

Scopia Desktop Client

User Guide

Version 8.2.1

For Solution 8.2



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User Guide for Scopia Desktop Client Version 8.2.1, July 16, 2013

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Chapter 1 | About Scopia Desktop Client

The Scopia Desktop Client is a simple web browser plug-in for interactive videoconferencing using high definition or standard definition with superb quality. It is part of Scopia Desktop, the desktop videoconferencing solution which provides the client/server application that extends videoconferencing to remote and desktop users for voice, video and data communications.

Clients can be centrally managed and deployed without complex licensing fees or installation issues. Users receive a web link in their invitation to join a videoconference, and in moments they are connected and participating. The Scopia Desktop Client includes the main videoconference client with a built-in chat window and presentation viewing abilities (Figure 1: The Scopia Desktop Client user interface on page 5).



Figure 1: The Scopia Desktop Client user interface

Users must have a login to have a virtual room to invite people to meetings. Scopia Desktop Client also includes support for H.264 High Profile. H.264 High Profile is a standard for compressing video by up to 25% over the H.264 Baseline Profile, enabling high definition calls to be held over lower call speeds. It requires both sides of the transmission (sending and receiving endpoints) to support this protocol.

A Scopia Add-in for Microsoft Outlook enables easy scheduling of meetings directly from within Microsoft Outlook. There are two types of Scopia Add-in for Microsoft Outlook: the 32 bit version works directly with the Scopia Desktop Server, while the 64 bit version works directly with Scopia Management. The 32 bit version of Scopia Add-in for Microsoft Outlook is installed together with Scopia Desktop Client, as described in Installing Scopia Desktop Client Locally on a PC on page 9. You can also configure the 64 bit version to install together with Scopia Desktop Client, or run a standalone installation. For more information, see the User Guide for Scopia Add-in for Microsoft Outlook.

About Scopia Desktop Client Components

Scopia Desktop Client is a lightweight program for PCs and macs which turns them into videoconferencing endpoints. With Scopia Desktop Client you can experience high definition videoconferencing with continuous presence, connecting you with other participants who may be using dedicated endpoints, room systems or even telepresence systems, all from your PC or mac.

Scopia Desktop Client has several components (<u>Figure 2: Components of Scopia Desktop Client</u> on page 6):

- The Scopia Desktop videoconferencing window displays a virtual room containing the video images of participants and a presentation if it is being shared. You can also browse the list of participants, chat to others, control the video layout, and adjust volume and camera settings.
- The Scopia Desktop system tray icon provides easy access to all components of the Scopia Desktop Client.
- The Scopia Desktop web portal is the entry point to start or join a meeting. You can also use the web portal to watch a webcast or recording, or access Scopia Desktop Client settings.

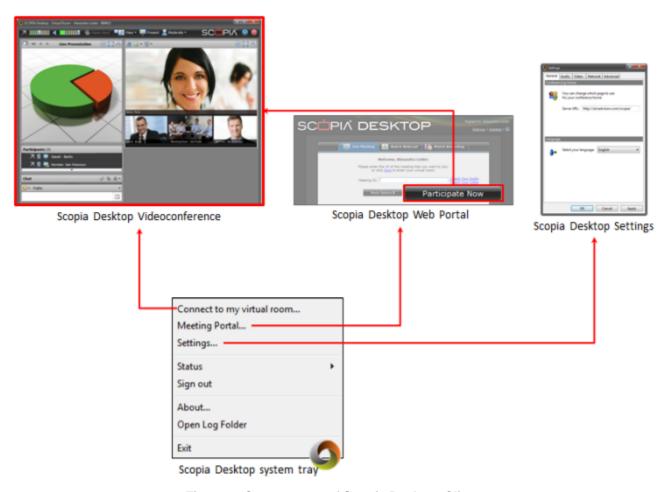


Figure 2: Components of Scopia Desktop Client

A virtual room in Scopia Desktop and Scopia Mobile offers a virtual meeting place for ad-hoc or scheduled videoconferences. An administrator can assign a virtual room to each member of the organization. Users can send invitations to each other via a web link which brings you directly into their virtual room. Virtual meeting rooms are also dialed like phone extension numbers, where a user's virtual

room number is often based on that person's phone extension number. You can personalize your virtual room with PIN numbers, custom welcome slides and so on. External participants can download Scopia Desktop or Scopia Mobile free to access a registered user's virtual room and participate in a videoconference.

Chapter 2 | Getting Started with Scopia Desktop Client

This section explains how to prepare your Scopia Desktop Client for using it for the first time. Scopia Desktop Client does not need any configurations to be used but there are some procedures that can make your videoconferencing experience better and to allow you to use the product's full functionality.

Navigation

- Minimum Requirements for Scopia Desktop Client on page 8
- Installing Scopia Desktop Client Locally on a PC on page 9
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- Checking Audio and Video Configurations for your Scopia Desktop Client on page 14
- Customizing Your Virtual Room on page 16

Minimum Requirements for Scopia Desktop Client

This section details the minimum hardware and software requirements of the Scopia Desktop Client The minimum hardware requirements for the Scopia Desktop Client depend on the video resolution.

- Standard definition hardware specifications:
 - PC Intel Pentium 4, 3.0 GHz or faster
 - PC AMD Athlon 3.0 GHz or faster
 - PC Intel Centrino Mobile Processor 1.8 GHz or faster
 - Mac with Intel Core Duo 1.8 GHz or faster
 - Netbook Intel Atom Processor 1.6 GHz or faster
 - 1GB of RAM or more
- Enhanced definition hardware specifications:
 - PC Intel true dual core processors Core 2 Duo 1.8 GHz or faster
 - PC AMD true dual core processors e.g. Phenom IIx4 91- 2.X GHz or faster
 - Minimum 2GB of RAM
- High definition hardware specifications:
 - Intel PC architecture
 - 2nd Generation Intel[®] Core[™] i3, i5 or i7 processors (Sandy Bridge) or newer
 Or
 - Any Intel generation with quad-core processors
 - i5 or i7 recommended

- PC AMD Quad-Core Opteron
- Mac with Intel Core 2 Duo 2.7 GHz or faster
- Minimum 2GB of RAM, 3GB of RAM or more recommended

The minimum software requirements of the Scopia Desktop Client are:

- · Operating systems:
 - Windows XP (SP3, 32 and 64-bit)
 - Windows Vista (SP2 or higher, 32 and 64-bit)
 - Windows 7 (32 and 64-bit)
 - Windows 8 (desktop mode, 32 and 64-bit)
 - Mac OS X version 10.6 (Snow Leopard) or higher, Intel CPU only

We recommend using the latest service pack of the Windows operating systems listed in this section.

Internet browsers:

Scopia Desktop is tested with the latest internet browser versions available at the time of release.

! Important:

Internet Explorer must be installed on your Windows PC when using the Scopia Desktop Client, even if you access meeting with other web browsers like Firefox or Chrome.

- Google Chrome (version 25 and later)
- Internet Explorer (version 6 and later, for windows)
- Firefox (version 20 and later)
- Safari (version 5 and later)
- Viewing live webcasts or recorded meetings
 - Mac: QuickTime 7.4.5 or later (version 7.7 recommended)
 - PC: QuickTime 7.4.5 minimum (version 7.7 recommended)

Installing Scopia Desktop Client Locally on a PC

About this task

The Scopia Desktop Client Web Portal provides an automatic download and update manager. When you select the **Updates** link, it displays any currently installed components and versions, and enables you to install components, including the 32 bit version of Scopia Add-in for Microsoft Outlook and the Contact List.

Important:

You must be logged in to the web portal to install all components at once. If you are not logged in, you can only install the client, not the Contact List or the Scopia Add-in for Microsoft Outlook. These components are reserved for users who are authenticated to access corporate systems for scheduling and making calls.

For information about installing the 64 bit version of Scopia Add-in for Microsoft Outlook, refer to *User Guide for Scopia Add-in for Microsoft Outlook*.

In a service provider (multi-tenant) deployment the Contact List and the Scopia Add-in for Microsoft Outlook are configured on installation with organization-specific URLs.

Before you begin

- Obtain login credentials. You may need to ask your Scopia Desktop administrator for a user name and password if Scopia Desktop is configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.
- Connect a headset or speaker and microphone to your computer, and ensure it is configured in the control panel or system settings.
- Connect a video camera or webcam to your computer.

Procedure

- 1. To activate Scopia Desktop for the first time, go to the Scopia Desktop web portal page at http://cScopia Desktop domain name /scopia
 - For service provider (multi-tenant) deployments, access http://<Scopia Desktop domain name>/<tenant> or http://<Scopia Desktop domain name>/scopia/mt/<tenant>. For example, http://sd.company.com/org1 or http://sd.company.com/scopia/mt/org1.
- 2. Select **Updates** in the top-right corner of the web portal.

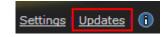


Figure 3: The Updates link in the top right corner of the web portal

The **Scopia Desktop Update** window opens.



Figure 4: Updating Scopia Desktop Client

- 3. Select Conference Client to install or update the Scopia Desktop Client.
- 4. Select **Scopia Add-in for Microsoft Office Outlook** to install the add-in that allows you to schedule videoconferences from Microsoft Office Outlook.
- 5. Select **Install**. When the Scopia Desktop Client installation is complete, you should see the following icon in the task tray at the lower right corner of the screen:
- 6. To verify that any optional components were installed, select the **View Installed Updates** link. A list of installed components appears.

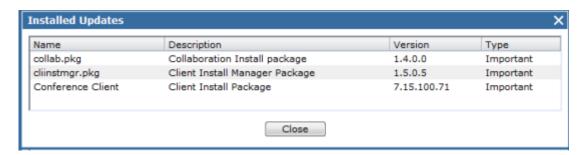


Figure 5: Installed Updates and Components

7. If you installed the Scopia Add-in for Microsoft Outlook, restart your Microsoft Office Outlook.

Accessing the Scopia Desktop Web Portal

About this task

The Scopia Desktop web portal is the entry point to start or join a meeting. You can also use the web portal to watch a webcast or recording, or access Scopia Desktop Client settings.

Procedure

Enter the Scopia Desktop public address in your Internet browser. For example, http://sd.company.com.

Or

Right-click the Scopia Desktop icon
in the Windows system tray, and then select

Meeting Portal.

The Scopia Desktop web portal opens.



Figure 6: Scopia Desktop web portal

Important:

Unless you change the default settings, the Scopia Desktop Web portal always opens at the **Join Meeting** tab.

Logging in to the Scopia Desktop Web Portal

About this task

You can log in to the Scopia Desktop web portal to get access your own virtual room and the complete Scopia Desktop functionality. Depending on your video network configuration, without logging in you may have no or limited access to Scopia Desktop functionality.

Before you begin

Contact your video network administrator to find out your Scopia Desktop credentials.

Procedure

- 1. Access the Scopia Desktop web portal, as described in <u>Accessing the Scopia Desktop Web Portal</u> on page 11.
- 2. Ensure that the **Join Meeting** tab is displayed.

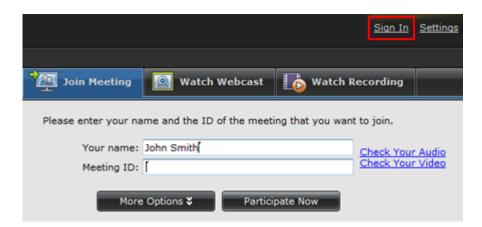


Figure 7: Join Meeting tab with the Sign In link

- 3. Select **Sign In**, as shown in Figure 7: Join Meeting tab with the Sign In link on page 13.
- 4. Enter your user name.



- Enter your password.
- 6. Select Sign In.

Checking Audio and Video Configurations for your Scopia Desktop Client

About this task

This section explains how to configure your Scopia Desktop Client before you use it for the first time.

Before you begin

If the virtual room is open on your computer, close it. You cannot change settings of the Scopia Desktop Client if the virtual room is in use.

Procedure

- 1. Ensure that the web camera is connected and fully installed on your computer.
- 2. Ensure that the headphones or speakers are connected to your computer.
- 3. Ensure that the microphone is connected to your computer.

! Important:

We recommend that you use headphones with a connected microphone for optimal videoconferencing experience.

We strongly recommend not to use the microphone of the webcam to guarantee high quality sound.

- 4. Access the Scopia Desktop web portal as described in Accessing the Scopia Desktop Web Portal on page 11.
- 5. Ensure the Join Meeting tab is displayed.



Figure 8: Join Meeting tab

6. Select Check Your Audio.

The **Audio** tab opens.



Figure 9: Checking the audio configuration for Scopia Desktop Client

- 7. Select Start audio test.
- 8. Speak into the microphone and ensure that you can hear yourself and that the volume scales move when you speak.

If you cannot hear yourself or if the quality of sound is not satisfactory, choose **Default**Communication Device from the Device lists in the Record and Playback sections of the Audio tab.

Important:

Most webcams include a built-in microphone. However, if the microphone is located too far away from your face, it is more likely to pick up background noise.

- 9. Select OK.
- 10. Select the Video tab in the Settings window.



