Express LS_EX1_3.0.7 (2) produces corrupted audio in SIP calls with audio coding based on G.722.1 Annex C, 48 kths. Avaya endpoint cannot establish incoming point-to-point SIP calls if H.264 coding is used.</td>
<td>Update LifeSize Express to latest version. As a temporary alternative, disable G.722.1 from the web interface by navigating to Administrator Settings &gt; Calls &gt; Preferences &gt; Audio</td>
</tr>
<tr>
<td>Avaya endpoint does not receive the video stream when it is connected to MGC with default settings (reference Pivotal #16384-7589).</td>
<td>QC#5567</td>
<td>For low bit rate calls (up to 256Kbits), set the maximum call rate of the Codec Unit to 2M (the same max. rate as MGC) in the Administrator Settings &gt; Call Preferences page. For 384Kbit- 2Mbit calls: In the MGC Advanced Properties page, deselect Auto Video Bit Rate.</td>
<td></td>
</tr>
<tr>
<td>QC#16828</td>
<td>IOT issue with Tandberg/CISCO MXP1500. Reported to Tandberg/Cisco.</td>
<td>Disable H.264 High Profile on the Codec Unit. Configure &gt; Advanced &gt; Preferences &gt; Video</td>
<td></td>
</tr>
<tr>
<td>QC#17464</td>
<td>The Tandberg/CISCO MXP1500 does not send video to the as soon as a call is started. Reported to Tandberg/Cisco.</td>
<td>Disable H.264 High Profile on the endpoint.</td>
<td></td>
</tr>
<tr>
<td>QC#16857</td>
<td>Avaya 10x0(LifeSize) v4.8 issue. Avaya Integration Rad #57 [XT/SIP]: An Avaya XT Series or CU-360 endpoint registered with SIP cannot share content (via BFCP) with Avaya 1000-series endpoints.</td>
<td>Upgrade Avaya 1000-series endpoints to version 4.9 or higher.</td>
<td></td>
</tr>
<tr>
<td>QC#26201</td>
<td>If Avaya endpoint is configured with a Unicode name, the ECS rejects the H.323 call.</td>
<td>Use a plain ASCII name for the Codec Unit.</td>
<td></td>
</tr>
<tr>
<td>QC#29515</td>
<td>Tandberg MXP Series interoperability issue when placing SIP TLS calls.</td>
<td>Configure &gt; Advanced &gt; Protocols &gt; SIP &gt; TLS &gt; Enabled =No.</td>
<td></td>
</tr>
<tr>
<td>RVSM-5252</td>
<td>Presentation, sent in WCS mode from an Avaya endpoint, is sent black from AMS to other Codec Units (not in WCS mode).</td>
<td>Configure &gt; Advanced &gt; Protocols &gt; SIP &gt; TLS &gt; Enabled =No.</td>
<td></td>
</tr>
<tr>
<td>Polyscreen RealPresence</td>
<td>When connecting to Polycom RealPresence Immersive Studio Flex 6.1.2_06 the remote party does not receive audio. This is due to wrong capability management on the Polycom side.</td>
<td>Disable G.719 on the Codec Unit.</td>
<td></td>
</tr>
<tr>
<td>QC#9510</td>
<td>You cannot dial a recent incoming ISDN number from the Recent Calls list.</td>
<td>Dial the ISDN number manually.</td>
<td></td>
</tr>
<tr>
<td>QC#9509</td>
<td>Before making an ISDN voice-only call, you need to first change the service mode to manual.</td>
<td>To make an ISDN Voice-Only call, perform the following procedure: From the web interface, select Administrator Settings &gt; Calls &gt; Preferences &gt; ISDN and change the Service Mode to Manual. Insert a different Service Code for 64K calls. Add the same Service Code to the Gateway Service Prefixes List and specify the type as voice-only. Dial the ISDN/PSTN number and select 64K as the required Call Rate (Advanced call options).</td>
<td></td>
</tr>
<tr>
<td>In a Call</td>
<td>QC#9510</td>
<td>You cannot dial a recent incoming ISDN number from the Recent Calls list.</td>
<td>Dial the ISDN number manually.</td>
</tr>
<tr>
<td>QC#9509</td>
<td>Before making an ISDN voice-only call, you need to first change the service mode to manual.</td>
<td>To make an ISDN Voice-Only call, perform the following procedure: From the web interface, select Administrator Settings &gt; Calls &gt; Preferences &gt; ISDN and change the Service Mode to Manual. Insert a different Service Code for 64K calls. Add the same Service Code to the Gateway Service Prefixes List and specify the type as voice-only. Dial the ISDN/PSTN number and select 64K as the required Call Rate (Advanced call options).</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Case Number/Ticket ID</td>
<td>Description of Issue</td>
<td>Solution/Workaround</td>
</tr>
<tr>
<td>----------</td>
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</tr>
</tbody>
</table>
| Echo | Some monitors could introduce echo | When using the mic array with a monitor which introduces relevant audio delays (>80 milliseconds) the CU360 can generate echo in the call. | - Ensure that your monitor is configured to automatically estimate the audio delay as follows:  
  - I/O Connections > Echo canceler > Audio Delay Automatic Estimation = Yes  
  Once the value is changed, the remote party needs to speak for several seconds before the audio delay can be properly estimated  
- As an alternative you can  
  - use a USB speakerphone  
  - use a Bluetooth speakerphone, suggested Avaya B109 Conference Phone. |
