Release Notes
for Avaya IX Collaboration Unit CU360

Hot Fix Version 11.0.0.30
For Avaya CU360
June 2020
Release Notes for Avaya IX Collaboration Unit CU360, Version 11.0.0.30, June 2020

http://support.avaya.com
Table of Contents

Avaya IX Collaboration Unit CU360 Highlights................................................................. 6
Avaya CU360 and the CU360 Video-collaboration Application.......................................... 8

Web Interface Management ................................................................................................. 8
Connecting the Unit and Quick Setup .................................................................................. 9
  Power On/Off the Unit....................................................................................................... 10
  Optimal Huddle Room Setup.......................................................................................... 10
  Add Avaya B109 as Bluetooth Compatible Audio Device ............................................... 11
  Controlling Your Device................................................................................................. 12
System OS Management...................................................................................................... 12
Advanced Settings Menu ..................................................................................................... 13
Using the CU360 Remote Control ....................................................................................... 13
Using an External Keyboard/Mouse .................................................................................... 15
Using a Touch Screen Monitor ........................................................................................... 16
Using the Web Interface for Mouse Emulation ................................................................... 16
Camera and LEDs ................................................................................................................ 17
  Local Camera: Manual PT and Digital PTZ ................................................................. 17
  Camera and Front LEDs ............................................................................................... 18
  Camera Auto-Tracking for CU360 App ........................................................................ 18
  Near Camera Presets for CU360 App .......................................................................... 19
  Pan-Tilt-Zoom for Any App ......................................................................................... 22
Favorite Contacts with Priority ........................................................................................... 22
Easy Startup for Avaya Equinox Meetings Online ................................................................. 23
Network Connectivity ......................................................................................................... 26
The CU360 Video-collaboration Application .................................................................... 28
  Move the App to the background – Overlay Mode ....................................................... 29
  How to Start the CU360 Application ......................................................................... 30
  CU360 App Floating Dock Bar ..................................................................................... 31
  Sharing with Split&Share ............................................................................................ 32
  Sharing from a PC/Mac - Screen Link ......................................................................... 33
  Sharing from a PC/Mac - Avaya AV Grabber ............................................................... 35
  Sharing with Wi-Fi Display ........................................................................................ 36
  Local Presentation Mode ............................................................................................. 41
  Presenting while in a call ............................................................................................ 42
  Recording on External USB Storage ........................................................................... 42
Installing Third Party Apps ................................................................................................ 43
  Using the Default Web Browser .................................................................................. 46
  How to Install Apps with "Apps & Tools" Shortcut ....................................................... 46
  How to Install Google Apps with OpenGApps ............................................................. 47
Security Settings ................................................................................................................ 52
### What’s New

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya IX™ Spaces</td>
<td>56</td>
</tr>
<tr>
<td>Join Spaces Meeting with CU360 as Room Endpoint</td>
<td>57</td>
</tr>
<tr>
<td>Create your Spaces Account</td>
<td>57</td>
</tr>
<tr>
<td>Join Spaces Room - How to Invite a CU360 Room Endpoint</td>
<td>58</td>
</tr>
<tr>
<td>Choose the Preferred App to Join Spaces Meetings</td>
<td>59</td>
</tr>
<tr>
<td>Quick Setup Wizard: Use Avaya Spaces Room App</td>
<td>59</td>
</tr>
<tr>
<td>Quick Setup Wizard: Use the CU360 App</td>
<td>62</td>
</tr>
<tr>
<td>Usage with the Avaya Spaces App on your Phone/Tablet</td>
<td>63</td>
</tr>
<tr>
<td>Usage with a Web Client on your PC/MAC</td>
<td>64</td>
</tr>
<tr>
<td>In a Spaces Meeting with the Spaces Room App</td>
<td>65</td>
</tr>
<tr>
<td>In a Spaces Meeting with the CU360 App</td>
<td>66</td>
</tr>
<tr>
<td>Wi-Fi Display</td>
<td>70</td>
</tr>
<tr>
<td>Calendar Enhancements</td>
<td>70</td>
</tr>
<tr>
<td>Click to Join to More Video Services</td>
<td>70</td>
</tr>
<tr>
<td>Raise Hand</td>
<td>71</td>
</tr>
<tr>
<td>To Raise/Lower Your Hand</td>
<td>72</td>
</tr>
<tr>
<td>To Lower a Raised Hand</td>
<td>72</td>
</tr>
<tr>
<td>Web Enhancements</td>
<td>73</td>
</tr>
<tr>
<td>Audio Enhancements</td>
<td>74</td>
</tr>
<tr>
<td>SIP/H.323 Interoperability Enhancements</td>
<td>74</td>
</tr>
<tr>
<td>Other Enhancements</td>
<td>74</td>
</tr>
<tr>
<td>Control API Extension (AT Commands)</td>
<td>75</td>
</tr>
</tbody>
</table>

### Software Upgrade

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to Upgrade CU360 to a New Build</td>
<td>76</td>
</tr>
<tr>
<td>Upgrade Over the Air (OTA Upgrade) – Interactive Mode</td>
<td>77</td>
</tr>
<tr>
<td>Upgrade via PC – Interactive mode</td>
<td>79</td>
</tr>
<tr>
<td>Upgrade via USB key – Automatic Mode</td>
<td>80</td>
</tr>
<tr>
<td>Upgrade via Web – Automatic Mode</td>
<td>80</td>
</tr>
<tr>
<td>Upgrade via Equinox Management – Automatic Mode</td>
<td>81</td>
</tr>
<tr>
<td>Software Downgrade</td>
<td>83</td>
</tr>
</tbody>
</table>

### Integrating with Other Components

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved Issues</td>
<td>84</td>
</tr>
<tr>
<td>Known Issues</td>
<td>85</td>
</tr>
<tr>
<td>General Troubleshooting for SIP/H.323 Cloud Services</td>
<td>86</td>
</tr>
<tr>
<td></td>
<td>94</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Common UX Shortcuts</td>
<td>97</td>
</tr>
<tr>
<td>Remote Control Shortcuts</td>
<td>97</td>
</tr>
<tr>
<td>Keyboard Shortcuts</td>
<td>99</td>
</tr>
<tr>
<td>Common Troubleshooting</td>
<td>101</td>
</tr>
<tr>
<td>Avaya Policy for GDPR</td>
<td>102</td>
</tr>
<tr>
<td>Additional References</td>
<td>103</td>
</tr>
<tr>
<td>Copyright, Licensing and Credits</td>
<td>104</td>
</tr>
<tr>
<td>Disclaimers</td>
<td>104</td>
</tr>
<tr>
<td>Documentation Disclaimer</td>
<td>104</td>
</tr>
<tr>
<td>Link Disclaimer</td>
<td>104</td>
</tr>
<tr>
<td>Third Party Products Disclaimer</td>
<td>104</td>
</tr>
</tbody>
</table>
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.

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:

<table>
<thead>
<tr>
<th>User: Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password: 1234</td>
</tr>
</tbody>
</table>

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)

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

Important
- 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

Important
- The Web Server for the CU360 unit is implemented by an application named jsweb which is automatically launched at system start-up. 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.

**Add Avaya B109 as Bluetooth Compatible Audio Device**

If the room dimensions require an additional microphone, you can add a Bluetooth compatible audio device, as the Avaya B109 Conference Phone. To add the optional Avaya B109 as 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  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.

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:

- Avaya Collaboration Control for iPhone and iPad (available on the Apple Store), providing the same experience as for XT Series devices. You can download 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).