Figure 10: Checking the video configuration for Scopia Desktop Client

11. Select **Preview** and ensure that you can see yourself and that the quality of the video is satisfactory.

If you cannot see yourself, select an alternative camera from the **Device** list and repeat this step to check the video quality.

Important:

To change the quality of the picture, use the software accompanying the camera.

12. Select OK.

Customizing Your Virtual Room

About this task

A virtual room in Scopia Desktop and Scopia Mobile offers a virtual meeting place for ad-hoc or scheduled videoconferences. All registered users with a login have their own virtual room.

Most people use the default settings of their virtual rooms.

This procedure explains how to customize your virtual room for optimal videoconferencing experience.

Before you begin

To see your virtual room, you must be logged in. To make changes, ensure your virtual room is not in a meeting.

Procedure

- 1. Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop Web Portal</u> on page 11.
- 2. Select Settings.



Figure 11: Link to Scopia Desktop settings

3. Select the Virtual Room tab.

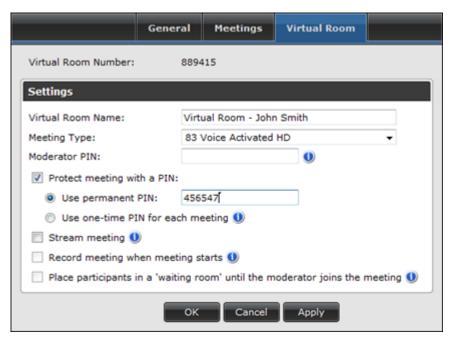


Figure 12: Virtual Room tab of the Settings window

4. Customize your virtual room as described in <u>Table 1: Customizing your virtual room</u> on page 18.

Table 1: Customizing your virtual room

То	Do this
Set the name of your virtual room that appears in the title bar of the Virtual Room window as shown in below.	Enter the name in the Virtual Room Name field.
Virtual Room Name	
SCOPIA Desktop - Virtual Room - London - 889415	
Raise Hand	
Calact which magating the management Capris Deplates Office to	Colort a value from the Manting Toron liet
Select which meeting type your Scopia Desktop Client uses. Meeting types (also known as MCU services) are	Select a value from the Meeting Type list.
meeting templates which determine the core	Important:
characteristics of a meeting.	We strongly recommend to consult your video network administrator before changing this setting.
Set the moderator PIN so only users with the PIN can perform moderator actions in your virtual room.	Enter a value in the Moderator PIN field. Refer to Protecting Videoconferences in Your Virtual Room on page 61.
Set the access PIN so only users with the PIN can access your virtual room.	Select Protect meeting with a PIN , and then select one of the following:
	Use permanent PIN
	This PIN is the access PIN for all videoconferences held in your virtual room.
	Use one-time PIN for each meeting
	Enter a new access PIN at the beginning of every videoconference you create in your virtual room, as described in Starting a New Scopia Desktop Videoconference in Your Virtual Room on page 32.
	For more information, see <u>Protecting Videoconferences</u> in <u>Your Virtual Room</u> on page 61.
Automatically webcast all videoconferences in your virtual room	Select Stream meeting . For more information see <u>Automatically Webcasting All Videoconferences in Your Virtual Room</u> on page 83.

То	Do this
To automatically record all videoconferences in your virtual room	Select Record meeting when meeting starts. For more information see Recording Scopia Desktop Videoconferences Automatically on page 71. Important: You must define the moderator PIN before you select
	this feature.
To let other participants enter your virtual room only after you join the videoconference	Select Place participants in a 'waiting room' until the moderator joins the meeting.
	Important:
	You must define the moderator PIN before you select this feature.

Chapter 3 | Scheduling Videoconferences Using Scopia Add-in for Microsoft Outlook

A Scopia Add-in for Microsoft Outlook enables easy scheduling of meetings directly from within Microsoft Outlook. There are two types of Scopia Add-in for Microsoft Outlook: the 32 bit version works directly with the Scopia Desktop Server, while the 64 bit version works directly with Scopia Management. The 32 bit version of Scopia Add-in for Microsoft Outlook is installed together with Scopia Desktop Client, as described in Installing Scopia Desktop Client Locally on a PC on page 9. You can also configure the 64 bit version to install together with Scopia Desktop Client, or run a standalone installation. For more information, see the *User Guide for Scopia Add-in for Microsoft Outlook*.

Navigation

- Scheduling a Scopia Desktop Videoconference Using the 32 Bit Version of Scopia Add-in for Microsoft Outlook on page 20
- Scheduling a Videoconference Using the 64 Bit Version of Scopia Add-in for Microsoft Outlook on page 22
- <u>Cancelling a Scopia Add-in for Microsoft Outlook Meeting</u> on page 30
- Modifying a Scopia Add-in for Microsoft Outlook Invitation on page 31

Scheduling a Scopia Desktop Videoconference Using the 32 Bit Version of Scopia Add-in for Microsoft Outlook

About this task

Scopia Add-in for Microsoft Outlook allows you to schedule videoconferences and invite participants directly from Microsoft Office Outlook.

If your video network administrator configured Scopia Desktop to automatically add the meeting invitation text, this text appears in the Outlook Meeting window, as shown in <u>Figure 13: Outlook Meeting</u> window showing automatic text of invitation on page 21.

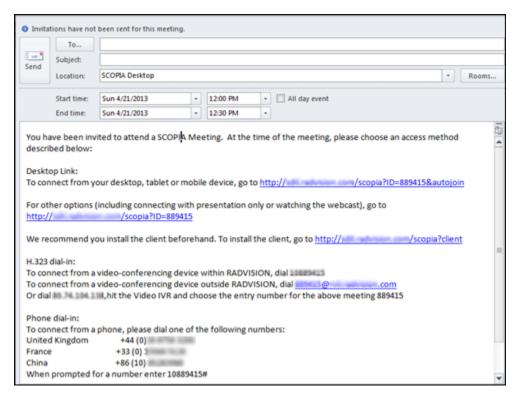


Figure 13: Outlook Meeting window showing automatic text of invitation

Procedure

- 1. In the Outlook window, select the **Home** tab.
- Locate and select the SCOPIA Meeting icon at the ribbon, as shown in Figure 14: Locating the Scopia Add-in for Microsoft Outlook icon at the Outlook ribbon on page 22.

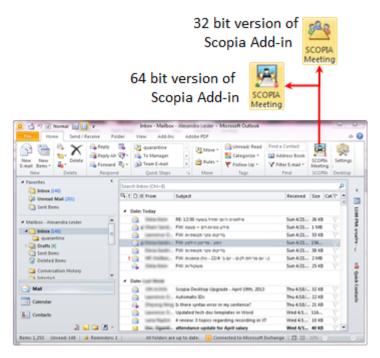


Figure 14: Locating the Scopia Add-in for Microsoft Outlook icon at the Outlook ribbon

The Outlook Meeting window opens.

- 3. If necessary, edit the text which was configured by the administrator or enter your own text.
- 4. Add participants you want to invite as you usually do in Outlook.
- Select Send.
 Participants receive your meeting invitation in Outlook.

Scheduling a Videoconference Using the 64 Bit Version of Scopia Add-in for Microsoft Outlook

About this task

When scheduling a videoconference, the options available to you are determined by your user profile:

Basic meeting settings

Schedule a meeting without reserving resources (see <u>Scheduling a Videoconference Without</u> Reserving Resources on page 24 for more information).

This runs the risk of not having enough bandwidth or available ports on the video network devices to hold your videoconference in high quality.

Advanced meeting settings

Schedule a meeting and reserve the required video network resources, which ensures your meeting has the resources it requires to deliver quality videoconferencing. You can also modify

advanced meeting settings, such as whether to record the meeting, and setting a meeting PIN to restrict access (see <u>Scheduling a Videoconference and Reserving Network Resources</u> on page 25 for more information).

! Important:

The meeting options available to you depend on your user profile in Scopia Management. For more information, contact your administrator or see the *User Guide for Scopia Management*.

Procedure

1. Select SCOPIA Meeting in Microsoft Outlook.

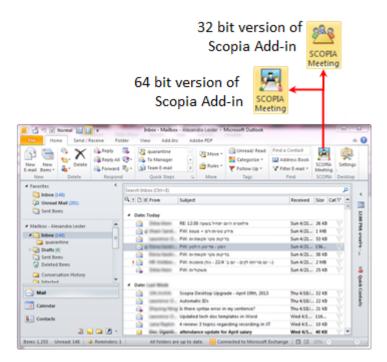
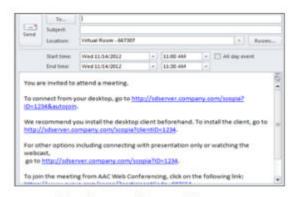


Figure 15: Locating the Scopia Add-in for Microsoft Outlook icon at the Outlook ribbon

The scheduling window appears, showing either advanced settings, or basic outlook meeting settings.





Basic meeting settings

Advanced meeting settings

Figure 16: SCOPIA Meeting Settings

- 2. Depending on the options available to you, define the meeting settings as described in:
 - For basic meeting settings, see <u>Scheduling a Videoconference Without Reserving</u> <u>Resources</u> on page 24.
 - For advanced meeting settings, see <u>Scheduling a Videoconference and Reserving Network Resources</u> on page 25.

Scheduling a Videoconference Without Reserving Resources

About this task

This procedure describes how to schedule a videoconference using the 64 bit version of Scopia Add-in for Microsoft Outlook without reserving ports. If enabled for your user profile, you can schedule a videoconference with reserved resources, as described in Scheduling a Videoconference and Reserving Network Resources on page 25.

Important:

The meeting options available to you depend on your user profile in Scopia Management. For more information, contact your administrator or see the *User Guide for Scopia Management*.

For information about the 32 bit version of Scopia Add-in for Microsoft Outlook, see <u>Scheduling a Scopia</u> <u>Desktop Videoconference Using the 32 Bit Version of Scopia Add-in for Microsoft Outlook</u> on page 20.

Procedure

- Access SCOPIA Meeting add-on in Microsoft Outlook (see <u>Scheduling a Videoconference</u> <u>Using the 64 Bit Version of Scopia Add-in for Microsoft Outlook</u> on page 22).
- 2. Specify meeting participants in the **To** field.

The name of the virtual room appears in the **Location** field of the appointment or meeting request.

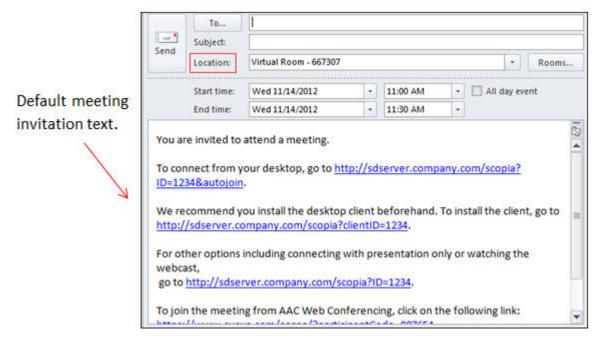


Figure 17: Scheduling a meeting

3. You can modify the text if you prefer.

The meeting invitation is similar to a regular Microsoft Outlook meeting request, but it already contains text in the body of the invitation with web links (URLs) for the recipients to easily and quickly access your virtual meeting.

The default template text is defined in Scopia Management. To change this template to something different, ask your system administrator.



The body of a message sent using the Scopia Add-in for Microsoft Outlook can contain a maximum of 2000 characters. Any characters beyond the 2000th character are not saved when the message is sent.

4. Select **Send** to send the meeting request to Scopia Management.

Scheduling a Videoconference and Reserving Network Resources

About this task

If enabled by your user profile settings in Scopia Management, you can schedule a videoconference and define advanced settings for your meeting using the 64 bit version of Scopia Add-in for Microsoft Outlook.

For example, you can reserve ports to ensure that the meeting has sufficient resources, invite endpoints, or restrict the meeting by requiring participants to enter a PIN. To schedule a meeting without reserving resources, see Scheduling a Videoconference Without Reserving Resources on page 24.

! Important:

The meeting options available to you depend on your user profile in Scopia Management. For more information, contact your administrator or see the *User Guide for Scopia Management*.

For information about the 32 bit version of Scopia Add-in for Microsoft Outlook, see <u>Scheduling a Scopia</u> Desktop Videoconference Using the 32 Bit Version of Scopia Add-in for Microsoft Outlook on page 20.

Procedure

 Access SCOPIA Meeting add-on in Microsoft Outlook (see <u>Scheduling a Videoconference</u> <u>Using the 64 Bit Version of Scopia Add-in for Microsoft Outlook</u> on page 22).

If you already have a virtual room defined, your virtual room details and default settings are displayed.