<p>| In a Meeting | Equinox/Scopia Conference Features | Advanced conference features (meeting roster, Equinox recording, meeting management via UI, web collaboration, chat via SC and web) in an Equinox/Scopia Meeting are available only if Avaya Codec Unit is managed by the iView hosting the meeting or the solution is 9.x and the call is sip | Check that your Codec Unit can access the meeting roster (you should see Local – Your Codec Unit Name listed in UI, Participants tab). If this entry is not available, please check that your solution is 9.x and invite the Codec Unit as sip participant in the meeting (you can invite an endpoint by dialing ep@ipaddress in your Equinox client, or sip: ipaddress in Scopia desktop/mobile clients) or ask your Equinox Solution IT reference to add the Codec Unit as managed endpoint in the Equinox Management server. |
| Network | MCVUELITE-3000 | MCU6000 doesn’t manage correctly the Avaya Codec Unit video privacy option (auto or hide video) when in a sip call | Configure &gt; Advanced &gt; System &gt; Customization &gt; Set Privacy Options = Image. |
| Network | OQ#18670 QO#19192 SI#8192-14380 | Network negotiation issues might occur when using specific network equipment, like CISCO C2960. | Always configure Autosensing in both the Codec Unit and the GLAN Port. Alternatively, you can limit the auto negotiation mode to 100/Full or lower. |
| Network | AXT3100-900 | Some routers do not follow “Half-duplex” selection on CU360 | Configure the parameter as Auto or Full-Duplex. |
| Time Settings | AXT3100-649 | The correct routing of a call or other network related functionalities could not work when using both Ethernet and Wi-Fi. Some third-party application could not work with Ethernet or both interfaces connected. | It is strongly recommended not to use both Ethernet and Wi-Fi network. Third-party applications usually work only with Wi-Fi. The CU360 app can route calls on both networks, but only if they have different valid private IP ranges, or intranet (with addresses in valid private ranges) and public access. See <a href="https://en.wikipedia.org/wiki/Private_network">https://en.wikipedia.org/wiki/Private_network</a> for the list of valid private IP ranges. |
| Recording | Time Settings | The Codec Unit could not automatically determine your country or time zone correctly. | The Quick Setup wizard connects to some Internet public geo-localization services to determine the system location and time zone. The availability of such services is not guaranteed. When using a proxy to connect to the internet the results could be not accurate. |
| Recording | ScreenLink | When playing from local USB, it is not possible to activate screen link. | |
| Recording | UX | UX cannot be excluded from the recording to the local USB storage | Use the recording key on the remote control when starting/stoping a recording, to avoid recording the opening of additional pages in the UX. |
| Recording | Unplug USB | Your recording can become corrupted if USB key is unplugged while a USB recording is in progress. | Stop the recording before unplugging the USB key. |
| Recording | SR 1-14667770962 | “Repair this drive” alert on Windows PC about the USB key, when it is unplugged from a | This notice is a false alarm, if the repair procedure is executed there are no issues found on the USB storage. |</p>
<table>
<thead>
<tr>
<th>Category</th>
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<th>Description of issue</th>
<th>Solution/Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB Formatting</td>
<td></td>
<td>To record your CU-360 screen to a local USB storage device, insert it in one USB slot. Use a USB storage device formatted with FAT32, EXT2, EXT3, EXT4. Other formats, even if supported, are not recommended and could cause issues.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Save Recording status seems correct, but the file is not available in AESR.</td>
<td>Verify that your Owner name and the Organization ID are correct. Transfer status shown by the Codec Unit is relative to FTP transfer.</td>
</tr>
<tr>
<td>Audio/Video Sync</td>
<td></td>
<td>When recording a session with presentation from USB active, recorded audio and video could be not in sync.</td>
<td></td>
</tr>
<tr>
<td>Snapshots &amp; Web Video</td>
<td></td>
<td>Web video is not supported in this release</td>
<td></td>
</tr>
<tr>
<td>Screen Link</td>
<td>RVXT5000-1293</td>
<td>When screen link is used, audio is not transmitted from PC/Mac</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Playing</td>
<td>When playing from local USB, it is not possible to activate screen link.</td>
<td></td>
</tr>
<tr>
<td>SNMP</td>
<td></td>
<td>SNMP is not supported</td>
<td></td>
</tr>
<tr>
<td>Presence</td>
<td>RVXT5000-1244</td>
<td>Manual Presence Status is forced to “Busy” when in a SIP call when using IP Office as Presence and SIP Server.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Aura</td>
<td>Offline presence status in not correctly displayed by the Avaya endpoint when using Aura Presence Server 7.1 (pre-release)</td>