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

- Power Button
- Decline Call / Disconnect
- Back
- OK button
- Zoom in
- Zoom out
- Audio mute / unmute
- Change PIP position
- Change layout
- Start / Stop Recording
- Enable/Disable tracking camera
- Home
- Video mute / unmute

**Figure 12:** Small Keyboard Keys – Press once FN to switch between Yellow and White symbols.
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’ or ‘Disconnect’ keys on the remote will resume the app, if it is not hidden.
- 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.

⚠️ 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 mousepad 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.

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.

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 1: LED Colors

<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>Blue</td>
<td></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>Blue</td>
<td></td>
</tr>
<tr>
<td>In a call, Privacy</td>
<td>Green (Blue if Audio mute)</td>
<td>Red</td>
<td></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>

Camera Auto-Tracking for CU360 App

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
• Tracking: No*/Yes; default tracking mode of the camera at the start-up of the CU360 App. The current tracking mode 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.

**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 or the camera is in privacy, 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.

![Camera Presets](image)

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 3:** 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 within light-blue circles. Not assigned presets are dark.
Figure 4: 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.

Figure 5: Web > More Actions >Cameras Control

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.
Web > Cameras Control Presets

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

Pan-Tilt-Zoom for Any App

You can also Pan-Tilt-Zoom the embedded HD camera with the CU360 remote control when a generic 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 third-party app displaying the camera will benefit of this feature

**Important**

- When using the CU360 App, you can simultaneously move the far camera and the local camera
  - Toggle near/far to select “Far Camera”. Move far camera using the arrows in the remote control.
  - 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

Figure 7: Contacts - Edit Favorite

- **Contact Type**: Person/Room
- **Prior**: Yes
- **Name**: MYVR_onAvaya
- **Group**: Not applicable
- **Prior**: Yes

Figure 8: Web>Displayed Favorite Contact with Prior Flag

- **Name**: MYVR_onAvaya

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**

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.

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
[GUI] CONFIGURE > ADVANCED > [ADMINISTRATOR PIN] > SYSTEM>SECURITY>SETTINGS

Figure 9: Security Settings

![Security Settings](image)

Figure 10: Security Settings – Wi-Fi and Bluetooth

![Security Settings – Wi-Fi and Bluetooth](image)

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.

### 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 on the remote control.

You can also press Disc on the remote control to restore the app to Foreground mode, but only if the app is in a call.
How to Start the CU360 Application

By default, the CU360 App starts maximized (Full Screen) every time the device is booted up.

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

- Start Mode:
- **Full Screen**: the CU360 app starts and shows its UX full screen (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].

---

**Important**

- When **hidden**, the CU360 app will not react to any event (ScreenLink connections, AVGrabber plugged, calendar events, …). Only incoming calls and software upgrades initiated remotely will automatically restore the app to foreground.

---

### 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).

In this release, a disconnect icon is available on the floating bar to quickly disconnect a call.

---

**Important**

- [1] The app to launch cannot be chosen through the Web interface in this release.
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 Floating Bar](image)

- 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.

- The icon for the audio activated tracking camera is always visible. The tracking cannot be activated when the device is muted or in video privacy mode.

![Icons on the Info Bar](image)

Sharing with Split&Share

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.

Figure 22: Screen Link Activation in IX Workspace Client for Windows

![Screen Link Activation in IX Workspace Client for Windows](image)

Figure 23: Screen Link Activation in Scopia Desktop Client

![Screen Link Activation in Scopia Desktop Client](image)

- **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.

Figure 24: Equinox Client for Windows: Chose an Endpoint manually

![Equinox Client for Windows: Chose an Endpoint manually](image)
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.

![Icons on Codec Unit when Screen Link is active](image)

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.

In this release, also the audio from the PC/Mac can be heard locally, on the CU360 app audio output, and shared as a presentation.

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.

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.

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:
Table 2: Supported Computer Resolutions

<table>
<thead>
<tr>
<th>Resolution supported by AVY Grabber</th>
<th>1920 x 1080 @60fps: HD 1080</th>
</tr>
</thead>
<tbody>
<tr>
<td>1680x1050@60fps: WXGA+</td>
<td></td>
</tr>
<tr>
<td>1360x768 @60fps</td>
<td></td>
</tr>
<tr>
<td>1280 x 1024 @60fps: SXGA</td>
<td></td>
</tr>
<tr>
<td>1280 x 768 @60fps: WXGA</td>
<td></td>
</tr>
<tr>
<td>1280 x 720 @60fps: HD 720</td>
<td></td>
</tr>
<tr>
<td>1024 x 768 @60fps: XGA</td>
<td></td>
</tr>
<tr>
<td>800 x 600 @60fps: SVGA</td>
<td></td>
</tr>
</tbody>
</table>

**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.
- 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.

![Avaya AV Grabber: Unsupported Resolution or No Signal from Computer](image)

When muting the CU360 App microphone, the audio associated to the AVGraber can be heard or transmitted anyway. You can also decide to always hear the audio, or only associated to a presentation. To change these options, go to

[GUI] CONFIGURE > ADVANCED > SYSTEM > I/O CONNECTIONS > USB CAMERA

[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > SYSTEM > I/O CONNECTIONS > AUDIO > USB CAMERA

Figure 28: Configuration for Avaya AV Grabber as Audio Input

![Configuration for Avaya AV Grabber as Audio Input](image)

**Sharing with Wi-Fi Display**

Since release 11.0 it is possible to use Wi-Fi Display, also known as Miracast, as a presentation source for your CU360 app or for other apps that can share the device screen.
Miracast is a standard for wireless connections from devices (such as laptops, tablets, or smartphones) to “Wi-Fi Displays” (such as TVs, monitors, or projectors), introduced in 2012 by the Wi-Fi Alliance.

Miracast employs the peer-to-peer Wi-Fi Direct standard and allows sending up to 1080p@30 HD video (H.264 codec) and 5.1 surround sound (AAC/AC3, PCM).

CU360 can be used as a Wi-Fi Display, connecting a compatible media source to it (for instance TVs, projectors, and streaming media players that also support Miracast).

For instance:
- Computers running on Windows 8.1/10 (if supported by hw)
- Mobile phones running on Windows 8.1/10 (if supported by hw)
- Android phones and tablets running on Android 4.2 or higher
- Amazon’s Fire OS
- Latest TVs with inbuilt Miracast

### CU360 as Wi-Fi Display

CU360 can be used as a Wi-Fi Display, with the following capabilities

- Video: H.264 720p30
- Audio: AAC and PCM

On CU, you need to launch the pre-installed Wi-Fi Display App (manually or from the presentation button when using the CU360 App).

**Figure 29:** Icon of the preinstalled Wi-Fi Display App on the CU360

**Figure 30:** Wi-Fi Display on the List of Apps that can be shared with Split&Share
When in foreground, the Wi-Fi App will warn you to check if the Wi-Fi settings are active and will display the name that your CU360 will use to present itself as a Wi-Fi Display to other compatible devices (i.e. PC and Android phones/tablets supporting Miracast).