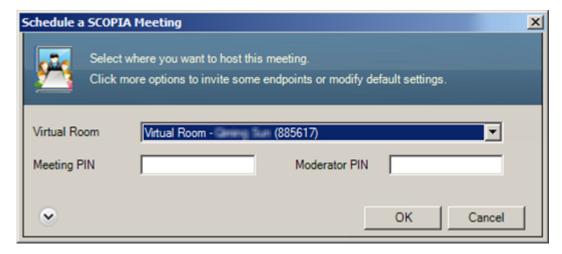


Figure 18: Advanced meeting settings

- 2. To use a virtual room different from your default virtual room:
 - Select another virtual room belonging to you as shown in <u>Figure 19: Virtual room list</u> on page 26

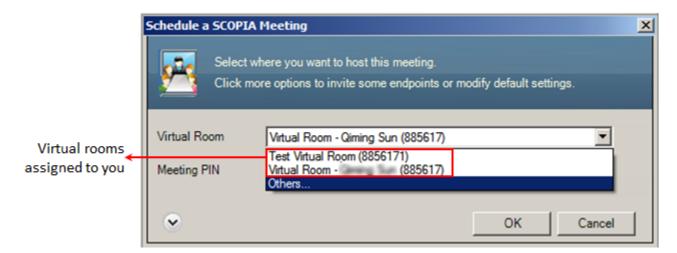


Figure 19: Virtual room list

Or

Select a virtual room belonging to another user:

1. From the **Virtual Room** list (see <u>Figure 19: Virtual room list</u> on page 26), select **Others**.

The Others window opens.

- 2. Select the Virtual Room tab.
- **3.** Enter the name of the other participant whose virtual room you want to use as shown in Figure 20: Selecting other user's virtual room on page 27.

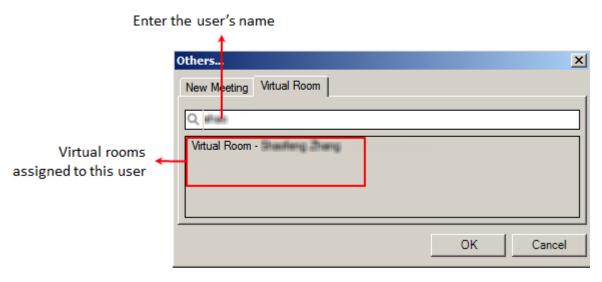


Figure 20: Selecting other user's virtual room

4. Select a virtual room from the virtual rooms assigned to this user.

! Important:

You may not able to select another user's virtual room for your meeting if the administrator did not enable this feature for you.

- (Optional) Enter a PIN to restrict access to your meeting.Participants will be required to enter this PIN when accessing the meeting.
- 4. (Optional) Enter a PIN to restrict meeting moderator capabilities, such as inviting additional participants.
 - Participants will be required to enter this PIN to access moderator functions.
- To use a meeting type other than the default defined in your virtual room settings, select
 Others from the Virtual Room list as shown in Figure 19: Virtual room list on page 26,
 choose the Meeting Type from the list, and select OK.

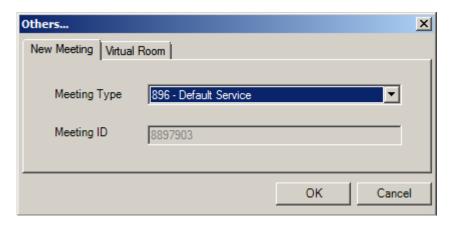
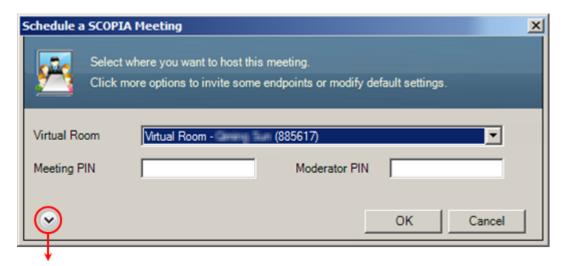


Figure 21: Modifying the meeting type

6. (Optional) Access the endpoint list and advanced options as shown in <u>Figure 22: Accessing</u> <u>advanced options</u> on page 28 and configure advanced settings for your meeting:



Access advanced options

Figure 22: Accessing advanced options

- a. Search for specific endpoints to invite, either **By Directory** or **By Address**, and select **Add**.
- b. Select the **Advanced** tab to reserve ports and to customize the virtual room settings for this meeting:

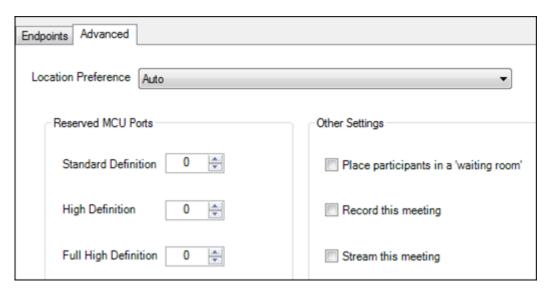


Figure 23: Advanced settings for the meeting

Define the settings based on the following table:

Table 2: Advanced settings for the Meeting

Field Name	Description
Location Preference	Select the meeting location, which is used by Scopia Management when assigning the videoconference to a specific MCU (available only in deployments with more than one location).
	We strongly recommend selecting Auto to let the system choose the optimal settings matching your organization's bandwidth policies. This ensures efficient bandwidth use and maximum quality for the videoconference.
Reserved MCU Ports	You can reserve ports to ensure you have sufficient resources for the videoconference, according to the endpoint's video capabilities:
	 Standard Definition: Endpoints that support resolutions of 352p and lower.
	 High Definition: Endpoints that support resolutions of 720p and lower.
	 Full High Definition: Endpoints that support resolutions of 1080p and lower.
Place participants in a 'waiting room'	Select this option to place all participants in a virtual waiting room.
	A waiting room is a holding place for participants waiting for the host or moderator to join the meeting. While waiting, participants see a static image with the name of the owner's virtual room, with an optional audio message periodically saying the meeting will start when the host arrives.
	This is available only if you entered a moderator PIN.

Field Name	Description
Record this meeting	Select to automatically start recording when the meeting starts (available only when a recording server is deployed with Scopia Desktop Server).
Stream this meeting	Select to automatically start streaming when the meeting starts (available only when a streaming server is deployed with Scopia Desktop Server).

 Select OK to save the Scopia Management scheduling request and close the SCOPIA Meeting window.

The name of the virtual room appears in the **Location** field of the appointment or meeting request.

- 8. Specify meeting participants in the **To** field.
- 9. You can modify the text if you prefer.

The meeting invitation is similar to a regular Microsoft Outlook meeting request, but it already contains text in the body of the invitation with web links (URLs) for the recipients to easily and quickly access your virtual meeting.

The default template text is defined in Scopia Management. To change this template to something different, ask your system administrator.

! Important:

The body of a message sent using the Scopia Add-in for Microsoft Outlook can contain a maximum of 2000 characters. Any characters beyond the 2000th character are not saved when the message is sent.

10. Select **Send** to send the meeting request to Scopia Management.

Cancelling a Scopia Add-in for Microsoft Outlook Meeting

About this task

Cancelling an Scopia Add-in for Microsoft Outlook meeting in Outlook is the same as cancelling a regular Outlook meeting.

Procedure

- 1. Select the meeting in the Outlook calendar.
- 2. Select Delete.
- 3. Select Send cancellation and delete meeting.
- 4. Select Send.

Modifying a Scopia Add-in for Microsoft Outlook Invitation

About this task

You can modify an invitation created using the 64 bit version of Scopia Add-in for Microsoft Outlook from within Outlook in just the same way as you would an ordinary meeting.

Procedure

- 1. Open the meeting from the Microsoft Outlook calendar.
- 2. Select SCOPIA Meeting.
- 3. Modify the meeting settings as required. For more information on each of the meeting settings, see Scheduling a Videoconference Without Reserving Resources on page 24.
- 4. Select **Send Update**.

Chapter 4 | Participating in a Scopia Desktop Videoconference

This section describes how to create a new videoconference or join an existing one as well as actions you may want to perform while participating in a videoconference.

Notice that you need to sign into the Scopia Desktop web portal to get access to complete Scopia Desktop functionality.

If a videoconference is taking place in another participants' virtual room which is protected, you need to know the moderator PIN to perform moderation tasks, like controlling other participants or start recording the videoconference.

Navigation

- Starting a New Scopia Desktop Videoconference in Your Virtual Room on page 32
- Starting a New Videoconference in Another User's Virtual Room on page 34
- Inviting Participants to an Ongoing Videoconference on page 35
- Joining an Ongoing Scopia Desktop Videoconference on page 41
- Sharing Content during a Scopia Desktop Videoconference on page 43
- Viewing Presented Content during a Scopia Desktop Videoconference on page 47
- Changing Your Video Layout during a Videoconference on page 49
- Controlling Other Participants on page 52
- Muting Your Audio during a Scopia Desktop Videoconference on page 54
- Blocking Your Video during a Scopia Desktop Videoconference on page 55
- Using Text Chat during a Videoconference on page 56
- About Lecture Mode on page 57
- Leaving a Scopia Desktop Videoconference on page 59

Starting a New Scopia Desktop Videoconference in Your Virtual Room

About this task

Typically, you start new videoconferences in your own virtual room. You start the unscheduled (ad-hoc) and scheduled videoconferences in the same way.

If necessary, you may also create videoconferences in another participants' virtual rooms as described in <u>Starting a New Videoconference in Another User's Virtual Room</u> on page 34.

To learn about scheduling videoconferences, read <u>Scheduling Videoconferences Using Scopia Add-in</u> for Microsoft Outlook on page 20.

Procedure

1. Select **Connect to my virtual room** from the system tray icon as shown in <u>Figure 24: Link to your virtual room in the task tray menu</u> on page 33.

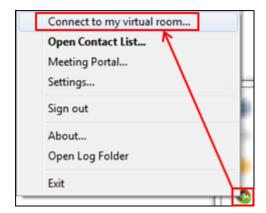


Figure 24: Link to your virtual room in the task tray menu

Or

- 2. Start a videoconference from the Scopia Desktop portal:
 - a. Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop</u> <u>Web Portal</u> on page 11.
 - b. Log in to the Scopia Desktop web portal as described in <u>Logging in to the Scopia</u> <u>Desktop Web Portal on page 12.</u>
 - c. Verify that the **Join Meeting** tab is displayed.
 - d. To create a videoconference in your own virtual room, select the link to it as shown in Figure 25: Link to your virtual room in the Join Meeting tab on page 33.



Figure 25: Link to your virtual room in the Join Meeting tab

If the virtual room is protected with a one-time access PIN, enter it in the field and select **OK**, as shown in <u>Figure 26: Entering the one-time PIN at the beginning of a videoconference</u> on page 34.

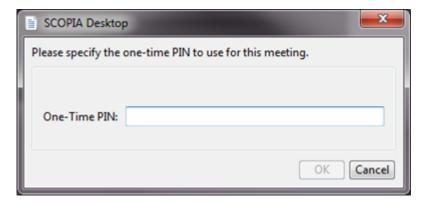


Figure 26: Entering the one-time PIN at the beginning of a videoconference

The Virtual Room window opens. You can invite other participants to your conference now.

Starting a New Videoconference in Another User's Virtual Room

About this task

Usually you start a videoconference in your own virtual room, but, if necessary, you can also use somebody else's virtual room as described in this section.

You start unscheduled (ad-hoc) and scheduled videoconferences in the same way. To learn about scheduling videoconferences, read Scheduling Videoconferences Using Scopia Add-in for Microsoft Outlook on page 20.

Before you begin

Make sure you know the meeting ID of this virtual room.

If the virtual room you want to use is protected, ask the owner of this virtual room to send you the moderator PIN. For more information about protected virtual rooms, refer to Protecting Videoconferences in Your Virtual Room on page 61.

Procedure

- Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop Web</u> <u>Portal</u> on page 11.
- 2. Verify that the **Join Meeting** tab is displayed.



Figure 27: Join Meeting tab

- 3. Enter the meeting ID of another user's virtual room in the **Meeting ID** field.
- 4. Select Participate Now.

The **Virtual Room** window opens and your videoconference is created. Continue by inviting participants as described in <u>Inviting Participants to an Ongoing Videoconference</u> on page 35.

If the virtual room is protected, enter the moderator PIN and select **OK**.
 The Virtual Room window opens. You can invite other participants to your conference now.

Inviting Participants to an Ongoing Videoconference

This section explains how to invite participants to an ongoing videoconference. You can also invite participants to a scheduled videoconference before it starts, as described in Scheduling Videoconferences Using Scopia Add-in for Microsoft Outlook on page 20.

Participants can also invite others unless moderating rights in this virtual room are protected. For more information about protected virtual rooms see Protecting Videoconferences in Your Virtual Room on page 61.

As described in <u>Figure 28: Ways of inviting users to an ongoing videoconference</u> on page 36, you can invite a new participant in three different ways:

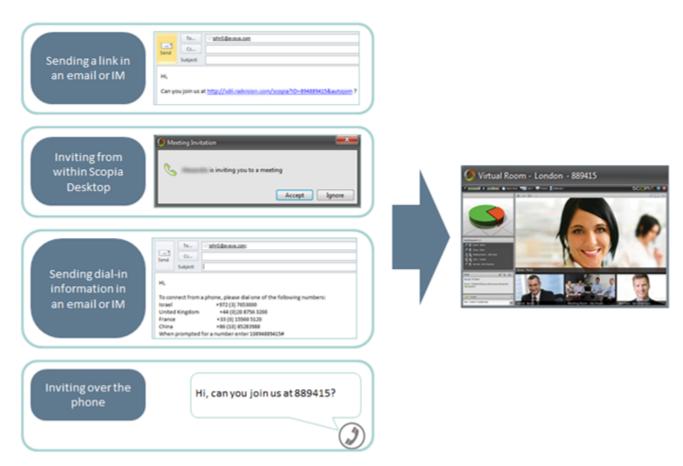


Figure 28: Ways of inviting users to an ongoing videoconference

Sending the link or dial-in information via an mail or IM

When the participant clicks the link, the Scopia Desktop Client opens and the participant joins the meeting. Sending the link best suits participants using Scopia Desktop Clients or Scopia Mobile.