<td>Select “Aura 7.1” as presence server type.</td>
</tr>
<tr>
<td></td>
<td>Avaya One-X Portal for IP Office.</td>
<td>It is not possible to subscribe to accounts used by One-X Portal clients.</td>
<td>As a workaround you can temporarily assign the same account to another Codec Unit, subscribe to it from your Codec Unit, and then move it again to the client.</td>
</tr>
<tr>
<td></td>
<td>Avaya One-X Portal for IP Office.</td>
<td>Contacts are not notified of subscription requests. It is not possible to grant/revoke subscription request. Endpoints must manually subscribe to other contacts to view their presence</td>
<td></td>
</tr>
<tr>
<td>MSSv1</td>
<td>MSSv1</td>
<td>MSS is not supported</td>
<td></td>
</tr>
<tr>
<td>Cloud connection</td>
<td>Cloud Service Availability</td>
<td>Codec Unit Auto-Provisioning Service may be interrupted, including for maintenance, repairs, upgrades, or equipment or network failures. We may discontinue certain features and the support for certain Codec Unit devices at any time. Events beyond our control may affect our service, such as force majeure events.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cloud Service Availability</td>
<td>When Codec Unit outside company premises is managed by Equinox Management, it cannot join an existing meeting which requires Path Finder access (H323 call).</td>
<td>Temporarily disable Equinox Management or place a SIP call to join the meeting. To temporarily disable Equinox Management, change Configure&gt;Advanced&gt;Remote Access&gt;Equinox Management&gt;Mode to Local; and Automatic IP address to No; write down the original</td>
</tr>
<tr>
<td>Category</td>
<td>Case Number/ Ticket ID</td>
<td>Description of issue</td>
<td>Solution/Workaround</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Equinox/Scopia Management</td>
<td>RVSM-10034 RVSM-6308</td>
<td>If Equinox Management Mode is set to Local, the endpoint will not receive roster or calendar notifications, and could not be able to present, record to network or do other actions even after inserting a valid PIN, when connected to Equinox Management 9.0 or higher.</td>
<td>On endpoint, set Configure&gt;Advanced&gt;Utilities&gt;Remote Access&gt;Equinox Management&gt;Mode to Cloud. Assure that Equinox Management 9.x manages endpoints in cloud mode (Auto-provisioning enabled).</td>
</tr>
<tr>
<td>Backward Compatibility</td>
<td></td>
<td>Equinox Management or Scopia Management earlier than 9.1.0.365 cannot recognize the endpoint</td>
<td>Upgrade Equinox management to latest release.</td>
</tr>
<tr>
<td>Presentation</td>
<td>AXT3100-508</td>
<td>When the received presentation is scaled down (not full screen), the quality is low</td>
<td>Visualize the presentation in full screen mode.</td>
</tr>
<tr>
<td></td>
<td>AXT3100-708</td>
<td>Privacy on the presentation stream has the following limitations: 1) Privacy image is seen locally and by remote when sending screen link presentation via (H239/BFCP/WCS) 2) Black image is sent for Split&amp;Share presentation with WCS. Locally the presentation is visible. 3) Privacy image is sent when sending Split&amp;Share presentation with BFCP/H239. Locally the presentation is visible. 4) Privacy is not applied to TX Whiteboard when using WCS (which is interactive and bidirectional).</td>
<td>Enlarge the received presentation content by clicking on this icon on the floating bar or press DEL on the back keyboard of the remote control. Click again (or press DEL again) to restore default view (with received video).</td>
</tr>
<tr>
<td></td>
<td>AXT3100-508</td>
<td>The Web Collab presentation received in CU has low quality when seen in the scaled view</td>
<td>To see the remote video full screen, open the Participants page and then press DEL on the back keyboard on the remote control.</td>
</tr>
<tr>
<td>Web portals and</td>
<td>AXT3100-765</td>
<td>When alternating sending presentation/whiteboard from CU360 and equinox client, sometimes presentation/whiteboard is not received by all the participants</td>
<td>Stop presentation/whiteboard from one side and then start from the other side instead of stealing.</td>
</tr>
<tr>
<td>remote device panel</td>
<td>iOS</td>
<td>When using the web portal on iOS mobile devices, Web features based on web sockets (wss) are blocked for security reasons. In particular, notifications on the new web portal and remote device panel in both portals will not work.</td>
<td>You need to install a certificate release by a CA authority on your CU and to trust the authority in the iOS device (Settings&gt;General&gt;About&gt;Certificate Trust Settings&gt; Enable Full Trust)</td>
</tr>
<tr>
<td>Split and share</td>
<td>Split in a call</td>
<td>It can rarely happen that when selecting an app through the “Apps” icon when in a call, the</td>
<td>In this case you can always split the screen in two by long pressing the bottom bar button.</td>
</tr>
</tbody>
</table>