**Figure 31:** Wi-Fi Display App in foreground, waiting for connections

<table>
<thead>
<tr>
<th>Wi-Fi Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Before connecting please verify the WiFi settings is set to ON</td>
</tr>
<tr>
<td>- This device name: CU_LauraLab</td>
</tr>
</tbody>
</table>

The Wi-Fi Settings must be active, even if the device is not connected to any Wi-Fi network. You can check this configuration under

\[\text{[GUI] CONFIGURE > NETWORKS > Wi-Fi}\]

**Figure 32:** Check that Wi-Fi is enabled in your CU360 Device

You can change the name presented by your device for Miracast as below:

- Press on the three dots on the right of the “Wi-Fi” menu as displayed in the previous picture

- Select Advanced Wi-Fi > Wi-Fi Direct > RENAME DEVICE

⚠️ **Warning**

- If you launch the Wi-Fi Display app while CU360 App is in a call, and the CU360 device is connected to the network using Wi-Fi, you could experience some video quality degradation in the call while you wait for the PC or the mobile/tablet to connect.
- It is suggested to connect the PC or mobile/tablet before placing a call, or use an Ethernet cable to connect your CU360 Device to the network

---

**Connect to Wi-Fi Display (Miracast) from Windows 10 PC**

To connect a Windows PC supporting Wi-Fi Display to your CU360, do the following

- Launch the CU360 Wi-Fi Display app as explained in the “CU360 as Wi-Fi Display” section.
- On your Windows PC, click on the Notification Icon present on the Tray Bar, and select “Connect”

![Notification Icon](image)

- Check if Miracast is supported

![Supported vs Not Supported](image)

- If it is supported, click on your CU360 Name (as a Display)
- Once connected, the Windows PC will see your CU360 device as an additional monitor (second, third…) at 720p@30fps, where to extend or duplicate the PC desktop.

![Display](image)

- Using the “Project” tab on the PC, you can change PC the desktop projection mode:
  - Duplicate, Extend, …
**Important**
- Controlling the PC with CU’s mouse/keyboard is not supported.

---

**Wi-Fi Display (Miracast) from Android Phone/Tablet**

To connect Android Phone/Tablet supporting Wi-Fi Display to your CU360, do the following.

- Activate the Wi-Fi features in your mobile device
  - Feature name can change: Smart View, Screen Mirror, Cast, Miracast

**Figure 33:** Smart View is the name of the feature on some mobile devices (i.e. Samsung)

- Select the CU to connect to, as Mirror Screen or Display
  - The phone/tablet will send audio and video to CU
  - Sent content will be centered in the Wi-Fi Display app, keeping aspect ratio of the source device.
  - Splitting the CU360 screen or rotating the source (active screen) will recalculate content placement.
**Important**

- You can control some source Android device with a mouse connected to your CU.
- A keyboard connected with the CU can be used with some Android source devices.
- DRM Protected video content cannot be sent from mobile to CU360.

---

**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

  [Web]\[ADMIN LOGIN]\ ADMINSTRATOR 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).
- **Whiteboard**: when web collaboration with whiteboard support is available, starts a whiteboard session
- **Screen Link**: presentation from the Screen Link Client on computer
- **Wi-Fi Display**: Launches the Wi-Fi Display app that allows to cast a Windows 10 PC or an Android tablet/phone with Miracast/Wi-Fi Display/Smart View support on the CU screen. See Sharing with Wi-Fi Display section.

![Available Presenting Modes when in a call](image)

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), including Wi-Fi Display
- 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 and 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.

**Attention**
- Do not unplug an USB key or storage while a recording or a playback is in progress.
- Before unplugging an USB key or storage, press the Eject Storage Button on the recording Page or launch the Eject USB Key App.

---

### Figure 36: Press Eject Storage before unplugging an USB Storage

![Eject Storage Button](image)

### Figure 37: Launch this App to Eject an USB Storage before unplugging it

![Eject USB Drive](image)

---

### 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 Disclaimers 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 to 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:
  - Customer deploys third-party applications at their own risk.
  - Customer is responsible for testing prior to deployment.
  - Customer is responsible for ensuring there are no TCP/UDP port conflicts and other protocol conflicts.
  - Customer is responsible for ensuring adequate hardware is available to meet the requirements of both the Avaya applications and third-party applications.
  - 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**
  - 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 3: IOT Tables for Third-Party Services and Apps - See Third Party Products Disclaimer

<table>
<thead>
<tr>
<th>Third-Party Service</th>
<th>CU360 App</th>
<th>Streams &amp; Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SIP GW</td>
<td>H323 GW</td>
</tr>
<tr>
<td>BlueJeans</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Pexip</td>
<td>√</td>
<td>-</td>
</tr>
<tr>
<td>WebEx</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>StarLeaf</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Zoom</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Spaces</td>
<td>√</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobile App Package Name</th>
<th>Icon</th>
<th>App Version</th>
<th>Other USB Device</th>
<th>Sharing Wi-Fi Display</th>
<th>Video Resolution</th>
<th>Aspect Ratio</th>
<th>P2P Calls</th>
<th>Click to Join in CU360 Calendar</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebEx</td>
<td>Cisco</td>
<td>39.11.0</td>
<td>Y (M, K)</td>
<td>Y</td>
<td>720p</td>
<td>16:9 full view</td>
<td>N</td>
<td>Y</td>
<td>*Firewall rules needed for AVP</td>
</tr>
<tr>
<td>Spaces room meeting</td>
<td></td>
<td>1.0.1.209</td>
<td>Y (M, K, A)</td>
<td>N</td>
<td>720p</td>
<td>16:9 full view</td>
<td>N</td>
<td>Y</td>
<td>*Pair BT before the call</td>
</tr>
<tr>
<td>Rainbow Alcatel</td>
<td></td>
<td>1.66.3</td>
<td>Y (M, K)</td>
<td>N</td>
<td>576p</td>
<td>4:3 (horizontal angle reduction)</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Teams</td>
<td></td>
<td>1.0.0.20200125/01</td>
<td>Y (M, K, A)</td>
<td>Y</td>
<td>576p</td>
<td>16:9 (vertical/horizontal angle reduction)</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Pexip</td>
<td>penip</td>
<td>3.3.0</td>
<td>Y (M, K)</td>
<td>Y</td>
<td>480p</td>
<td>16:9 full view</td>
<td>Y</td>
<td>Audio mute from the app not working</td>
<td></td>
</tr>
<tr>
<td>Zoom us.zoom.videomeetings</td>
<td></td>
<td>4.6.2 (14731.1215)</td>
<td>Y (M, K)</td>
<td>Y</td>
<td>480p</td>
<td>4:3 (horizontal angle reduction for)</td>
<td>Y</td>
<td>*Firewall rules needed for P</td>
<td></td>
</tr>
<tr>
<td>Skype - free IM &amp; video calls</td>
<td></td>
<td>8.55.0.123</td>
<td>Y (M, K, A)</td>
<td>Y</td>
<td>480p</td>
<td>16:9 (vertical/horizontal angle reduction)</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skype for Business</td>
<td></td>
<td>10.2.0.16</td>
<td>Y (M, K, A)</td>
<td>Y</td>
<td>480p</td>
<td>16:9 (vertical/horizontal angle reduction)</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>RingCentral com.glip.mobile</td>
<td></td>
<td>20.1.20.0.070</td>
<td>Y (M, K)</td>
<td>Y</td>
<td>480p</td>
<td>4:3 (horizontal angle reduction)</td>
<td>Y</td>
<td>Camera flashing (version 6.5.0.1.153 working well)</td>
<td></td>
</tr>
<tr>
<td>RingCentral Meetings com.ringcentralmeetings</td>
<td></td>
<td>7.0.152307.081/1</td>
<td>Y (M, K)</td>
<td>Y</td>
<td>480p</td>
<td>4:3 (horizontal angle reduction)</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Google Hangouts</td>
<td></td>
<td>31.0.246194187</td>
<td>Y (M, K, A)</td>
<td>N</td>
<td>480p - 288p</td>
<td>16:9 (After first 10 seconds)</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
</tbody>
</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 38: Default Web Browser App as Desktop icon on the right

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.
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 OpenGAppProvider 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.