All participants, no matter what device they have, can use the dial-in information to dial into your videoconference or to access it from the Scopia Desktop web portal. Refer to Accessing the Scopia Desktop Web Portal on page 11.

See <u>Inviting Participants by Sending a Link or Dial-in Information</u> on page 40 for operational information.

Sending an invitation using the Scopia Desktop Client

The invited participant receives an invitation message on the computer or the videoconferencing endpoint. When the participant selects **Accept**, the Scopia Desktop Virtual Room window opens and this participant joins the meeting.

See Inviting Participants Using Scopia Desktop Client on page 37 for operational information.

Calling or sending a text message to the participant with the meeting ID of the videoconference.

The meeting ID is displayed in the title bar of the Virtual Room window as shown in <u>Figure 29:</u> <u>Meeting ID displayed at the title bar of the Virtual Room window</u> on page 37



Figure 29: Meeting ID displayed at the title bar of the Virtual Room window

The participant accesses the Scopia Desktop web portal and connects to the videoconference using the meeting ID you forwarded.

Navigation

Inviting Participants Using Scopia Desktop Client on page 37

Dona - Paris

Inviting Participants by Sending a Link or Dial-in Information on page 40

Inviting Participants Using Scopia Desktop Client

About this task

The procedure in this section explains how you can invite users to an ongoing Scopia Desktop videoconference from any endpoint. You can invite both individual users or people in meeting rooms equipped with room systems. Scopia Desktop Client allows you to invite participants by using

- the participant's name from the organization's directory
- the number of the room system or of the dedicated endpoint (like Scopia XT Executive)
- the IP address, phone number, or the E.164 address or SIP address of the room system or dedicated endpoint

You must have moderator's rights to invite participants. By default, any Scopia Desktop participant in a videoconference can be a moderator, unless a virtual room is protected by its owner. You still may be able to invite other users to a videoconference if the owner of the videoconference shares the moderator PIN with you.

Before you begin

If you know that the virtual room is protected with a moderator PIN, ask the owner to send the PIN to you using the **Chat** pane. We recommend that the PIN is sent privately. For more information about using text messages in Scopia Desktop Client, see <u>Using Text Chat during a Videoconference</u> on page 56.

If the Scopia Desktop deployment in your organization does not support directory, ensure you know which device or endpoint participants you want to invite and what is the phone number or address of this device.

Procedure

- 1. In the Virtual Room window, select **Moderate**. This option is only available to registered users who logged in.
- 2. If necessary, enter the moderator PIN and select **OK**.
- 3. Select Invite.

To invite by	Perform these steps
The user's name (as it appears in the directory)	 Select Invite a user from the directory from the Invitation Method list. See Figure 30: Invitation method list in the Scopia Desktop Invite window on page 39.
	2. Enter the user's name or part of the name into the search field next to the Invitation Method list, and select Search .
	The window displays all search results. See Figure 30: Invitation method list in the Scopia Desktop Invite window on page 39.
	3. Select the user's name.
	4. Select Invite.
The number of the room system or of the dedicated endpoint	1. Select Invite a terminal from the directory from the Invitation Method list (Figure 30: Invitation method list in the Scopia Desktop Invite window on page 39).
	2. If the list of endpoints is too long and not all endpoints appear, enter the first digits of the endpoint number in the Search field to narrow the search.
	3. Select the endpoint from the list. See Figure 30: Invitation method list in the Scopia Desktop Invite window on page 39.
	4. Select Invite.
The IP address, phone number, or the E.164 address or SIP address of the room system or dedicated endpoint	Select Invite by address from the Invitation Method list (Figure 30: Invitation method list in the Scopia Desktop Invite window on page 39).
	Enter the number or the address of the endpoint or mobile device in the Address field.
	3. Select Invite.

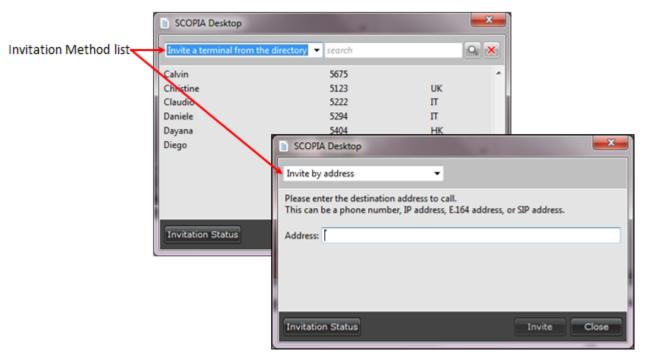


Figure 30: Invitation method list in the Scopia Desktop Invite window

The invite window shows the status of your recent invitations as shown in Figure 31: Scopia Desktop Invite window showing invitation status on page 39.



Figure 31: Scopia Desktop Invite window showing invitation status

If necessary, you can cancel the invitation by selecting Cancel .
 Or
 Resend the invitation by selecting Re-invite .
 Or

Remove the invitation from the list by select **Remove**

The invited user receives your invitation. An example of the invitation message is shown in Figure 32: Meeting Invitation message as displayed on a desktop on page 40.

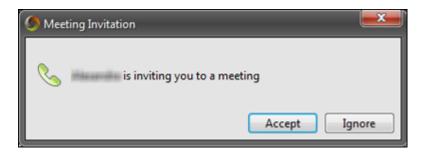


Figure 32: Meeting Invitation message as displayed on a desktop

The invitation message may look different depending on the endpoint.

Inviting Participants by Sending a Link or Dial-in Information

About this task

The procedure in this section explains how to invite new participants to an ongoing videoconference by sending a link to it or information on how to dial into it.

Selecting the link takes any Scopia Desktop Client or Scopia Mobile user directly to the videoconference.

Furthermore, a user without Scopia Desktop Client (PC or mac) or Scopia Mobile (iOS or Android) can automatically download the apps from the same location.

Dial-in information allows participants using any device (a desktop, tablet, mobile device, room system, dedicated endpoint or a regular phone) to connect to your videoconference.

Procedure

- 1. In the Virtual Room window, select **Information** in the upper right corner.
- 2. Select Dial-in Information.

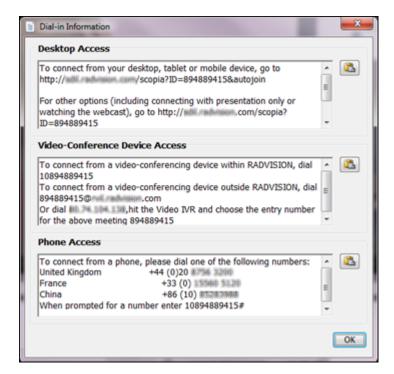


Figure 33: Dial-in Information window

- 3. Select **Copy to Clipboard** next to the information you want to copy.
- 4. Paste the copied text into an e-mail or an instant message and send it to the user you are inviting.

Joining an Ongoing Scopia Desktop Videoconference

About this task

You can join an ongoing Scopia Desktop videoconference in several ways, depending on the way you were invited, as shown in <u>Figure 34: Joining a Scopia Desktop videoconference</u> on page 42.

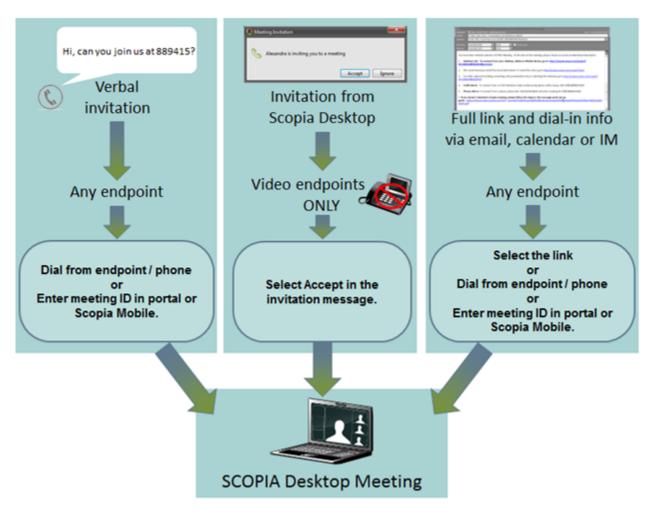


Figure 34: Joining a Scopia Desktop videoconference

Table 3: Joining a videoconference

Invitation type	Your endpoint	Do this
The link	A computer or mobile device	Open the invitation email or the IM message containing the link on your computer or mobile device.
		2. Click on the link.
		If the virtual room is protected, enter the access PIN and select OK.
		You are connected to the videoconference and the Virtual Room window opens.
Dial-in information	A room system or dedicated endpoint	Dial the number as instructed in the invitation email or IM message using the remote control of your room system or the digit keys of your phone. You are connected to the videoconference.
		• Important:
		When using a regular phone, you are connected only with audio.

Invitation type	Your endpoint	Do this
From the Scopia Desktop Client	A room system or dedicated endpoint	Select Accept in the invitation message displayed on your computer, room system or dedicated endpoint.
Over the phone	A computer	 Open the Scopia Desktop web portal on your computer as described in Accessing the Scopia Desktop Web Portal on page 11. Ensure that the Join Meeting tab is displayed. See Figure 34: Joining a Scopia Desktop videoconference on page 42. Enter the meeting ID in the Meeting ID field. Select Participate Now. Your computer is connected to the videoconference.
Over the phone	A mobile device	1. Open the Scopia Mobile application on your mobile device. 2. Enter the meeting ID. SCOPIA Mobile Connect to your virtual room Or enter a meeting ID: 65111

Sharing Content during a Scopia Desktop Videoconference

About this task

You can allow other participants to see the content of your screen by presenting during a videoconference. When using a Windows-based Scopia Desktop Client, you can either share any

content showing on your screen or choose to limit it to certain applications. For example, if you choose to only share content of the PowerPoint application, content from an other application is not transmitted for other participants.

When you start sharing content, the video layout changes to provide the maximum space on your screen to the content you are sharing as shown in <u>Figure 36</u>: <u>Video layout of the presenter as appears on a PC</u> on page 44.

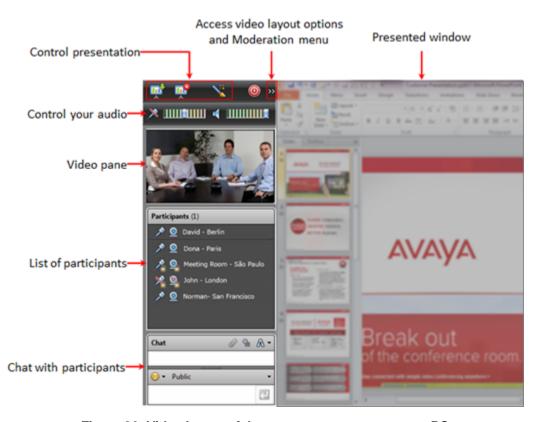


Figure 36: Video layout of the presenter as appears on a PC

Use the annotation feature to point at specific elements in your presentation. When in annotation mode, the live video of your presentation pauses and you can draw over and highlight the presented content. Figure 37: Annotations as they appear on a viewer's screen on page 45 shows annotations as they appear for other participants.

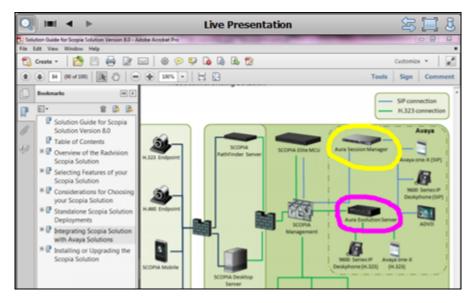


Figure 37: Annotations as they appear on a viewer's screen

Procedure

1. In the Virtual Room window, select **Present** as shown in Figure 38: Starting a presentation in Scopia Desktop in the Windows-based Scopia Desktop Client on page 45.

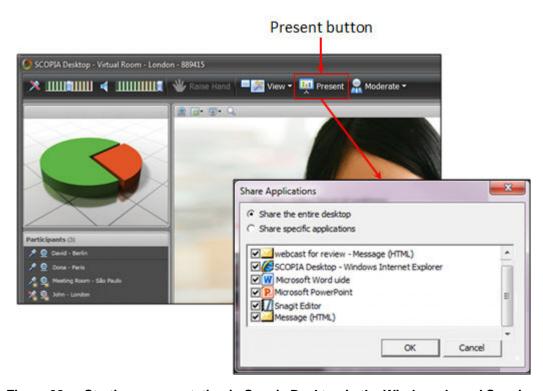


Figure 38: Starting a presentation in Scopia Desktop in the Windows-based Scopia Desktop Client

The **Share Applications** window opens.