<p>| | | | | |
|   |   |   |   |   |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Case Number/ Ticket ID</th>
<th>Description of issue</th>
<th>Solution/Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Control</td>
<td></td>
<td>screen is not split in two, but the chosen app is shown full screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The CU360 Video-collaboration application will receive the key events when it is maximized and has the input focus.</td>
<td>If the screen is split, the input focus must be assigned to the proper side of the screen by clicking on it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When the mouse pointer is active, the ok button will not work as selection/enter on the current control (the focused one), but only as a click/long click on the current mouse pointer position. Please assure to disable the mouse pointer when not using it.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The CAPS key could not work on some remotes.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The layout of the keyboard and the color around the navigation ring could be different in some early samples from what described in this RN and in the Quick Tips/Setup Guides.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>In some applications or some fields of the CU360 app, the Delete button on the front of the remote will delete the next char, not the previous one.</td>
<td>Use the back key on the rear keyboard to do the same action.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When the remote control lays inactive for a long time, the first key pressed could not be received or could be received with a longer delay.</td>
<td>Press the key again if it has no effect.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A physical keyboard named “Avaya Remote Controller” is the keyboard of the remote-control. Its input layout must not be changed (from the default), otherwise the remote-control will not work properly.</td>
<td>Restore the layout to English US (Android).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The colors and the layout of the remote control could be different in some early samples. CAPS could not work on some early samples of the remote-control.</td>
<td>Ask for a replacement of your remote-control with the grey one.</td>
</tr>
<tr>
<td>Bluetooth Audio</td>
<td></td>
<td>Audio quality from the audio device could not be the same as when the device is connected to a PC using Bluetooth.</td>
<td></td>
</tr>
<tr>
<td>device</td>
<td></td>
<td>Very rarely, the audio Bluetooth connection could be closed unexpectedly.</td>
<td>Pair the Bluetooth device again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bluetooth devices paired to the CU360 while using Wi-Fi Network at 2.4 GHz2 can cause interferences and packet loss.</td>
<td>It’s strongly suggested to work with SSID @5GHz only</td>
</tr>
<tr>
<td>Touch Screen</td>
<td></td>
<td>When you connect a touch screen display to your Avaya CU360, please assure that a standard multitouch touch screen monitor supporting Android 7 via USB is used.</td>
<td>Check that both USB and HDMI are connected to the Codec Unit and to the touch screen monitor. Check that the touch screen supports standard multitouch interface on USB without requiring installation of drivers for Android or Linux.</td>
</tr>
<tr>
<td>Downgrade</td>
<td>It is not possible to downgrade to a previous release</td>
<td>You need to reimagine the system from scratch.</td>
<td></td>
</tr>
<tr>
<td>NetLog</td>
<td></td>
<td>NetLog does not work first time after upgrading from 10.0 to a release supporting NetLog</td>
<td>Restart the device at least once after upgrading from 10.0 to 10.1 before using NetLog.</td>
</tr>
<tr>
<td>Category</td>
<td>Case Number/ Ticket ID</td>
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<td>Solution/Workaround</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Avaya Spaces</strong></td>
<td><strong>Room</strong></td>
<td>Bluetooth call control buttons are not yet supported.</td>
<td>Use the soft keys to control the call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mute state of a Bluetooth audio device is not synced with Spaces Room.</td>
<td>Ensure both physical Bluetooth mute and Spaces Room soft mute key are unmuted to enable speech path.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The adjustable volume range of a Bluetooth audio device during a meeting is dependent on the volume level of the Bluetooth device before the meeting is started. For example, if the Bluetooth device volume is set to a low level before the call is started it may not be possible to increase the volume to an acceptable level.</td>
<td>Set the Bluetooth device volume to at least 50% before joining a meeting.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On a touch screen, the Android navigation bar cannot be accessed by swiping up from the bottom of the screen.</td>
<td>Swipe from the top of the screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Media path will not recover if encountering network disruptions during a meeting.</td>
<td>Hang-up and re-join the meeting when the network is recovered.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>You cannot initiate recording from the Spaces Room app, you can only determine that a call is being recorded.</td>
<td>Start recording from web front-end.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Camera zoom settings are not persisted across calls.</td>
<td>Use the remote control zoom keys on every call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AV Grabber not supported yet.</td>
<td>Share from your desktop/laptop web front-end.</td>
</tr>
<tr>
<td><strong>OS/Other apps</strong></td>
<td><strong>AXT3100-339</strong></td>
<td>The CU360 app Floating Bar doesn’t appear on the left of the split screen with a certain sequence:</td>
<td>Click anywhere on the CU360 App side of the screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• On the Application main window, press and hold the Recent button of the Android status bar (the square button). The screen is split</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press the Home button. The Android main window is visible. Press the Recent button. The floating bar does not reappear.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>AXT3100-476</strong></td>
<td>While the camera is in use in another app, the CU360 app displays black video in place of self-view.</td>
<td>When the camera is released (additional camera app closed) or the CU360 app goes back to Fullscreen (foreground app) the self-view video is restored.</td>
</tr>
</tbody>
</table>