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

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

![Google Sign in](image)

7. Once successfully logged to Google, below web page will appear.

   ![Device registration](image)

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”.

   ![Paste](image)

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.

   ![Register](image)
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](http://g.co/androidCertifiedDevice).

Unlicensed manufacturers:

You need a license from Google to distribute Google apps and services. Apply at [g.co/androidOSLicense](http://g.co/androidOSLicense).

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](http://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, or remove the installation of the OpenGApps?
A – Launch OpenGAppsProvider and press REMOVE.

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
App Installation Restrictions

- 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

App Installation Restrictions Options

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.

- 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 11.0.0.30 respect to previous version 10.2.0.26.

Please note that this version is a hot fix respect to the latest GA 11.0.0.24, but this release notes contains all the content available for the latest GA.

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.

Avaya IX™ Spaces

Avaya IX™ Spaces is a cloud-based team collaboration and meeting tool with messaging, audio and video conferencing, file sharing, and more in an easy to use application that you can access from anywhere. Use it on your laptop at work, your tablet at home, or your phone on-the-go. For teams that need an effective way to enable communications, manage tasks, and be more productive without being overwhelmed by email, Avaya Spaces provides the right balance of features and simplicity.

- Persistent Cloud Spaces — Online topic or project-oriented places you create that bring people, content, and communications together. In these hubs, your teams can chat, meet, organize, and manage through their web browser or mobile app.
- Chat — Keep the chat going even when you’re not online, and pick up the conversation on any device — from your smartphone, to your tablet, to your laptop with the security and management benefits of a business app.
- Meet — Boost productivity and enhance relationships with face-to-face HD definition audio, video, and content sharing from virtually any location, any device. Phone dial-in is also available with local access in 40 countries.
- Organize — Stop searching through email or multiple apps for the latest updates and files. Post files, chat, and meet in your organized, subject oriented team spaces.
- Manage — Coordinate work across teams, assign tasks, and track project progress, all in your persistent spaces.
Join Spaces Meeting with CU360 as Room Endpoint

In this release, you can easily join a Spaces Meeting (a video meeting hosted on your “spaces”) in several ways from your CU360 device as a guest, if your space allows it.

You can login to your personal Spaces account on your mobile phone or tablet, by using the Avaya Spaces Mobile app or on your PC/Mac using a web browser.

In addition, you can walk in any room configured with an Avaya CU360 or an Avaya XT Series as a Spaces Room, and easily invite that CU360 in a Spaces Meeting.

A CU60 device can be configured to launch by default a simplified Spaces Room App, or to use the default CU360 App to join Spaces meetings.

As a prerequisite to invite a CU360 Room endpoint in a Space Meeting as a guest, you need to create your Spaces Account.

Create your Spaces Account

Use Avaya Spaces free for 60 days and see your productivity skyrocket when it’s so easy to meet, share, chat, and more with your entire team.

Join Spaces Room - How to Invite a CU360 Room Endpoint

The CU360 endpoint can be invited in any Spaces meeting easily as a guest, without installing any Spaces Mobile Client on it, and without logging in with an account from the CU360 itself.

Check for the "Join Spaces Room" button in your browser or your mobile Spaces App, as below, to start inviting a CU360 in your meeting.

**Important**

- **Please note:** If the space you want to access with a Room endpoint has been limited to members only, you can join only if invited by an authorized member (through pairing code or QR code). You could experience call declined results when joining directly through calendar invitations or other ways.

- **Please note:** If the space you want to access with a Room endpoint is password protected for any guest, you can join without inserting a PIN if invited by an authorized member (through pairing code or QR code). You will be prompted to insert a numeric password through the device UX or web interface if you are joining directly through calendar invitations or other ways and the url of the invitation does not embed the password in the format psw=xxx or password=xxx.
Choose the Preferred App to Join Spaces Meetings

A CU60 device can be configured to launch by default a simplified Spaces Room App, or to use the default CU360 App to join Spaces meetings.

To change the preference, go to the CU360 App > Configure > Quick Setup and launch the wizard.

**Important**
- If your CU360 App is configured in restricted mode, you cannot choose the Avaya Spaces Room app as your preferred App.

Quick Setup Wizard: Use Avaya Spaces Room App

If you plan to use your CU360 device mostly to join Spaces Meeting, and you want an easy way to join a meeting, you can decide to use the Avaya Spaces Room App as default.
Use Spaces Room App as default for Spaces Meetings

In this case, you will see the following screen of the Spaces Room App, where you need to insert once the name of your device and then the device will show only a QR code and a verification string code on its screen.

The Spaces Room App is represented by this icon.
Spaces Room App Configuration Page

Enter a name for your device
Laura's CU

This name will be displayed as the device's participant name in Spaces meetings.

Next

Spaces Room App Home Page

Laura's CU

Scan the QR code or enter the verification code within your Spaces application to add this room

QR Code

Verification Code

After a while, the Space Room App will deactivate this screen and show a Screen Saver. Press OK on the remote control (or Enter with a keyboard or touch the monitor if using a touch screen).
Quick Setup Wizard: Use the CU360 App

If you are already using your CU360 to join other meetings, you can keep using the CU360 app also to join Spaces Meeting. In this case, do not configure the device or choose Multiple Meeting Services in the Wizard as below.
The CU360 App is represented by this icon.

Figure 54: CU360 App icon

Usage with the Avaya Spaces App on your Phone/Tablet

- You can download the Avaya Spaces App for free on Play Store/Apple Store and install it on your personal phone or tablet.
- DO NOT INSTALL THE AVAYA SPACES APP ON YOUR CU360. It is not optimized for a Room device. Use the Avaya Spaces Room App or the CU360 App on your CU360 device.

Figure 55: Get the Avaya Spaces App from a Store for your personal phone/tablet
• With Avaya Spaces App for phone/tablet clients, sign up to create an account, if you are not already registered, or login to your account, then 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 on your mobile phone (or tablet)
  o Both the Space Room App and the CU360 App can show the QR Code
• The CU360 will join the meeting in that space as a guest.

**Important**
• You cannot redial to meetings in which you have been invited through a QR Code or Pairing Code or calendar.

**Usage with a Web Client on your PC/MAC**

• Using a browser, navigate to [https://spaces.avayacloud.com](https://spaces.avayacloud.com) on your PC or Mac computer. Sign up to create an account, if you are not already registered, or login to your account.
- Click on the left panel to select the space to be used for the meeting.
- Click on “Join Spaces Room”. This will present a dialog to enter the Verification Code that is displayed on the screen of the device.
  - Both the Space Room App and the CU360 App can show the pairing code.

Figure 57: Enter the verification code on the CU360 Screen using a browser on your PC/Mac

- Once the verification code is inserted correctly, the CU360 device will join the meeting in that space as a guest with audio and video.
- You need to use a Browser supporting WebRTC on your Windows PC/Mac if you want to join the meeting from your computer with audio and video.
- If you are invited to a meeting by someone by email or by calendar, you can join from your browser as a guest without logging in, but in this case, you cannot invite a device in a meeting as described above.