2. To share the content of any application visible on your screen, select **Share the entire desktop** and select **OK**.

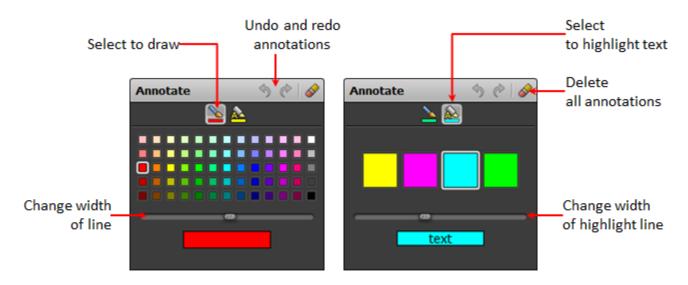
3. To share the content of specific applications only, select **Share specific applications**, select applications and select **OK**.

The content is displayed on other participants' screens.

! Important:

If you use more than one monitor, make sure that the content you are sharing appears on your main monitor.

- 4. If another participant is currently presenting, select **Yes** in the confirmation message.
- 5. To annotate your shared content (Windows Scopia Desktop Client only):
 - Select Annotate ...
 The presented content pauses and the Annotate pane appears instead of the Participants list.



Drawing pane

Highlighting pane

Figure 39: Annotate pane

- b. To draw, select **Drawing tool**, select the color and the size of the line and mark up the content in the presented window.
- c. To highlight text, select **Highlight tool**, select the color and line width and highlight text in the presented window.
- d. When finished, select **Annotate** again to toggle off.All annotations you made are removed. The **Participants** pane is displayed again.
- 6. To change the list of applications you are sharing, select **Select Application**.

Important:

You can choose applications to share only if using a Windows-based Scopia Desktop Client.

7. When stop sharing, select **End Presentation**.

Viewing Presented Content during a Scopia Desktop Videoconference

About this task

When another participant shares PC content during a videoconference, your video layout changes to display the presentation (<u>Figure 40: Video layout during a presentation</u> on page 47).

Figure 40: Video layout during a presentation

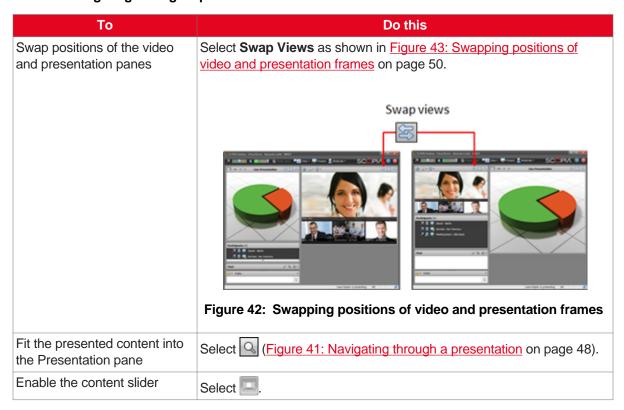
Presenter's name

You can watch the presentation live (as it is sent to participants) or you can navigate through the previously shown slides using the **Content Slider** as described in <u>Table 4: Navigating through a presentation</u> on page 48.



Figure 41: Navigating through a presentation

Table 4: Navigating through a presentation



То	Do this
Display the first slide	Roll the mouse over the bottom of the Presentation pane, and then
	select on the content slider.
	Important:
	If the content slider is hidden, select and try again.
Display the last slide	Roll the mouse over the bottom of the Presentation pane, and then
	select on the content slider.
	Important:
	If the content slider is hidden, select and try again.
Navigate through the slides	Roll the mouse over the bottom of the Presentation pane, and use the slider to find the slide you want.
	Important:
	If the content slider is hidden, select and try again.
Go to the previous slide	Select .
Go to the next slide	Select .
Return to the live presentation	Select while viewing the last slide in the presentation
	Or
	Roll the mouse over the bottom of the Presentation pane, and then select LIVE on the content slider.
	• Important:
	If the content slider is hidden, select and try again.

Changing Your Video Layout during a Videoconference

About this task

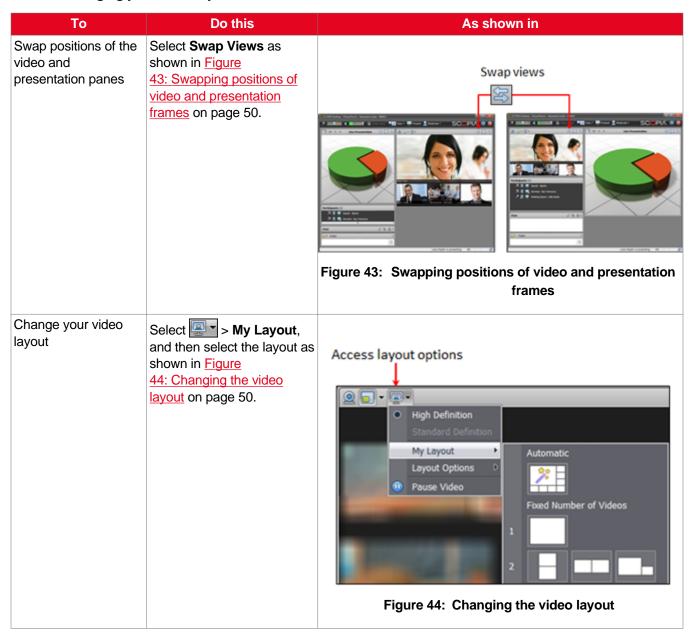
A video layout is the arrangement of participant images as they appear on the monitor in a videoconference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

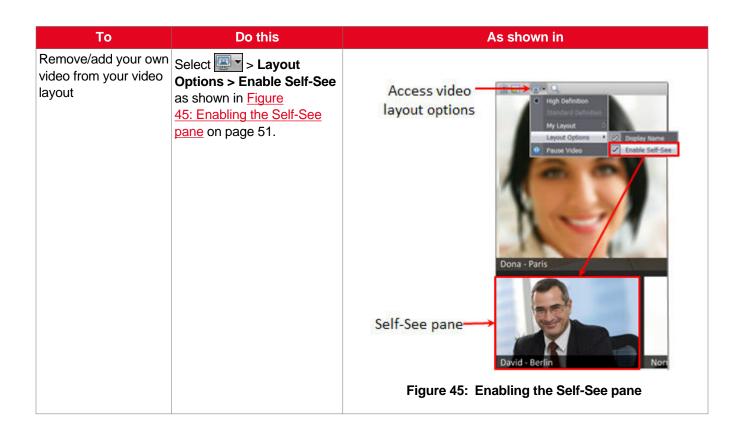
Scopia Desktop offers a wide variety of video layouts and features that make your videoconferencing experience optimal.

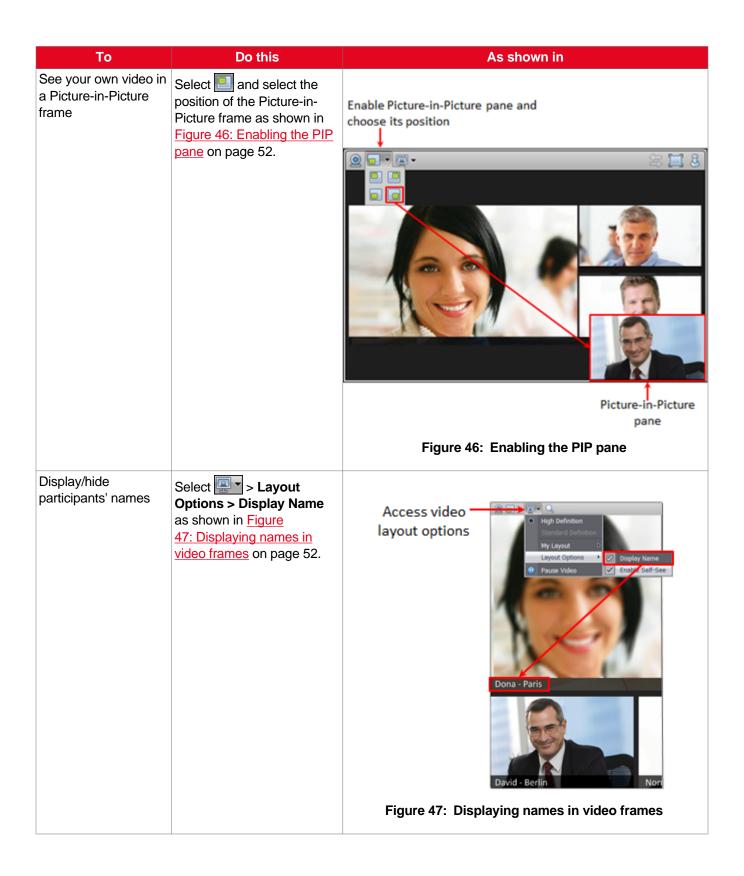
The automatic video layout dynamically adjusts the number of frames displayed to the number of participants in the videoconference. When someone joins the videoconference, it automatically switches the layout by adding a new frame. It can display up to the maximum number of participants (28) in the same view, putting the active speaker in the larger frame. The automatic video layout is usually used as the default layout. Alternatively you can choose video layouts with a fixed number of shown participants. The change you make to your video layout, is not saved by your Scopia Desktop Client so that when you access your virtual room next time the default layout is used.

You can use the Picture-in-Picture (PIP) and Self-See features to see your own video without transmitting it to other users. In addition, you can choose the position of the Picture-in-Picture frame so that it does not overlap important information on your screen.

Table 5: Changing your video layout





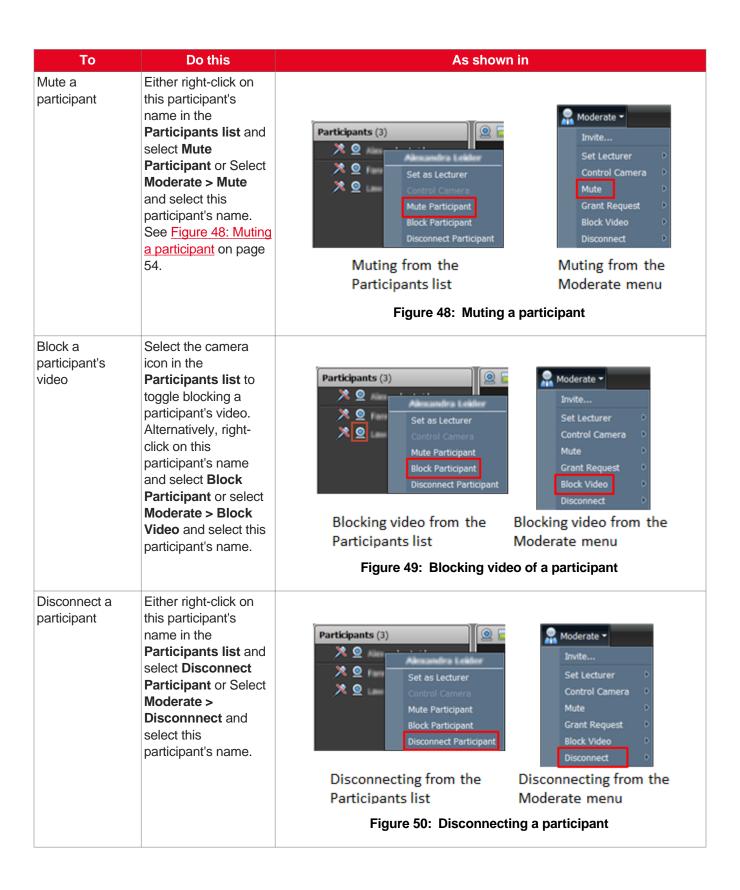


Controlling Other Participants

About this task

You can control other participants during a videoconference in your virtual room by muting, blocking their cameras and disconnecting them from the videoconference.

If the videoconference takes place in another participant's virtual room which is protected, you cannot control other participants unless you know the moderation PIN.



Muting Your Audio during a Scopia Desktop Videoconference

About this task

You can adjust the volume of your microphone and speakers as shown in <u>Figure 51: Controlling Your Video and Audio</u> on page 55.

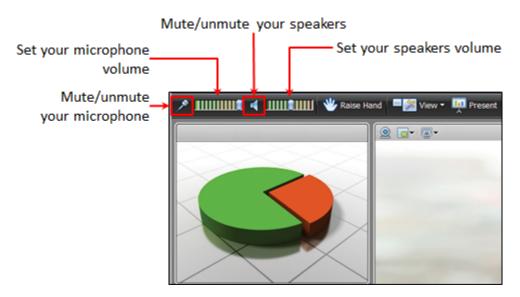


Figure 51: Controlling Your Video and Audio

You can also mute and unmute other participants's microphones, for more information see <u>Controlling</u> Other Participants on page 52.

Blocking Your Video during a Scopia Desktop Videoconference

About this task

You can disable your camera as shown in Figure 52: Blocking Your Video on page 56.