**General Troubleshooting for SIP/H.323 Cloud Services**

**Issue:** the device cannot establish a SIP/H323 call when the device is on a private network.

To correctly establish the call:

- the device should be publicly accessible;

or the user should:

- open the outbound ports used by the specific cloud service into the NAT Firewall network equipment¹

if it is still not working:

- enable the “NAT Traversal” option on the device;
- set 1:1 NAT configuration on the NAT firewall network equipment (for the local device’s ephemeral TCP ports and the local SIP/H323 well known ports)

or

- the user should activate an Application Layer Gateway (ALG) for SIP/H323 support on the NAT firewall network equipment (it could not work if the ALG software is not updated).

1For details, refer to the related vendor support pages:


Pexip: “https://docs.pexip.com/admin/port_usage.htm”


Zoom: “https://support.zoom.us/hc/en-us/articles/201458316”

**Issue:** The device doesn’t receive audio/video even if the call is established and the local ones are correctly sent

To correctly receive the audio/video streams:

- the device should be publicly accessible;

or the user should:

- set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral UDP ports)

- enable the “NAT Traversal” option on the device;

or

- the user should activate an Application Layer Gateway (ALG) for SIP/H323 support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated).

**Issue:** The device receives the content sharing mixed together with the live video during an H323 call.

To receive it as a second stream:

- the device should be publicly accessible;

or the user should:

- set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral UDP ports)

- enable the “NAT Traversal” option on the device;

or

- the user should activate an Application Layer Gateway (ALG) for H323 support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated).

**Issue:** The device fails sending sharing content during a SIP call. To avoid this:

- the device should be publicly accessible;

or the user should:

- set 1:1 NAT configuration on the NAT firewall network equipment, (only for the local device’s ephemeral TCP/UDP ports; it depends on transport type negotiated for BFCP)

- enable the “NAT Traversal” option on the device;
or

- the user should activate an Application Layer Gateway (ALG) for SIP support on the NAT firewall network equipment (it could not work correctly if the ALG software is not updated).

**Issues:** The device

- disconnects always in the exact same amount of time,
- stops receiving audio/video streams,
- has SIP presentation issues,

To avoid these issues, try to lower the value of “Pinhole Refresh Time” setting on your device.

**Issue:** The device experiments missing remote live video or freezes on it during an H323 call

If the “Video Privacy” option is set to “Hide Video” set it to “Image”.