In a Spaces Meeting with the Spaces Room App

The Room App joins Spaces Meeting as a guest using WebRTC. The App displays its icon and the name chosen for the CU360 device as participant info. With this App, you can receive a presentation sent by a remote party.
In a Spaces Meeting with the CU360 App

When you use the CU360 App to join a Spaces Meeting, the app connects through a SIP Call, H.264 SVC 720p with Wideband Opus audio as default. Avaya Netsense (bandwidth estimation and dynamic adaptation technology) is also used. You can send and receive presentations in a Spaces Meeting using Web Collaboration. Check that it is enabled in

[GUI] CONFIGURE > ADVANCED > CALLS > DUAL VIDEO
[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS > CALLS > DUAL VIDEO

⚠️ Important

- CU360 App only: You can use your PC/MAC as a source of presentation for your CU360 App activating a Screen Link Connection, or using AVGrabber or Wi-Fi Display or Split&Share
- CU360 App only: You cannot redial to meetings in which you have been invited through a QR Code or Pairing Code, or calendar

When in a Spaces meeting, XT Series devices are represented with the red icon on the right, while CU360 devices are represented with the white icon on the left, if you are using the CU360 App to join a meeting. The icon is visible in the roster, representing a participant, and in the video received by all the other participants when your device is in video privacy.
Video Privacy in a Meeting for a CU3560 and an XT Series participant

The name of the XT or CU360 device visualized in the roster is the same as displayed in the top bar info of the device.

You can change the displayed name of the device in

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

- **System Name**: Set the name you want to display, using only Latin chars. This name is automatically copied into System Name Unicode, if they were the same.

- **System Name Unicode**: Set the System Name using Unicode characters, which include all possible not-Latin characters such as Chinese or Japanese.

- **System Name Display Mode**:
  - **Automatic**: choose the best name based on deployment and on user preferences. The device will display the System Name Unicode if different from the default system name (that is based on the Mac Address of the device), then displaying the SIP username if registered to a SIP registrar or proxy, and if unavailable, it displays the H.323 name if registered to a gatekeeper, and if unavailable it displays the Unicode default name.
  - **Or you can select a specific name to use**, among System Name, System Name Unicode, SIP name (Username), H323 name (Alias) or host name (simplified system name using only letters/digits/-).
Click to Join from CU360 App Calendar to a Spaces Meeting

If you receive an invitation for a Spaces Meeting in your CU360 App calendar, you can automatically join the meeting with a single click. The device can parse invitations containing the Spaces URL in the meeting location.

Direct dial from CU360 App to a Spaces Meeting

You can copy and paste a spaces meeting URL in your device web interface (or GUI) to place a direct call.

Go to

[GUI] CALL
[WEB] [ADMIN LOGIN] CALL>

Save Your Favorite Spaces as Contacts in CU360 App

You can also save all your favorite spaces URL in the device as Contacts, assigning them a meaningful name and easily recalling them to join a meeting.
Configure Space Integration in CU360 App

You can disable Spaces integration or change the default spaces cloud address (if you are using a customized solution or a test solution). The device can accept invitation and calls only in the same cloud domain as specified in the configuration.

By default, the integration with Spaces is enabled for the domain https://spaces.avayacloud.com.

[GUI] CONFIGURE > ADVANCED > AVAYA SPACES
[WEB] [ADMIN LOGIN] ADMINISTRATOR SETTINGS> AVAYA SPACES

[11.0.0.25] You can also configure as predefined party in this page a specific Spaces URL. If configured, then the Call key will automatically call this space.
Comparison between CU360 App and Spaces Room App

Below table is an overview of the capabilities of the two applications when joining a Spaces Meeting.

<table>
<thead>
<tr>
<th>Description</th>
<th>CU360 App</th>
<th>Spaces Room App</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection to Spaces</td>
<td>REST API + socket.io</td>
<td>REST API + socket.io</td>
</tr>
<tr>
<td>Call</td>
<td>SIP, H.264 SVC (FEC) 720p30 TX/RX Opus Netsense</td>
<td>HTTPS, WebRTC 720p@30 TX/RX Opus</td>
</tr>
<tr>
<td>Join by QRCode &amp; Pairing Code</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>ePTZ with RemoteCtrl</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mute/Privacy/Volume/Disc/Pip (UX &amp; RemoteControl)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>WebCollab Sharing RX</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>WebCollab Sharing TX AV Grabber ScreenLink Miracast Split&amp;Share Apps</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Outlook Calendar Integration (Click to Join)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Participant Roster w/Status</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Camera Speaker Tracking</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Recording on USB</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Direct Dialing/Favorites/Predefined Party</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

⚠️ Important
- If the spaces meeting does not allow access to guests, the app could not be able to join.

Wi-Fi Display

See “Sharing with Wi-Fi Display” section in this document.

Calendar Enhancements

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 Video Solutions (in premises or in-cloud) but also on other third-party platforms or services.

The possibility to join the calendar can be done by defining an FQDN mapping that transform the calendar invitation in a SIP/H323 call for all those service that provide a SIP/H323 Gateway (also called Room Connector)
- Avaya Meetings Online, Avaya IX Conferencing, Spaces, Zoom, BlueJeans, Pexip, WebEx
- Automatic integration for any Exchange Calendar invitation containing "sip:" or "h323:"
  URI Schemes in the location or in the body.
- Optimizations for Avaya Meetings

**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.

In alternative, there is the possibility to join a meeting with the corresponding Android Mobile App (via deep linking), if the app is installed.

In this case you just need to add an FQDN with an empty number to dial mapping the domain of the service that is usually found in the location of the calendar entry. Those FQDN are predefined for Teams, Skype, StarLeaf.

**Important**
- If the CU360 is configured in restricted mode, the FQDNs with deep-linking actions are not available.

**Raise Hand**

The “raise hand” feature in Avaya IX Meetings allows attendees to raise their hand to indicate that they need something from the host (moderator) or panelists. For example, many hosts use this feature to know if an attendee has a question and would like to be unmuted to speak. The attendees can raise/lower their own hand. The moderator can see raised hands and can lower them.

As a moderator, it may be helpful to inform your participants how you would like to use this feature at the start of the meeting.
To Raise/Lower Your Hand

To gain the attention from the moderator or presenter use the “raise your hand” feature.

Go to

[GUI] CALL PANEL> PARTICIPANTS> LOCAL PARTICIPANT > RAISE HAND
[WEB] [ADMIN LOGIN] PARTICIPANTS> LOCAL PARTICIPANT> PARTICIPANT> RAISE HAND

Click on the Raise Hand button which will place a small hand icon next to your name in the roster list.

To Lower a Raised Hand

You can see who has their hands raised at any time by viewing the participants list.

If you are the moderator, you can lower the hand of a participant and unmute them or set as a lecturer.

From the video device interface (GUI or Web), select the participant to lower their hand.

[GUI] CALL PANEL> PARTICIPANTS > (SELECTED PARTICIPANT)> RAISE HAND
[WEB] [ADMIN LOGIN] PARTICIPANTS > (SELECTED PARTICIPANT)> PARTICIPANT> RAISE HAND
Participant List on the Web Interface

From the IX Conferencing Interface: Click on the hand icon. A confirmation message appears.

IX Conferencing Client (Web)

From the IX Workplace Client: Select Lower Hand from the item menu.

IX Workspace Client (App)

Web Enhancements

From the web interface, it is now possible to see stats of the network interfaces.

[WEB] DIAGNOSTICS>NETWORK>STATS
Press Stats to see current stats.
Audio Enhancements

This release introduces several enhancements for the audio.

In particular, echo cancellation optimizations are now available also for applications other than the CU360 App while using embedded CU360 microphone array.

All the apps can also now change the volume of their audio stream by using the remote-control volume +/− buttons.

When pressing the volume buttons, a volume bar is displayed in the top area for the other apps.