Turn your camera on/off

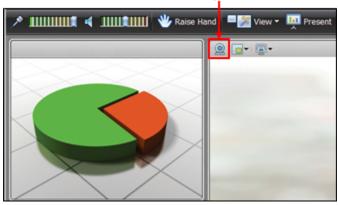


Figure 52: Blocking Your Video

You can also control other participants, for more information see <u>Controlling Other Participants</u> on page 52.

Using Text Chat during a Videoconference

About this task

In addition to audio, video, and data in a videoconference, you can also use the chat feature to send text messages. You can chat both publicly (for all participants to see your messages) or privately (sending your messages to one participant only).

Procedure

1. From the list above the text insertion field, select **Public** or the name of the participant to whom you want to send your message. See Figure 53: Icons of the Chat pane on page 57.



Figure 53: Icons of the Chat pane

- 2. Enter text in the text pane.
- 3. To insert an emoticon, select an emoticon.
- Select **Send Message** or press Enter.
 The message is sent and appears in the chat history.
- 5. If necessary, customize the chat history:
 - Show or hide the time stamp by selecting **Time Stamp** (see <u>Figure 53: Icons of the Chat pane</u> on page 57).
 - Change the font size by selecting **Font Size** (see <u>Figure 53: Icons of the Chat pane</u> on page 57).
- 6. To remove the chat history, select **Clear Chat** and select **Yes** in the confirmation message.

About Lecture Mode

Scopia Desktop's lecture mode allows the participant defined as the lecturer to see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak and is unmuted by the lecturer. This mode is tailored for distance learning, but you can also use it for other purposes like when an executive addresses employees during company-wide gatherings.

The video layout of the Virtual Room window in lecture mode stays the same.

Navigation

- Using Lecture Mode as a Lecturer on page 57
- Requesting Permission to Speak in Lecture Mode on page 59

Using Lecture Mode as a Lecturer

About this task

Scopia Desktop's lecture mode allows the participant defined as the lecturer to see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak and is unmuted by the lecturer.

You need to have moderator's rights to set yourself or any other participant as a lecturer.

If a participant asks permission to speak, you see a notification and a hand icon next to the participant's name in the **Participants** list, as shown in <u>Figure 55: Display of participant requesting to speak</u> on page 59.

Before you begin

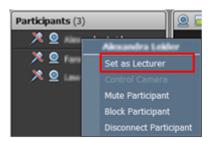
Always use your own virtual room and configure the moderator PIN as described in Protecting Videoconferences in Your Virtual Room on page 61.

Procedure

 From the Participants list, right-click the name of the participant, and select Set as Lecturer. See <u>Figure 54</u>: <u>Setting the lecturer during a videoconference</u> on page 58.

O

In the **Virtual Room** window, select **Moderate > Set Lecturer**, and then select the name of the participant.



Setting a lecturer from the Participants list



Setting a lecturer from the Moderate menu

Figure 54: Setting the lecturer during a videoconference

 To grant permission to speak when a participant requests permission, select the hand icon in the **Participants** list (<u>Figure 55: Display of participant requesting to speak</u> on page 59) and select **Yes** in the confirmation message.

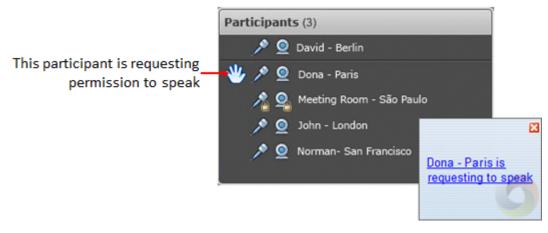


Figure 55: Display of participant requesting to speak

The participant is unmuted and can speak.

3. To leave the Lecture mode, select **Moderate > No lecturer**

Oi

From the **Participants list**, right-click the name of the current lecturer and select **Unset as Lecturer**.

Requesting Permission to Speak in Lecture Mode

About this task

Scopia Desktop's lecture mode allows the participant defined as the lecturer to see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak and is unmuted by the lecturer.

When you are a participant in a videoconference, you can request permission from the lecturer to speak, as described below.

Procedure

If you are not a lecturer and you want to speak, select **Raise Hand**We have hand
The lecturer is notified and can unmute you.

Leaving a Scopia Desktop Videoconference

About this task

You can leave a videoconference at any moment. If you leave the videoconference as a participant, the videoconference goes on without you. If you are the moderator of the videoconference, you can also

terminate the videoconference when you leave it, so that the virtual room closes and all participants are disconnected from the videoconference.

Table 6: Leaving a videoconference

То	Do this	
Leave a videoconference	 In the Virtual Room window, select Leave Meeting . Select Yes in the confirmation message. The Virtual Room window closes. You have left the videoconference. 	
Terminate a videoconference	1. In the Virtual Room window, select Moderate. 2. If necessary, enter the moderator PIN and select OK. 3. Select Terminate Meeting from the Moderate menu. Moderate Invite Set Lecturer Control Camera Mute Grant Request Block Video Disconnect Enable Streaming Start Recording Lock Down Meeting Terminate Meeting Terminate Meeting	
	 Select Yes in the confirmation message. The Virtual Room window closes. You have terminated the videoconference. All other participants receive a notification that the videoconference is terminated. 	

Chapter 5 | Securing your Scopia Desktop Videoconference

You can secure your videoconferences to provide a safe place for communication by protecting your virtual room with PINs and by stopping new participants from joining an ongoing videoconference in your virtual room.

You can also secure recordings of your videoconferences by protecting them with a PIN.

Navigation

- Protecting Videoconferences in Your Virtual Room on page 61
- Barring New Participants from Joining Scopia Desktop Videoconferences on page 64
- Securing and Protecting Your Scopia Desktop Recordings on page 65

Protecting Videoconferences in Your Virtual Room

About this task

Your organization can secure video communications by protecting all virtual rooms and defining user authorization centrally. This section explains how to protect your virtual room if no such protection was performed centrally.

By default, all users, both signed-in and guest users, can access and moderate videoconferences in any virtual room. However, you can protect your virtual room to a varying degree using PINs:

- Setting an access PIN restricts the number of participants to users who know the access PIN and can join a videoconference in this virtual room.
- Setting a moderator PIN restricts the number of participants who can moderate to users who know the moderator PIN of this virtual room.

<u>Table 7: Protecting a virtual room</u> on page 62 explains degrees of protection and the necessary configuration.

Table 7: Protecting a virtual room

Level of Protection	Description	Necessary Configuration
No protection Access Moderate	All users can access this virtual room and moderate videoconferences in it.	Default configuration
Partial protection Access Moderate	Only users with the access PIN can access this virtual room. All signed-in participants can moderate a videoconference held in this virtual room.	The owner of this virtual room must define the access PIN.
Partial protection Access Moderate	All users can access this virtual room, but only users who have the moderator PIN can moderate. Guest users cannot moderate.	The owner of this virtual room must define the moderator PIN.
Full protection Access Moderate	Only signed-in users with the access and the moderator PINs can use this virtual room.	The owner of this virtual room must define both the moderator PIN and the access PIN.

If a virtual room is protected, its owner must share relevant PINs with other users to give them access to the videoconference or allow them to moderate in this virtual room.

In addition to protecting your videoconferences, you can lock videoconferences in progress so that no new participants can join as described in Barring New Participants from Joining Scopia Desktop Videoconferences on page 64.

Before you begin

We recommend that you contact your video network organization to find out if your virtual room is protected centrally or not.

Procedure

1. On the Scopia Desktop web portal page, select **Settings**.



Figure 56: Scopia Desktop web portal page with the link to Scopia Desktop Client Settings

2. Select the Virtual Room tab.

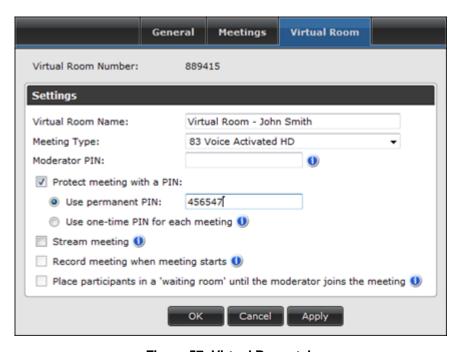


Figure 57: Virtual Room tab

- 3. To set the moderator PIN, enter a value in the Moderator PIN field.
- 4. To set the access PIN, select **Protect meeting with a PIN**, and then select one of the following:
 - Use permanent PIN
 This PIN is the access PIN for all videoconferences held in your virtual room.
 - · Use one-time PIN for each meeting

Enter a new access PIN at the beginning of every videoconference you create in your virtual room, as described in <u>Starting a New Scopia Desktop Videoconference in Your Virtual Room</u> on page 32.

Barring New Participants from Joining Scopia Desktop Videoconferences

About this task

You can secure your videoconference by barring new participants from joining a videoconference after everybody you wanted to join did so.

Before you begin

If you want to bar new participants from the videoconference that is held in another user's virtual room and this virtual room is protected with a moderator PIN, ask the owner to send the PIN. We recommend that the PIN is sent privately.

Procedure

- 1. In the Virtual Room window, select Moderate.
- 2. If necessary, enter the moderator PIN and select **OK**.
- 3. Select Lock Down Meeting.

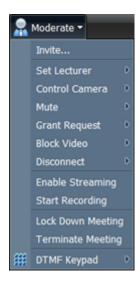


Figure 58: Moderate menu

The videoconference is locked, indicated by the icon on the status bar of the **Virtual Room** window. See Figure 59: Locked meeting indicator shown in the Virtual Room window on page 65.



Figure 59: Locked meeting indicator shown in the Virtual Room window

4. To unlock the videoconference, select **Moderate > Lock Down Meeting** again to toggle off.

Securing and Protecting Your Scopia Desktop Recordings

About this task

You can secure and protect the recordings by making them private or by protecting them with a PIN:

- You can create a private recording only after you sign into Scopia Desktop Client. When you create
 a private recording, it does not appear at the portal, but you can still share it with another user as
 described in Sharing a Scopia Desktop Recording on page 79.
- You can limit access to a recording by assigning an access PIN to it. You must enter this PIN to play the recording (marked with a key icon).

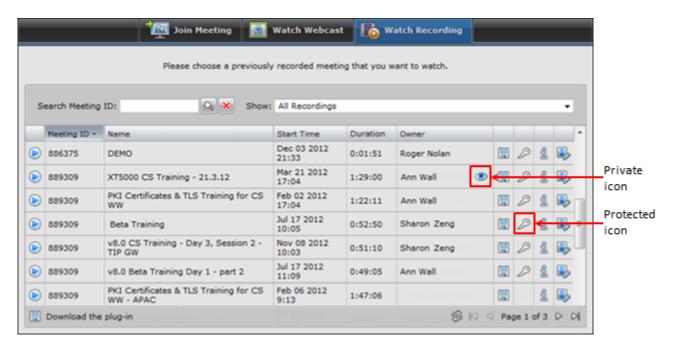


Figure 60: Private and protected recordings as they appear at the Watch Recordings tab

You can secure and protect your recording as you record a videoconference or later, after the recording is finished.

Procedure

To protect your recording as you record, start a recording by selecting Moderate > Start Recording in your virtual room.

Or

- 2. To protect an existing recording:
 - a. Navigate to the recording you want to protect from the Scopia Desktop portal as described in <u>Managing Recordings from the Scopia Desktop Web Portal</u> on page 77
 - b. Select **Edit Recording** pext to it.

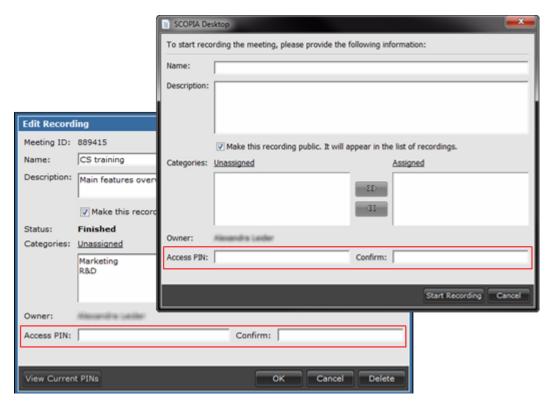


Figure 61: Securing a recording

- 3. Enter the PIN in the Access PIN field.
- 4. Enter the same PIN in the Confirm PIN field.
- 5. Select Start Recording or OK.

Chapter 6 | Creating and Viewing Webcasts and Recordings

This section explains how you can create, manage and view recordings and webcasts.

A Scopia Desktop webcast is a live broadcast of a Scopia Desktop videoconference over the internet. Viewers of the webcast cannot interact with other participants in the meeting. A webcast becomes available when a participant in the videoconference enables the streaming feature. Unless the videoconference has a moderator, any participant in a videoconference can start webcasting it.

Streaming is a method of delivering multimedia content in one direction. Streaming recipients cannot not use a microphone or camera to communicate back to the videoconference. The content can be a live videoconference, or it can be a stored recording.

! Important:

Viewing Scopia Desktop videoconferences may not be available in your organization. Please consult your video network administrator.

To view Scopia Desktop videoconferences you need to have the Radvision Streaming plugin and the Apple QuickTime Player installed.