**Issue:** The device experiments issues connecting to a cloud service with an H323/SIP session border controller

Verify that all the H323/SIP ALG (application level gateway) on the NAT firewall equipment are disabled.
Common UX Shortcuts

• To redial a call, long press with the mouse over the item in the list.
• To check the call status and diagnostics during a call, press the Stats button in the Call Control Panel.
• Access the Call Control Panel by pressing 'ok/menu' on the Remote-Control or click with the mouse in the center of the page). The Panel automatically disappears after a few seconds. To manually hide it, press the 'Home/Esc' key.
• When entering the meeting ID for a videoconference hosted by an Avaya Equinox/Scopia MCU, use the * key on the keyboard to delete an incorrect digit (as indicated on the visible prompt).

Remote Control Shortcuts

Your Avaya CU360 is pre-paired with its remote-control unit. If the remote-control unit is not pre-paired, or you need to pair it with a different unit, follow below instructions.

To pair the remote control with your Avaya CU360, you need to do the following:

• Assure that the remote control is equipped with 2 AAA charged batteries.
• Unplug the codec unit from power.
• Press the Back key and the OK key together, until the small blue LED on top of the remote quickly flashes a few times.

• While the LED light is still flashing, plug the codec unit into power while keeping the remote control close to the unit. The remote control led should stop flashing to show successful pair.
• If the pairing fails, assure to disconnect all the cables from the CU, including USB.
Once the remote control is paired with your Avaya CU360, the CU360 Video-collaboration Application will receive the key events when it is maximized and has the input focus. Some events are managed even when the app is minimized or does not have the focus. Please note that if the screen is split, the input focus must be assigned to the proper side of the screen by clicking on it.

You can use the following shortcuts:

- To show or hide a mouse pointer, press the 'Mouse' key.
- To exit from a CU360 App page or from an app, press the 'Back' key.
- To Mute or Unmute the audio in your device, use the ‘Mute/Unmute’ key when the CU360 Video-collaboration Application has the focus.
- To stop the device to transmit your video and presentation while in a meeting, press the ‘Privacy’ key (‘Video Mute/Unmute’). Your video image could be replaced with a synthetic image.
- To connect or disconnect the call in your device, use the corresponding keys when the CU360 Video-collaboration Application is in foreground. When the CU360 app is not in foreground, pressing ‘Connect’ or ‘Disconnect’ keys on the remote will resume the app, if it is not hidden.
- Short press the ‘Power’ key to put in standby (sleep mode) the system or to wake-up the system (it could cause monitor off or monitor to automatically change channel, if more inputs are connected to your monitor). While in a call, short pressing this key has no effect.
• Short press any key except ‘Mouse’ key to wake-up the system
• Long press the ‘Power’ key to power on/off the system. To switch off the system, keep the key pressed until you see the warning on the monitor that the system is powering off.
• ‘Volume/Mute/Presentation/Privacy/Recording’ keys keep doing their action even when the CU360 app is minimized (if this not requires user interaction – answer to choices or pin insertions).
• To switch between yellow and white symbols on the keyboard on the back of the remote control, press and release the FN key. Do not keep it pressed.
• The ‘Enable/Disable Tracking Camera’ key (also named ‘Voice Activation’ key) toggles the camera auto-tracking (while CU360 app is in foreground)
• The Zoom in/out keys zoom the local camera in any application using it.
• To switch between yellow and white symbols on the keyboard on the back of the remote control, press and release the FN key. Do not keep it pressed.
• ‘Volume/Mute/Presentation/Privacy/Recording’ keys keep doing their action even when the CU360 app is minimized (if this not requires user interaction – answer to choices or pin insertions).
• To switch between yellow and white symbols on the keyboard on the back of the remote control, press and release the FN key. Do not keep it pressed.
• The ‘Enable/Disable Tracking Camera’ key (also named ‘Voice Activation’ key) toggles the camera auto-tracking (while CU360 app is in foreground)
• The Zoom in/out keys zoom the local camera in any application using it.
• To switch between yellow and white symbols on the keyboard on the back of the remote control, press and release the FN key. Do not keep it pressed.

⚠️ Important

• When the mouse pointer is active, a fixed blue led light is on and the remote control will transmit all its movements to the device, causing a faster discharge of the batteries. **It is strongly suggested to disable the mouse pointer when not using it.**
• When the mouse pointer is active, the ok button will not work as selection/enter on the current control (the focused one), but only as a click/long click on the current mouse pointer position. Please assure to disable the mouse pointer when not using it.
• The layout and the finishing material of the remote-control unit could be slightly different for early production samples respect to what shown in this release note.