SIP/H.323 Interoperability Enhancements

In this release some optimizations have been done

- Possibility to configure the device to declare a generic H.323 vendor code

Other Enhancements

- You can now remove OpenGApps content, including Google account
- A new app is available (Eject USB Drive App) to safely extract your USB storage from the device.
• Improvements for the camera tracking
• Added a predefined pdf Viewer app
• [11.0.0.25] Added the possibility to configure a Spaces URL as predefined party.

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

Table 5: 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>XT 9.2.1.20</td>
<td>Extended</td>
<td>SC</td>
<td>Added value ‘H’ to indicate that it is possible to start presenting with Web Collaboration in a call. This allow to enable “presentation” button in a Creston/AMX or similar panel only when the web collaboration presentation session is ready.</td>
</tr>
<tr>
<td>CU 10.1.0 XT 9.2</td>
<td>Extended</td>
<td>SW</td>
<td>Command to emulate go back to home page</td>
</tr>
</tbody>
</table>
Software Upgrade

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

Since first release, 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.

**Important**

- You can force the system to accept an unsigned package by setting “Verify Signature” to No. Unsigned packages can be provided by Customer Support only for specific purposes and should not be used otherwise.

How to Upgrade CU360 to a New Build

Software upgrade packages named CU360_Vx_y_z.exe can be used only to upgrade Avaya CU360 Codec Units. They cannot be used to upgrade XT Series codec units.

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

For OTA upgrade, the software is automatically obtained by the device directly from the support site [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 from the Avaya PLDS [https://plds.avaya.com](https://plds.avaya.com) 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 and providing
  - the system CS Package (Web > Diagnostics> Utilities>Customer Support Package: press Create and download the newly created package to your computer)
  - the detailed description of the issue occurred (see also 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 anymore, 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 there is no progress, and the web session will disconnect. Please wait a few minutes before reconnecting.

Important
- If you set a password for the download, the OTA upgrade will fail

Upgrade via PC – Interactive mode

- Save the CU360_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.
Do not turn off 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.

Upgrade via USB key – Automatic Mode

- Save the CU360_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 CU360_Vx_y_z.exe. Do not change version file name, otherwise the package will not be recognized.
- Do not turn off 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.

Upgrade via Web – Automatic Mode

- Save the CU360_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 75: Software Upgrade via Web – Choose Upgrade Package

Figure 76: 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 CU360_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 chose Upgrade Software

• Follow the Upgrade Software Wizard instructions to choose the SW package (.exe), upload and install it
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>
<thead>
<tr>
<th>Current Solution Component Name</th>
<th>Previous Solution Component Name</th>
<th>Minimum Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Equinox® Management</td>
<td>Scopia® Management</td>
<td>9.1.0.365*</td>
</tr>
<tr>
<td>Avaya Equinox® Media Server (Elite 7000 + AMS+ WCS)</td>
<td>--</td>
<td>8.5</td>
</tr>
<tr>
<td>Scopia® Elite 6000 MCU</td>
<td>Scopia® Elite 6000 MCU</td>
<td>8.3**</td>
</tr>
<tr>
<td>Avaya Scopia® Desktop Server</td>
<td>Scopia® Desktop Server</td>
<td>8.3.9</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****</td>
</tr>
<tr>
<td>Avaya IX XT Series</td>
<td>Scopia® XT Series</td>
<td>8.3</td>
</tr>
<tr>
<td>Avaya IX CU360</td>
<td>-</td>
<td>10.x</td>
</tr>
<tr>
<td>Avaya Scopia® XT Desktop Server</td>
<td>Scopia® XT Desktop (SMB solution)</td>
<td>8.3.9</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.x</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>10.x</td>
</tr>
<tr>
<td>Avaya IX Workplace</td>
<td>-</td>
<td>3.8</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 the Avaya Equinox® Conferencing Solution to the latest release.
- Solution wide features like Mobile Link or Auto-Provisioning require that the Avaya Equinox® Conferencing Solution (as a whole) is 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 10.2.0.26