Navigation

- About Recording Scopia Desktop Videoconferences on page 68
- About Webcasting Scopia Desktop Videoconferences on page 81

About Recording Scopia Desktop Videoconferences

The recording feature is available depending on the Scopia Desktop deployment in your organization.

Streaming is a method of delivering multimedia content in one direction. Streaming recipients cannot not use a microphone or camera to communicate back to the videoconference. The content can be a live videoconference, or it can be a stored recording.

Please refer to your video network administrator for information about recording options available for you:

- You can record all meetings by default
- · Recording meetings in other people's virtual rooms as a participant
- As a registered user you can create your own private recording, visible only to you (marked with an eye icon
- Protecting recordings with an access PIN

You can limit access to a recording by assigning an access PIN to it. You must enter this PIN to play the recording (marked with a key icon).

Assigning predefined categories to recordings

After recording is stopped, the recorded meeting is immediately available at the Scopia Desktop web portal.

You can play a recording directly from the Scopia Desktop web portal or download and save it on your computer.

Navigation

- Recording a Scopia Desktop Videoconference Manually on page 69
- Recording Scopia Desktop Videoconferences Automatically on page 71
- Watching a Recording of a Scopia Desktop Videoconference on page 73
- Managing Recordings from the Scopia Desktop Web Portal on page 77
- Sharing a Scopia Desktop Recording on page 79

Recording a Scopia Desktop Videoconference Manually

About this task

You can start recording a videoconference in progress at any time.

You can also set your Scopia Desktop Client to record meetings automatically. For more information, see Recording Scopia Desktop Videoconferences Automatically on page 71.

Procedure

After the meeting starts, select Moderate > Start Recording.
 This Recording settings window opens.

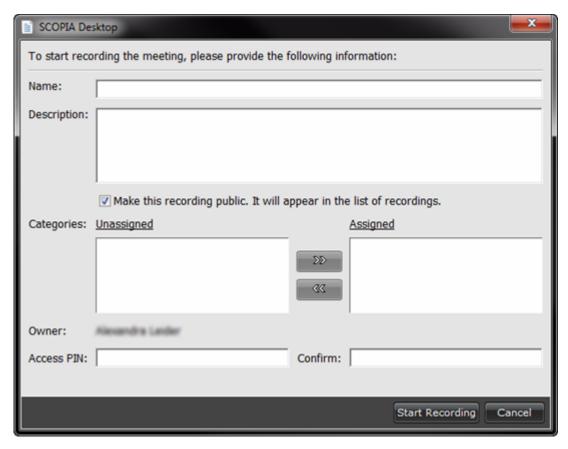


Figure 62: Recording Settings window

2. Configure settings for the new recording as described in <u>Table 8: Configuring settings for the new recording</u> on page 70.

Table 8: Configuring settings for the new recording

Field	Description
Name	Enter the name used to identify this recording in the list of recordings at the Scopia Desktop portal.
Description	Enter a short description of this recording which appears in the Recording Information window of the Scopia Desktop portal.
Make this recording public. It will appear in the list of recordings.	Select this check box to make this recording available for everyone
	or
	Clear this check box to make the recording private and available only for yourself.
Categories	If there are predefined categories, select relevant categories and move them to the Assigned pane by using the arrow button.

Field	Description
Access PIN	To protect your recording and make it available only to users who know the PIN, enter this PIN. You can use any combination of alphanumeric characters.
Confirm	Enter the same combination to confirm the access PIN.

3. Select Start Recording.

Recording of the meeting starts. The red indicator appears in the lower right area of the screen showing that recording is in progress as shown in Figure 63: Virtual Room window with a videoconference being recorded on page 71.



Figure 63: Virtual Room window with a videoconference being recorded

4. To stop recording your meeting, select Moderate → Stop Recording. Select Yes in the confirmation message.

Recording of the meeting stops. The red indicator does not show.

Recording Scopia Desktop Videoconferences Automatically

About this task

This option may not be available in your organization.

Recording-in-progress

indicator

You can configure your Scopia Desktop Client to automatically start recording all meetings when they begin.

! Important:

You must perform this procedure before you start videoconferences you want to record automatically.

As part of this procedure you configure yourself as the moderator of all videoconferences taking place in your virtual room. Once you do that, other participants will be able to moderate meetings in your virtual room only if they know your moderator PIN.

Recording automatically stops when the videoconference is terminated. If you need to manually stop recording a videoconference before it is terminated, you can do so at any time by selecting **Moderate**Stop Recording in the Scopia Desktop Virtual Room window.

Procedure

1. On the Scopia Desktop portal page, select **Settings**.



Figure 64: Scopia Desktop portal page with the link to Scopia Desktop Client Settings

2. Select the Virtual Room tab.

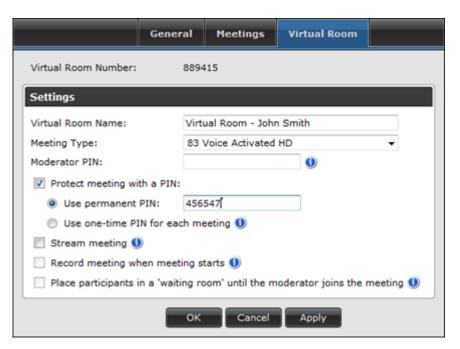


Figure 65: Virtual Room tab

- 3. Enter a value in the Moderator PIN field.
- 4. Select Record meeting when meeting starts.
- Select **OK**.
 Your Scopia Desktop Client is ready to record meetings automatically.

Watching a Recording of a Scopia Desktop Videoconference

About this task

If a Scopia Desktop videoconference was recorded, you can watch its recording at any time.

After recording of the videoconference is stopped, the recorded meeting is immediately available at the Scopia Desktop web portal.



Figure 66: Scopia Desktop Recording window

You can watch a recording by accessing it from the Scopia Desktop web portal or by using the link to the recording sent by another user.

You can access both public recordings and your private recordings from the Scopia Desktop web portal. Your private recordings do not appear in the list of recordings for other users.

You need to have these plugins installed on your computer: Streaming plugin from Radvision and QuickTime Player from Apple. If you do not have these plugins, Scopia Desktop notifies you and provides the links at the Scopia Desktop web portal to install the missing components, as described in the procedure below.

You can also download recordings from the Scopia Desktop web portal and save them in a directory you specify for later viewing. To download a recording select **Download** next to the recording at the Scopia Desktop portal as shown in Figure 67: Watch Recording tab of the Scopia Desktop web portal on page 75.

Before you begin

If the recording you want to watch is protected, make sure you know the PIN.

Procedure

1. If you were sent a link to the recording, just select the link and proceed with 8.

! Important:

If prompted to install QuickTime Player, select Yes to install.

Or

- Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop Web</u> <u>Portal</u> on page 11.
- Select the Watch Recording tab.
 The list of available recordings is displayed.

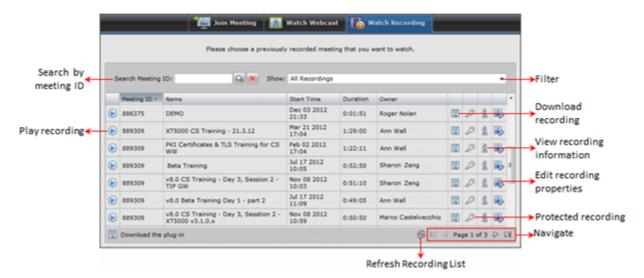


Figure 67: Watch Recording tab of the Scopia Desktop web portal

4. If prompted to install QuickTime Player as shown below, select the link in the prompt, and install the plugin from the QuickTime Player download page of the Apple site.

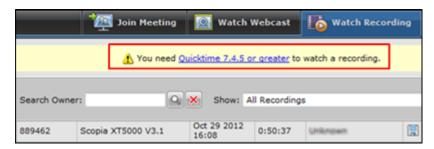


Figure 68: QuickTime Player prompt

- 5. Find the recording:
 - To search by the meeting ID, name or owner, select the relevant column, then enter the value in the **Search** field and select **Search** .

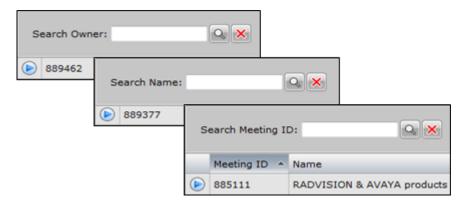


Figure 69: Search field changes when you select one of the columns

To return to the complete list of recordings, select **Cancel**

- To sort the list, select column names.
- To filter the list, select a category from the filtering list. The list shows only recordings belonging to that category.
- 6. When you found the recording, select **Play** next to it. If the recording is protected, enter the access PIN.

The recording starts playing in the Scopia Desktop Recording window. See <u>Figure 66: Scopia Desktop Recording window</u> on page 74.

7. If prompted to install the Scopia Desktop Streaming plug-in, select **Install it now**, as shown below.

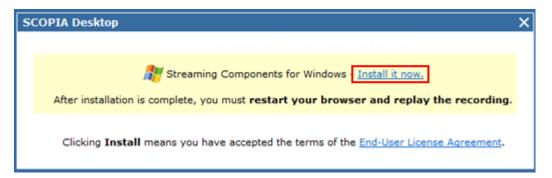


Figure 70: Scopia Desktop Streaming plug-in prompt

- 8. You can change the video layout of the Scopia Desktop Recording window:
 - Select to display both video and presentation in their original size. If the video and presentation panes are larger than the window, you can use scrollbars.
 - Select to display both video and presentation so that both panes fit into the window.
 - Select wideo only to display only video. Even if data is presented, no presentation is displayed.
 - Select to display only presentation. No video from the videoconference is displayed.

- 9. You can adjust the volume by dragging the slider or turn off audio by selecting **Mute**
- 10. You can control the playing speed and progress by using the progress buttons and slider
- 11. Select **Leave Meeting (0)** to stop watching the recording.

Managing Recordings from the Scopia Desktop Web Portal

About this task

You can manage your recordings by organizing, protecting and deleting them.

You can organize recordings by assigning categories preconfigured by the administrator for your organization. Assigning categories to recordings allows you to group recordings and to filter them for easy search. For example, your organization may have categories for training sessions, board meetings, product features and so on.

Categories behave in a similar way to playlists or Gmail labels. If the administrator renames an existing category, Scopia Desktop automatically updates attributes for all recordings belonging to the modified category. If a category is deleted, Scopia Desktop still keeps the recordings that belonged to the deleted category.

You can protect and secure recordings by making them private or by limiting access to them. For more information about protected and private recordings see Securing and Protecting Your Scopia Desktop Recordings on page 65.

Before you begin

To manage a recording made by other users, you need to know their username and password.

Procedure

- 1. Access the Scopia Desktop web portal, as described in <u>Accessing the Scopia Desktop Web Portal</u> on page 11.
- 2. Select the **Watch Recording** tab.

The list of available recordings is displayed.

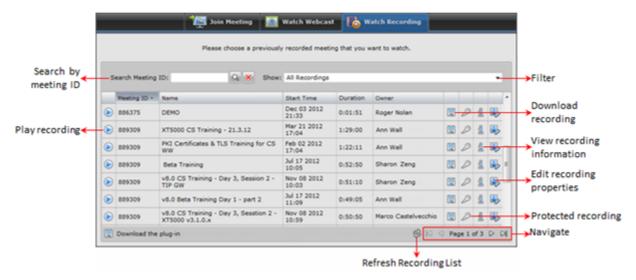


Figure 71: Watch Recording tab of the Scopia Desktop web portal

- 3. Find the recording:
 - To search by the meeting ID, name or owner, select the relevant column, then enter the value in the **Search** field and select **Search** .

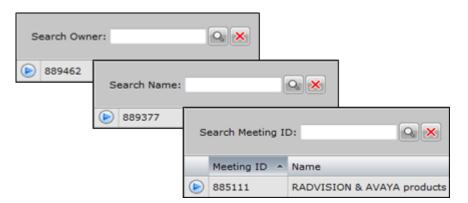


Figure 72: Search field changes when you select one of the columns

To return to the complete list of recordings, select Cancel

- To sort the list, select column names.
- To filter the list, select a category from the filtering list. The list shows only recordings belonging to that category.
- 4. You can edit the information (metadata) associated with a recording. Select **Edit Recording**next to it.

The Edit Recording window opens.

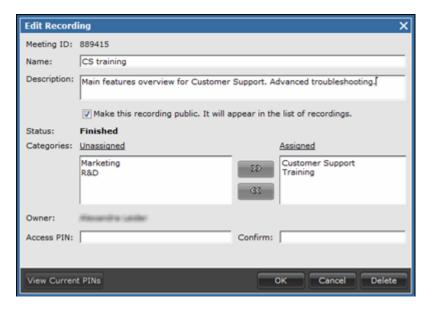


Figure 73: Edit Recording window

5. You can change recording's properties as described in <u>Table 9: Editing properties of a recording</u> on page 79.

Table 9: Editing properties of a recording

Element	Description		
Name	You can change the name which appears at the Watch Recording tab of the Scopia Desktop web portal.		
Description	Edit the short description that appears in the Recording Information window (upon selecting the Recording Information button shown in <u>Figure 71: Watch Recording tab of the Scopia Desktop web portal</u> on page 78).		
Make this recording public	Select to make the recording public and clear it to make it private.		
Categories	Use the arrow buttons to assign or remove preconfigured categories.		
Access PIN	To protect the recording by limiting access to it, enter the access PIN. You can use any combination of alphanumeric characters.		
Confirm	n Enter the same string to confirm the access PIN.		
View Current PINs Select to see the access PIN you entered.			