### Keyboard Shortcuts

When using a physical keyboard and mouse to interact with Avaya CU360, some keyboard keys can be used to perform basic functionalities or to emulate CU360 and XT Series remote control keys. Please note that Navigation and Editing keyboard event are sent only to the application gaining the input focus (in foreground and focused).

<table>
<thead>
<tr>
<th>Keyboard</th>
<th>Functionality</th>
<th>CU360 Remote Control</th>
<th>XT Series Advanced Remote Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Esc</td>
<td>Exit from a page or from an application</td>
<td>Home</td>
<td>Back</td>
</tr>
<tr>
<td>F3, Mic Mute</td>
<td>Toggle mic mute</td>
<td>Mute</td>
<td>Mute</td>
</tr>
<tr>
<td>F12</td>
<td>Start the call/open call page</td>
<td>Conn</td>
<td>Call</td>
</tr>
<tr>
<td>F5</td>
<td>Toggle Far/Near Camera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F2</td>
<td>Toggle Auto-tracking</td>
<td>Chat Balloon</td>
<td>--</td>
</tr>
<tr>
<td>F6</td>
<td>Change layout (switch between local, remote, presentation in the bigger window)</td>
<td></td>
<td>Layouts</td>
</tr>
<tr>
<td>F11</td>
<td>Disconnect the call</td>
<td>Disc</td>
<td>Disc</td>
</tr>
<tr>
<td>Pause/break</td>
<td>Pause/resume sending your video</td>
<td></td>
<td>Video Privacy</td>
</tr>
<tr>
<td>Backspace</td>
<td>Delete text</td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>Enter/Return</td>
<td>Confirm</td>
<td></td>
<td>OK</td>
</tr>
<tr>
<td>Home</td>
<td>When in a</td>
<td></td>
<td>Hold Ok (Menu)</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Functionality</td>
<td>CU360 Remote Control</td>
<td>XT Series Advanced Remote Control</td>
</tr>
<tr>
<td>--------------------------</td>
<td>----------------------------------------------------</td>
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<td>----------------------------------</td>
</tr>
<tr>
<td>Arrow Up</td>
<td>Navigation</td>
<td>Arrow Up</td>
<td>Arrow Up</td>
</tr>
<tr>
<td>Arrow Down</td>
<td>Navigation</td>
<td>Arrow Down</td>
<td>Arrow Down</td>
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<tr>
<td>Arrow Left</td>
<td>Navigation</td>
<td>Arrow Left</td>
<td>Arrow Left</td>
</tr>
<tr>
<td>Arrow Right</td>
<td>Navigation</td>
<td>Arrow Right</td>
<td>Arrow Right</td>
</tr>
<tr>
<td>Tab</td>
<td>Navigation/Change PIP(position)/PAP/POP</td>
<td>Change Pip Position</td>
<td>PIP</td>
</tr>
<tr>
<td>Page Up</td>
<td>Camera digital zoom in</td>
<td>Zoom+</td>
<td></td>
</tr>
<tr>
<td>Page Down</td>
<td>Camera digital zoom out</td>
<td>Zoom -</td>
<td></td>
</tr>
<tr>
<td>Mute (Ext. Keyboard)</td>
<td>Mute/Unmute the mic</td>
<td>Mute</td>
<td>Mute</td>
</tr>
<tr>
<td>Volume+ (Ext. Keyboard)</td>
<td>Audio Volume/Ringer Volume up</td>
<td>Volume+</td>
<td>Volume+</td>
</tr>
<tr>
<td>Volume- (Ext. Keyboard)</td>
<td>Audio Volume/Ringer Volume down</td>
<td>Volume+</td>
<td>-</td>
</tr>
<tr>
<td>Media Play/Pause (Ext. Keyboard)</td>
<td>Start/Stop presentation</td>
<td>Present</td>
<td>Present</td>
</tr>
<tr>
<td>Media Prev (Ext. Keyboard)</td>
<td>Control Near camera</td>
<td>Near Only</td>
<td></td>
</tr>
<tr>
<td>Media Next (Ext. Keyboard)</td>
<td>Control Far camera</td>
<td>Far Only</td>
<td></td>
</tr>
<tr>
<td>Media Record (Ext. Keyboard)</td>
<td>Start/Stop Recording</td>
<td>Record</td>
<td>--</td>
</tr>
</tbody>
</table>
Common Troubleshooting

To adjust the device screen to fit your monitor, check the OS menu item under [ANDROID SETTINGS] > HDMI > SCREEN ZOOM.