## Table 6: Resolved Issues

<table>
<thead>
<tr>
<th>Release</th>
<th>Description of Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.0.0.30</td>
<td>AXT3100-1337: CU360 displays old web interface when invoked from Equinox Management</td>
</tr>
<tr>
<td>11.0.0.29</td>
<td>AXT3100-1322: Fixed issue of delayed call disconnect</td>
</tr>
<tr>
<td></td>
<td>Fixed issue opening Apps page when plenty of apps are installed on the device.</td>
</tr>
<tr>
<td>11.0.0.27</td>
<td>Added the possibility to use a long spaces URL as predefined party under Avaya Spaces config</td>
</tr>
<tr>
<td>11.0.0.24</td>
<td>AXT3100-1298: CU360 GUI and web portal consistency in NAT page setting</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1297, AXT3100-1294: CU360 Web consistency for Quick Setup</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1293: Easy to start page forever loading if user uses local network to connect the server</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1220: App Interface- “Calendar” icon is cut off in message schedule on home page</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1290: GUI – “Audio - Inputs” name inconsistent with Web</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1280: 1-16010825771 - CU360 becomes unresponsive to IP Pings and no one can access into the Web UI</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1289: CU360’s web portal doesn’t have confirmation by message Yes No when CU360 restores default camera from web portal</td>
</tr>
<tr>
<td>11.0.0.22</td>
<td>AXT3100-1272: The text cursor appears at the beginning of the edit for Avaya Collaboration Control password</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1277: The default direct link to download Aurora store is not found</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1270: Warning message doesn’t show fully when CU360 goes to “Control camera” page.</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1275: CU360 displays duplicated error on web portal when changing SIP username with Unicode name</td>
</tr>
<tr>
<td>11.0.0.19</td>
<td>AXT3100-1269: Exchange Calendar Password containing a &amp; symbol does not work.</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1268: CU360 is crashed when user presses key combination of Ctrl + &quot;..&quot; at an input field</td>
</tr>
<tr>
<td>11.0.0.18</td>
<td>AXT3100-1224: Web portal and GUI icons not consistent in “Participants” page</td>
</tr>
<tr>
<td></td>
<td>AXT3100-912: CU360 doesn’t display icons for his local page in Participants page</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1250: CU on spaces call, when presenting from CU no more audio TX and RX</td>
</tr>
<tr>
<td>11.0.0.15</td>
<td>AXT3100-1244: Web portal – “Auto provisioning” setup mode configure is disappeared on CU360’s web portal</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1245: Fields in Administrator Setting Web UI is automated collapse when CU join meeting</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1246: Web portal – Setup “Auto provisioning” mode not successfully and automatic switch to manual mode</td>
</tr>
<tr>
<td>11.0.0.14</td>
<td>AXT3100-1232: CU360 displays URL for cloud mode in “Remote access” page is emptied. 11.0.0.0014 Fixed</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1236: CU360 is stuck and can’t perform any actions when he cancels enter moderator PIN from Box enter moderator PIN</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1238: Web portal – “Next” button is disabled when CU360 enters service code incorrectly for “Auto Provisioning” on web portal</td>
</tr>
<tr>
<td>11.0.0.12</td>
<td>AXT3100-1233: Should change the default direct link to download Aurora store</td>
</tr>
<tr>
<td>11.0.0.11</td>
<td>AXT3100-1229: Web portal – “Next” button doesn’t work when CU360 to empty service code for “Auto Provisioning” on web portal</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1214: Cannot adjust media volume when connecting CU360 v11 to a Bluetooth speaker</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1213: CU360 is crashed if CU360 opens a pop-up while another user is stealing sharing</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1215: CU360 receives black presentation</td>
</tr>
<tr>
<td>11.0.0.10</td>
<td>AXT3100-1218: Video of CU360 is cropped ½ on main video of other users in meeting</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1222: New web Portal – “Camera” icon in “participant” page jumps to another position when CU360 mutes mic.</td>
</tr>
<tr>
<td>11.0.0.9</td>
<td>AXT3100-1221: Some pages should swap No/Yes button to Yes/No button</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1216: New web portal – Buttons in message schedule should be more separated</td>
</tr>
<tr>
<td></td>
<td>AXT3100-1217: New web portal – Some “Yes No” Button should be more separated</td>
</tr>
</tbody>
</table>
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 7: 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>USB Cameras are not supported in this release</td>
<td>With DVI monitor, audio could be directed to both CU internal speakers and external audio peripherals</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>Presentation could not work when placing SIP calls to Pexip infrastructure</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>
<td></td>
</tr>
<tr>
<td>Pexip Meetings</td>
<td>When Privacy Options is &quot;Hide video or Automatic&quot;, remote parties will see CU frozen video when privacy is active</td>
<td>Select Privacy Option as Image</td>
<td></td>
</tr>
<tr>
<td>IOT</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.</td>
<td>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>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.</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.</td>
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</tr>
<tr>
<td>Zoom with Cloud Room Connector</td>
<td>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/201458316">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</a></td>
<td></td>
</tr>
<tr>
<td>Zoom with Cloud Room Connector 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>
<td></td>
</tr>
<tr>
<td>WebEx Meetings</td>
<td>The endpoint can send audio/video/content to the meeting in a SIP or H.323 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>
<td></td>
</tr>
<tr>
<td>Elite 6000</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>
<td></td>
</tr>
<tr>
<td>Avaya SBC</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: <em>/RV/.</em></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>
<td></td>
</tr>
<tr>
<td>SR 1-11610561268</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>Configure IPO with &quot;MediaSecurity=None&quot; to the extensions associated to those endpoints to enable presentation towards them.</td>
<td></td>
</tr>
<tr>
<td>IPOFFICE-109632</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></td>
<td></td>
</tr>
<tr>
<td>Cisco SX80</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>
<td></td>
</tr>
<tr>
<td>QC#26789 JIRA-57114</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>
<td></td>
</tr>
<tr>
<td>QC#2766</td>
<td>Using Polycom MGC50 (v 8.0.2.6) sometimes H.239 presentation does not function.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>QC#2981</td>
<td>Polycom diagnostics incorrectly identifies Avaya endpoints.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>QC#11493</td>
<td>Incident #16384-10505: Remote camera switch from HDX to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
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</tr>
<tr>
<td></td>
<td>QC#2964</td>
<td>Avaya endpoint and reverse is not performed. Issue reported to Polycom.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>QC#6665</td>
<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>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></td>
<td>QC#5567</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 kHz. 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></td>
<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>
</tr>
<tr>
<td></td>
<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>
</tr>
<tr>
<td></td>
<td>QC#16857</td>
<td>Avaya 10x0(LifeSize) v4.8 issue. Avaya Integration Rad #57 [XT/SIP]: An Avaya XT Series or CU360 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>
</tr>
<tr>
<td></td>
<td>RVSM-5252</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>
</tr>
<tr>
<td></td>
<td>QC#26201</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>
</tr>
<tr>
<td>Polycom RealPresence</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></td>
<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>
</tr>
<tr>
<td>In a Call</td>
<td>QC#9509</td>
<td>Echo</td>
<td>When using the mic array with a monitor which introduces relevant audio delays (&gt;80 milliseconds) the CU360 can generate echo in the call. Enter</td>
</tr>
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<tr>
<td>In a Meeting</td>
<td></td>
<td><strong>Equinox/Scopia Conference Features</strong> 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.</td>
<td>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.</td>
</tr>
<tr>
<td>Network</td>
<td></td>
<td><strong>MCURVELITE-3000</strong> MUCU6000 doesn’t manage correctly the Avaya Codec Unit video privacy option (auto or hide video) when in a sip call</td>
<td>Configure &gt; Advanced &gt; System &gt; Customization &gt; Set Privacy Options = Image.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>QC#18670 QC#19192 SI#8192-14380</strong> Network negotiation issues might occur when using specific network equipment, like CISCO C2960.</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>AXT3100-900</td>
<td>Some routers do not follow “Half-duplex” selection on CU360</td>
<td>Configure the parameter as Auto or Full-Duplex</td>
</tr>
<tr>
<td></td>
<td>AXT3100-649</td>
<td>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.</td>
<td>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. 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.</td>
</tr>
<tr>
<td>Time Settings</td>
<td></td>
<td>The Codec Unit could not automatically determine your country or time zone correctly.</td>
<td>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.</td>
</tr>
<tr>
<td>ScreenLink</td>
<td></td>
<td>When playing from local USB, it is not possible to activate screen link.</td>
<td></td>
</tr>
<tr>
<td>UX</td>
<td></td>
<td>UX cannot be excluded from the recording to the local USB storage</td>
<td>Use the recording key on the remote control when starting/stopping a recording, to avoid recording the opening of additional pages in the UX.</td>
</tr>
<tr>
<td>Recording</td>
<td></td>
<td><strong>Unplug USB</strong> Your recording can become corrupted if USB key is unplugged while a USB recording is in progress.</td>
<td>Stop the recording or the playback before unplugging the USB key.</td>
</tr>
<tr>
<td></td>
<td>SR 1-14667770962</td>
<td>&quot;Repair this drive&quot; alert on Windows PC about the USB key, when it is unplugged from a CU360, and then plugged to a PC.</td>
<td>This notice is a false alarm, if the repair procedure is executed there are no issues found on the USB storage. In any case, to avoid the alert, before unplugging an USB key or storage, press the Eject Storage Button on the CUApp recording page or launch the Eject USB Key App.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Save Recording status seems correct, but the file is not available in AESR.</strong></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></td>
<td></td>
<td><strong>USB Formatting</strong> To record your CU360 screen to a local USB storage device, insert it in one USB slot. Use a</td>
<td></td>
</tr>
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<tr>
<td>USBstorage</td>
<td></td>
<td>USB storage device formatted with FAT32, EXT2, EXT3, EXT4. Other formats, even if supported, are not recommended and could cause issues. Recording to uSD is not supported; please use a USB storage.</td>
<td></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>SD Card</td>
<td>Supported Formats</td>