Select **OK** to save the changes you made to the recording's properties.

6. To delete the recording, select **Delete** and then select **Yes** in the confirmation message.

Sharing a Scopia Desktop Recording

About this task

Share a link to a recording with other users to give them direct access to it. All a user needs to do to start watching the recording is to select the link. An alternative way of accessing recordings is via the Scopia Desktop web portal, as described in <u>Watching a Recording of a Scopia Desktop Videoconference</u> on page 73.

Procedure

- Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop Web Portal</u> on page 11.
- Select the Watch Recording tab.The list of available recordings is displayed.

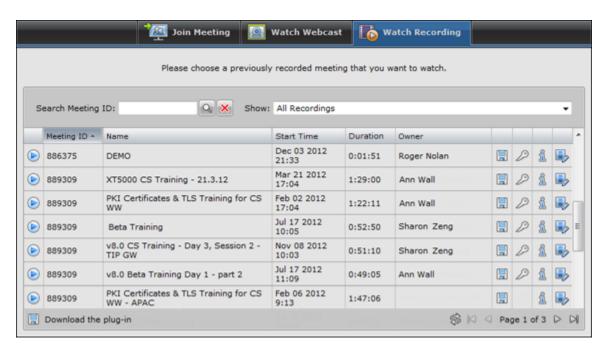


Figure 74: Watch Recording tab of the Scopia Desktop web portal

- 3. Find the recording:
 - To search by the meeting ID, name or owner, select the relevant column, then enter the value in the **Search** field and select **Search** .

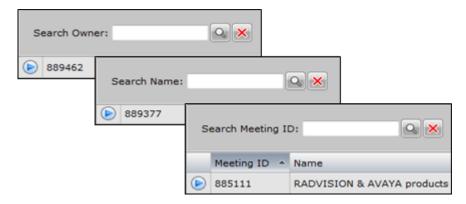


Figure 75: Search field changes when you select one of the columns

To return to the complete list of recordings, select **Cancel** X.

- To sort the list, select column names.
- To filter the list, select a category from the filtering list. The list shows only recordings belonging to that category.
- 4. Select **Recording Information** an ext to the recording.

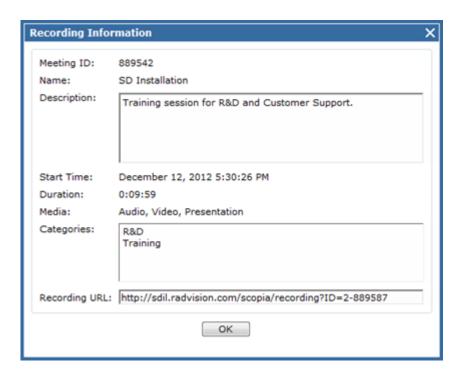


Figure 76: Recording Information window

- 5. Copy the link in the **Recording URL** field.
- 6. Paste the link in an email or IM and send it.

About Webcasting Scopia Desktop Videoconferences

This option may not be available in your organization.

A Scopia Desktop webcast is a live broadcast of a Scopia Desktop videoconference over the internet. Viewers of the webcast cannot interact with other participants in the meeting. A webcast becomes available when a participant in the videoconference enables the streaming feature. Unless the videoconference has a moderator, any participant in a videoconference can start webcasting it.

You can access a webcast from the Scopia Desktop web portal. When you view a webcast, the content of the videoconference is displayed in the Scopia Desktop Webcast window, where you can control the volume and the position of the video and presentation frames in the window.

You can start a webcast of a videoconference in progress manually or configure your virtual room to automatically start a webcast of all videoconferences when they begin.

Navigation

- Starting a Webcast of a Scopia Desktop Videoconference Manually on page 82
- <u>Automatically Webcasting All Videoconferences in Your Virtual Room</u> on page 83
- Watching a Webcast of a Scopia Desktop Videoconference on page 84

Starting a Webcast of a Scopia Desktop Videoconference Manually

About this task

This option may not be available in your organization.

A Scopia Desktop webcast is a live broadcast of a Scopia Desktop videoconference over the internet. Viewers of the webcast cannot interact with other participants in the meeting. A webcast becomes available when a participant in the videoconference enables the streaming feature. Unless the videoconference has a moderator, any participant in a videoconference can start webcasting it.

You can also configure your virtual room to webcast all videoconferences taking place in it as described in Automatically Webcasting All Videoconferences in Your Virtual Room on page 83.

Procedure

1. In the **Virtual Room** window, select **Moderate** in the upper right corner.

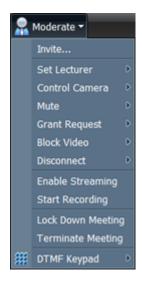


Figure 77: Moderate menu in the Virtual Room window

- 2. If necessary, enter the moderator PIN and select **OK**.
- 3. Select Enable Streaming.
- 4. To invite other users to watch the webcast of this videoconference, send the meeting ID and ask them to access the Watch Webcast tab of the Scopia Desktop web portal and start watching the webcast as described in Watching a Webcast of a Scopia Desktop Videoconference on page 84.

Automatically Webcasting All Videoconferences in Your Virtual Room

About this task

You can configure your Scopia Desktop virtual room to automatically webcast all videoconferences as they start.

If necessary, you can stop the webcast of your videoconference by selecting **Moderate > Enable Streaming** in the **Virtual Room** window.

For information about webcasting, see <u>About Webcasting Scopia Desktop Videoconferences</u> on page 81.

Before you begin

Log in to the Scopia Desktop web portal.

Procedure

1. On the **Join Meeting** tab of the Scopia Desktop web portal, select **Settings**.



Figure 78: Scopia Desktop web portal with the link to Scopia Desktop Client Settings

2. Select the Virtual Room tab.

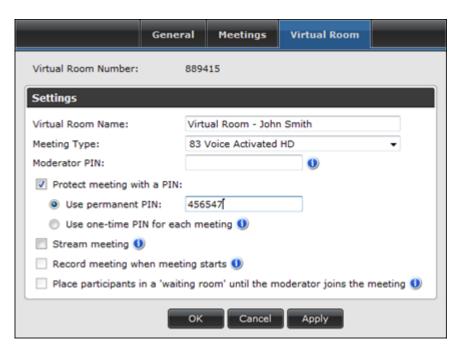


Figure 79: Virtual Room tab of the Settings window

- 3. Select Stream meeting.
- 4. Select OK.

Watching a Webcast of a Scopia Desktop Videoconference

About this task

A webcast is a streamed live broadcast of a videoconference over the internet. A Scopia Desktop webcast becomes available when a participant in the videoconference enables the streaming feature. To

invite users to the webcast, one of the participants attending the Scopia Desktop videoconference must send this information in an e-mail or an instant message:

• The link to the webcast

or

The link to the Scopia Desktop portal and the meeting ID

You can access a webcast from the Scopia Desktop web portal. When you view a webcast, the content of the videoconference is displayed in the Scopia Desktop Webcast window, where you can control the volume and the position of the video and presentation frames in the window.



Figure 80: Scopia Desktop Webcast window

You can also watch a Scopia Desktop videoconference by watching its recording. For more information, see <u>Watching a Recording of a Scopia Desktop Videoconference</u> on page 73.

Before you begin

To access a webcast via the Scopia Desktop web portal, ensure you know the portal's address and the meeting ID of the webcast.

Procedure

1. Access the webcast by selecting the link in the email or instant message. When the Scopia Desktop web portal opens, select **Watch**.

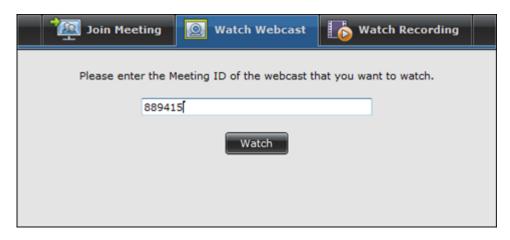


Figure 81: Watch Webcast tab of the Scopia Desktop web portal

Or

- 2. Access the webcast from the Scopia Desktop web portal:
 - a. Access the Scopia Desktop web portal as described in <u>Accessing the Scopia Desktop</u> <u>Web Portal</u> on page 11.
 - b. Select the **Watch Webcast** tab. See Figure 81: Watch Webcast tab of the Scopia Desktop web portal on page 86.
 - c. Enter the meeting ID of the webcast in the field and select **Watch**. The webcast window opens as shown in Figure 80: Scopia Desktop Webcast window on page 85.
- 3. If prompted to install the Scopia Desktop Streaming plug-in, select **Install it now**, as shown below.

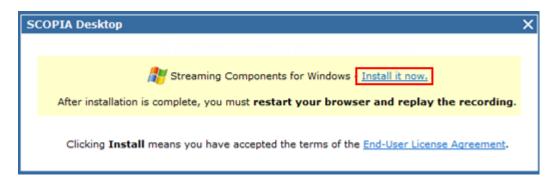


Figure 82: Scopia Desktop Streaming plug-in prompt

- 4. You can change the video layout of the Scopia Desktop webcast window:
 - Select to display both video and presentation in their original size. If the video and presentation panes are larger than the window, you can use scrollbars.
 - Select to display both video and presentation so that both panes fit into the window.
 - Select to display only video. Even if data is presented, no presentation is displayed.
 - Select to display only presentation. No video from the videoconference is displayed.

5.	You can adjust the volume by dragging the slider	-	or turn off audio by selecting Mute
	Mute .		

6. Select **Leave Meeting ((o)** to stop watching the webcast.

Chapter 7 | Troubleshooting Scopia Desktop Client

These tips list useful troubleshooting solutions. If the Scopia Desktop Client still malfunctions, contact your local support representative for help.

Navigation

- Collecting Logs for Customer Support on page 88
- Configuring Logging Parameters of your Scopia Desktop Client on page 89

Collecting Logs for Customer Support

About this task

When reporting a problem to customer support, you may be asked to collect and send logs of your Scopia Desktop Client.

Procedure

1. Right-click the Scopia Desktop icon **o** and select **Open Log Folder**.

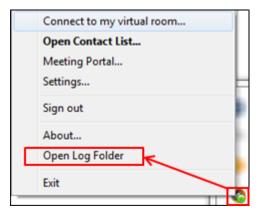


Figure 83: Selecting Settings from the system tray menu

The Windows Explorer window opens.

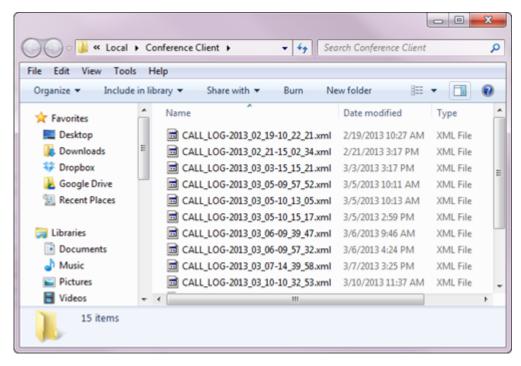


Figure 84: Log files showing in the Windows Explorer window

- 2. Select the relevant log file using its time stamp.
- 3. Copy the file and send it to Radvision customer support.

Configuring Logging Parameters of your Scopia Desktop Client

About this task

You can customize the level of detail and back catalogue of Scopia Desktop Client logs to submit to customer support if needed.

Procedure

Right-click the Scopia Desktop icon and select Settings.

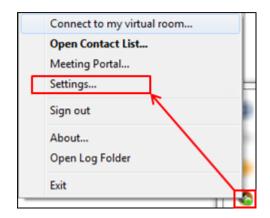


Figure 85: Selecting Settings from the system tray menu

The **Settings** window opens.

2. Select the Advanced tab.

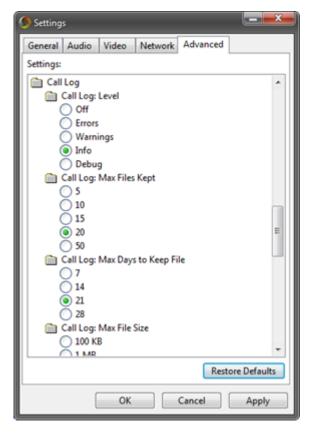


Figure 86: Setting the log level

- 3. Set the following details for logs:
 - Level determines the level of detail in the logs. Customer support may ask you to set this value to **Debug** during troubleshooting.
 - Max Files Kept, Max Days to Keep File, Max File Size and Max Disk Used determine the amount of space used by logs.
- 4. Select OK.



About Radvision

Radvision, an Avaya company, is a leading provider of videoconferencing and telepresence technologies over IP and wireless networks. We offer end-to-end visual communications that help businesses collaborate more efficiently. Together, Radvision and Avaya are propelling the unified communications evolution forward with unique technologies that harness the power of video, voice, and data over any network.

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