Figure 62: HDMI > Screen Zoom
Avaya Policy for GDPR

GDPR gives control to citizens and residents over their personal data. Avaya customers can leverage Avaya technology to help achieve compliance through a range of features to help them comply with GDPR.

GDPR clearly defines the use of a person’s personal data as relating to an identified or identifiable natural person. The new law controls any information that can be used to identify somebody via direct or linked reference, including email addresses, phone numbers, payroll data, usage statistics, purchasing history, social security numbers, etc.

Avaya solutions are engineered to help their customers protect an individual’s data, with enhanced security and many features that may be leveraged by an organization to comply with GDPR. These include scripts and prompting menus that could be used across multiple digital channels – including web chat – to help gain informed consent from an individual prior to collecting their data.

Avaya’s products will document what data they collect; and the mechanisms to be used to handle it.

Avaya products include mechanisms that assist in restricting access to data as well as tools and processes that enable customers to access and manipulate collected data. These tools and processes are accessed through the product and via services available from the Avaya professional services.

For GDPR documentation specific for this release, see https://downloads.avaya.com/css/P8/documents/101058644
Additional References

• For Avaya IX Collaboration Unit CU360 Technical Documentation and Download, see https://support.avaya.com/. Enter your specific product name, to download Administration & system programming documents, User Guides, Release Notes and latest available firmware.
• For Avaya CU360 Quick Tips Guide: https://downloads.avaya.com/css/P8/documents/101055346
• For Avaya CU360 Quick Setup Guide: https://downloads.avaya.com/css/P8/documents/101055344
• For GDPR addendum see http://support.avaya.com, search for GDPR CU360 or see https://downloads.avaya.com/css/P8/documents/101058644
• To access the License Portal, login into https://plds.avaya.com/ and insert the provided Codec Unit LAC details and the system Host ID (MACAddress) (into HOST ID or License Host field).
• For Avaya IX Collaboration Unit CU360 Port Matrix, see https://support.avaya.com and search Avaya Port Matrix for latest document
• For information about approved Third Party accessories see https://support.avaya.com
• For more information about Avaya IX Collaboration Unit CU360 Integration with AMX, Crestron and Extron Controllers and XT Commands Interface API (AT Commands), see https://support.avaya.com/downloads/download-details.action?contentId=C20143693548450_0&productid=P1430
• For more information about integrating Avaya IX Collaboration Unit CU360 or XT Series endpoints with Avaya Aura see also https://downloads.avaya.com/css/P8/documents/100180521
• For more information about integrating Avaya IX Collaboration Unit CU360 with Equinox Solution for Automatic Configuration, based on DNS auto-discovery, see https://documentation.avaya.com/bundle/Planning_Administering_Avaya_Equinox_Android_iOS_Mac_Windows_3_4/page/OTT_Client_configurations.html For more information about the complete set of products offered in the Avaya Equinox Solution, see https://www.avaya.com
• For support on Avaya products and to get latest available references for the above documents, see http://support.avaya.com
• To search the Avaya IX Collaboration Unit CU360 Knowledge Base, see https://support.avaya.com. For a full list, insert "CU-360" or "CU360" in the Find Answers field and press Search. Here below a few common articles:
  • How to upgrade using a Windows PC or USB Key? https://support.avaya.com/ext/index?page=content&id=FAQ116043
  • Can conferences participated by CU Endpoint be recorded? https://support.avaya.com/ext/index?page=content&id=FAQ116048
  • How can I connect to Avaya Equinox Meeting Online Cloud? https://support.avaya.com/ext/index?page=content&id=SOLN336621
  • How SIP / H.323 call attacks can be avoided? https://support.avaya.com/ext/index?page=content&id=FAQ116046
  • How to enable Equinox Management features (Web Collaboration, Roster, Recording and Calendar)? https://support.avaya.com/ext/index?page=content&id=FAQ116047
  • How can I connect to an ON-Avaya Virtual Room from Public Network? https://support.avaya.com/ext/index?page=content&id=FAQ116045
  • How can I get the CS Package from the CU? https://support.avaya.com/ext/index?page=content&id=FAQ116051
  • How the two GLAN & Wi-Fi cards can be configured in different Public/Private IP Networks? https://support.avaya.com/ext/index?page=content&id=FAQ116044
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