<td>uSD maximum size: up to 128GB Supported formats: FAT32, NTFS, EXT3, EXT4. Recording on uSD is not supported.</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>Screen Link</td>
<td>Playing</td>
<td>When playing from local USB, it is not possible to activate screen link.</td>
<td></td>
</tr>
<tr>
<td>Presence</td>
<td>RVXT5000-1244</td>
<td>Manual Presence Status is forced to &quot;Busy&quot; when in a SIP call when using IP Office as Presence and SIP Server.</td>
<td>Select &quot;Aura 7.1&quot; as presence server type.</td>
</tr>
<tr>
<td>Presence</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>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>Presence</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></td>
</tr>
<tr>
<td>Presence</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 in this release</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>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 local IP address to be restored later, if any, and set 0.0.0.0 as IP address.</td>
</tr>
<tr>
<td>Cloud connection</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>On endpoint, set Configure&gt;Advanced&gt;Utilities&gt;Remote Access&gt;Equinox Management&gt;Mode to Cloud.</td>
</tr>
<tr>
<td>Equinox/Scopia</td>
<td>RVSM-10934</td>
<td>If Equinox Management Mode is set to Local, the endpoint will not receive roster or calendar</td>
<td></td>
</tr>
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</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>
</tbody>
</table>
| Floating Bar             | AXT3100-339           | The CU360 app Floating Bar doesn’t appear on the left of the split screen with a certain sequence:  
• On the Application main window, press and hold the Recent button of the Android status bar (the square button). The screen is split  
• Press the Home button. The Android main window is visible. Press the Recent button. The floating bar does not reappear. | Click anywhere on the CU360 App side of the screen.                                  |
|                          |                       |                                                                                          |                                                                                      |
|                          | AXT3100-1303          | Disconnect button in floating dock bar does not work if split screen then put the icon outside the CU360 app                                                                                                         | Move the floating bar inside the section of the CU360 app                              |
|                          | AXT3100-476           | While the camera is in use in another app, the CU360 app displays black video in place of self-view.                                                                                                               | 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. |
| OS/Other apps            |                       |                                                                                          |                                                                                      |
| Blank/Empty Android Settings |               | If you wipe device data after installing OpenGApps, or you start OpenGApp without completing the enrolling of the device with a valid google account, the Android OS Settings page could show blank (empty content) | Repeat and complete the OpenGApps procedure.                                          |
| Presentation             | AXT3100-708           | 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&Share presentation with WCS. Locally the presentation is visible.  
3) Privacy image is sent when sending Split&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). | 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). |
<p>|                          | AXT3100-508           | The Web Collab presentation received in CU has low quality when seen in the scaled view                                                                                                                               |                                                                                      |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>iOS</td>
<td></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>Web portals and remote device panel</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 screen is not split in two, but the chosen app is shown full screen.</td>
<td>In this case you can always split the screen in two by long pressing the bottom bar button.</td>
</tr>
<tr>
<td>Split and share</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>Remote Control</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>
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<tr>
<td></td>
<td></td>
<td>The CAPS key could not work on some remotes.</td>
<td></td>
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<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></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>Bluetooth Audio Devices</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</td>
<td>It’s strongly suggested to work with SSID @5GHz only.</td>
</tr>
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</tr>
<tr>
<td>Touch Screen</td>
<td></td>
<td>Network at 2.4 GHz can cause interferences and packet loss</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></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>Upgrade</td>
<td></td>
<td>It is not possible to downgrade to a previous release</td>
<td>You need to reimage the system from scratch.</td>
</tr>
<tr>
<td>Upgrade</td>
<td></td>
<td>When upgrading from 10.0.0 release to this release, the CU360 app could not restart automatically</td>
<td>Reboot the system.</td>
</tr>
<tr>
<td>Upgrade</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>NetLog</td>
<td>Waiting for connect a PC/Device</td>
<td>Opening Wi-Fi display app for connection during a call could cause some video quality issue on the CU360 App call until a device is paired, or the Wi-Fi Display app is sent to background. The Wi-Fi display app, when in foreground and not yet connected, activates the discovery of the nearby devices. If your CU360 is configured to use a Wi-Fi network, this can cause sensible packet loss during the call and possible activation of SVC in the CU360 App. As soon as an external device is connected or the Wi-Display App goes to background, the problem disappears, but the cu360 App could take some time to restore the original call quality.</td>
<td>Open the Wi-Fi Display App before the call and connect to it the device that you want to use later for a presentation Or Do not use the Wi-Fi network, connect an Ethernet cable to the CU.</td>
</tr>
<tr>
<td>Wi-Fi Display</td>
<td>Mouse/keyboard control</td>
<td>You cannot control your PC with CU360’s mouse/keyboard In some android devices, you can control the device with the mouse but not insert text with the keyboard.</td>
<td>For the keyboard issue, use the mouse to invoke the virtual keyboard.</td>
</tr>
<tr>
<td>BT</td>
<td></td>
<td>Bluetooth call control buttons are not yet supported.</td>
<td>Use the soft keys to control the call.</td>
</tr>
<tr>
<td>Spaces Meeting with “Spaces Room” App</td>
<td>BT Media</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>Spaces Meeting with “Spaces Room” App</td>
<td>BT Media</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>Spaces Meeting with “Spaces Room” App</td>
<td>BT Media</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>Recording</td>
<td></td>
<td>You cannot initiate recording from the Spaces Room app, you</td>
<td>Start recording from web front-end.</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>Zoom+/-</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>Sharing</td>
<td></td>
<td>AV Grabber/Wi-Fi Display/Split&amp;Share not supported yet.</td>
<td>Share from your desktop/laptop web front-end.</td>
</tr>
<tr>
<td>FW and NAT</td>
<td></td>
<td>Outgoing ports to Spaces Backend and Media Server must be open in the local NAT/FW.</td>
<td>See <a href="https://spaces.avayacloud.com/developers/docs/guides/network_requirements">https://spaces.avayacloud.com/developers/docs/guides/network_requirements</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLS traffic is used for both HTTPS and WSS, any TLS-inspection should support these</td>
<td>protocols or have an exception for Spaces’ hosts.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>members-only spaces, unless invited by authorized members joining the room via QRCode or Pairing code</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Whiteboard is not supported in Spaces Meetings</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Video</td>
<td>Sip calls are limited to 720p30fps</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Redial</td>
<td>It is not possible to redial into meetings when invited through QR code or pairing code or calendar.</td>
<td>Save the original meeting URL as a favorite contact.</td>
</tr>
<tr>
<td></td>
<td>FW and NAT</td>
<td>Outgoing ports to Spaces Backend, SIP and Media Server must be open in the local NAT/FW.</td>
<td>Check that a device inside the company can connect to spaces.avayacloud.com (HTTPS + WSS, 443) or spaces.sip.mpaas.avayacloud.com (TCP/TLS 5061)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>if they are blocked. TLS traffic is used for both HTTPS and WSS, any TLS-inspection should support these</td>
<td>protocols or have an exception for Spaces’ hosts.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>members-only spaces, unless invited by authorized members joining the room via QRCode or Pairing code</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Whiteboard is not supported in Spaces Meetings</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Members-only (private) meetings</td>
<td>The CU360 App cannot join members-only spaces, unless invited by authorized members joining the room via QRCode or Pairing code</td>
<td>Invite the device by joining the room through paring code or QRCode</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>RCO/ACO</td>
<td>It is not possible to register simultaneously the CU360 App and the RingCentral app with the same account</td>
<td>If you plan to use the RingCentral App, do not configure the CU360 app with the same account,</td>
</tr>
<tr>
<td></td>
<td>RingCentral App</td>
<td>AXT3100-1291</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The calling device (CU360 app or RCO/ACO app) cannot perform action via DTMF</td>
<td></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 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.

⚠️ 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 8: Keyboard Shortcuts for Remote Control Keys

<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>Chat Balloon</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 configuration page, go</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>
<td>----------------------</td>
<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>
</tr>
<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>Zoom+</td>
</tr>
<tr>
<td>Page Down</td>
<td>Camera digital zoom out</td>
<td>Zoom -</td>
<td>Zoom -</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 80: 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, or check https://support.avaya.com/css/P8/documents/101065980
- 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=C2014369354850_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 "CU360" 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
  - How can I get the CS Package from the CU? https://support.avaya.com/ext/index?page=content&id=FAQ116051
  - How to enable Equinox Management features (Web Collaboration, Roster, Recording and Calendar)? https://support.avaya.com/ext/index?page=content&id=FAQ116047
  - How SIP / H.323 call attacks can be avoided? https://support.avaya.com/ext/index?page=content&id=FAQ116046
  - 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=FAQ116045
  - 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 can I connect to an ON-Avaya Virtual Room from Public Network? https://support.avaya.com/ext/index?page=content&id=FAQ116069
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