AVAYA

Release Notes for Avaya Scopia® Mobile

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General

Avaya Scopia® Mobile Version 8.3 SP4 contains some relevant iOS fixes listed in the Resolved Issues section.

Released applications are 8.3.400 (78.x) for iOS and 8.3.3(53.x) for Android.

Integrating with Other Scopia® Solution Components

Avaya Scopia® Mobile Version 8.3 SP4 is compatible with the following Avaya Scopia® Solution product versions:

- Scopia Elite MCU version 7.7.3 minimum
- Scopia Management Suite version 7.7.3 minimum
- Scopia Desktop Server 7.7.3 minimum
- Scopia XT Desktop Server 7.7.3 minimum

Important

- Solution wide features like Mobile Link and Virtual Knock on the door require that the Scopia® Solution as a whole is up to date and all components support those features (Scopia management, Scopia Desktop, MCU, XT Endpoints. Please refer to the release notes of the specific components (it is always recommended to update the solution to the latest release).
- Avaya Scopia® Mobile Version 8.3 SP4 is not compatible with the Scopia Classic MCU.

System Requirements

Table 1:   **System Requirements for Apple iOS and Android**

	Apple iOS	Android
Minimum CPU requirements	ARM v7 processor	ARM v7 processor[1] Dual Core CPU 1GHz
Minimum OS requirements	iOS 7.0	Android 4.0
Supported phones	iPhone 4, 4S iPhone 5, 5c, 5s iPhone 6, 6Plus iPhone 6S, 6SPlus iPod Touch 5th generation	Samsung Galaxy S2, S3, S4, S5, S6, S6 Edge Samsung Galaxy Note Nexus HTC One X, Sensation Motorola Razr, Atrix
Supported tablets	iPad 2, 3, 4, Air, Air 2 iPad Mini 1, 2,3, 4 iPad Pro	Samsung Galaxy Tab 10.1, 8.9 Galaxy Tab 2 10.1, Galaxy Tab 3 7.0, Galaxy Tab S Asus Transformer Prime

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[1] Intel Atom processor is not supported

Supported Languages

Scopia® Mobile application supports 13 languages:

English, German, Finnish, French, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Simplified Chinese and Traditional Chinese.

How to Retrieve Log Files for Scopia® Mobile

Logs from iOS Devices

Scopia Mobile for iOS will write an XML log file for each call.   Logs are saved to the Documents/Log folder of the application, and the last 10 log files are saved.   If you are synchronized with iTunes, you can access the logs from **Apps →File Sharing**.   You will see *Scopia* in the list of apps that support file sharing, and if you click on it you can select the log(s) to save to your computer.

If Scopia Mobile crashes (or stops running), a crash report is also generated. The crash report will be copied to the computer the next time the device is synchronized with iTunes. This report is useful for R&D to try and find/fix the issue.

There should be two files generated for each crash: .crash and .plist.

On a mac, the files can be found here:
`~/Library/Logs/CrashReporter/MobileDevice/<DEVICE_NAME>/SCOPIAMobile*`

On Windows Vista/Windows 7, they can be found here:
`C:\Users\<USERNAME>\AppData\Roaming\Apple`
`Computer\Logs\CrashReporter\MobileDevice\<DEVICE_NAME>\SCOPIAMobile*`

And on Windows XP, they can be found here:
`C:\Documents and Settings\<USERNAME>\Application Data\Apple`
`Computer\Logs\CrashReporter\MobileDevice\<DEVICE_NAME>\SCOPIAMobile*`

Log files should be available in a data folder of the app starting from version 8.3.3, and they can be retrieved by connecting the device to a computer using an USB cable, or browsing the files in the computer and sharing them by email or by other ways.

Logs from Android Devices

Log files are now supported in Scopia Mobile for Android without installing third party applications.

Log files should be available in the data folder of the application and they can be retrieved by connecting the device to a computer using an USB cable, or browsing the files in the computer and sharing them by email or by other ways.

The data folder of the application, whose exact path depends of the device model, is usually Android/data/com.radvision.ctm.android.client, or you can search for *.log.

Application Gestures Quick Reference

[All] Tap on a participant name to change the layout options

[All] Tap and hold the video window on the screen to show pause/resume video functions

[All] To see a specific participant, double-tap the participant image on the video window.

[All] To change the video conference display layout, tap and hold the video window on the screen, and tap one of the layout options.

[All] To change the position of the participant images, drag the images to the location that you want.

[All] To change the position of the self-view image, drag it to one of the 4 corners.

[iOS] Long tap on self-view video image to activate the option to remove it

[iOS] Long tap on a participant name to show call info for that participant

[iOS] when using a phone-sized device, tap the videoconference with two fingers to switch to presentation view. Tap the presentation with two fingers to switch back to conference view.

[iOS] when using a tablet sized device, swipe the videoconference to switch to presentation view. Tap the presentation with two fingers to switch back to conference view.

[iOS] To disconnect a participant, swipe across the participant's name and tap Delete.

[Android] In the error dialog, perform a long tap gesture on error message text. It will reveal extra error details (not localized).

[Android] To disconnect a participant, tap and hold on the participant's name and tap yes when prompted to remove.

Resolved Issues

The table below details the list of issues that were fixed in this update of Avaya Scopia® Mobile, respect to previous versions 8.3.301.77.26 (iOS) and 8.3.3.53.46 (Android)
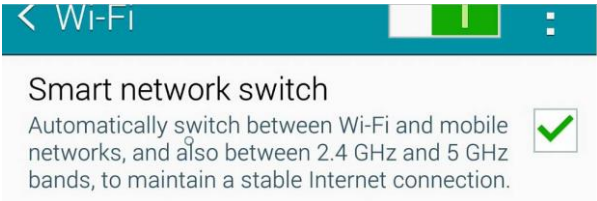
Table 2: **List of resolved issues in version**

Case Number	iOS build 8.3.x.x.x	Android 8.3.3.x.x	Description of Issue
RVSCOMOB-486	400.78.07		Scopia Desktop client mobile require every time press on "done" configure server to access
RVSCOMOB-485	400.78.07		iPad mini 4 - Scopia Mobile crashes when disconnect Mobile Link. Support for the new models iPad 4 Mini (iPad5,1, iPad5.2) and iPad Pro (iPad6,8) added.
	400.78.07		Added a few logging for initial networkstatus/server reachability outside a call.
RVSCOMOB-482	400.78.07		"Server not reachable" error when the SDS address does not contain port number and the connection requires https
N/A	400.78.07		Changes in automation build; Revision of landscape logic for iPad
RVSCOMOB-440	400.78.07		Intermittent - Ipad Mini 3 in landscape mode quits unexpectedly when SDS1 is disconnected.
RVSCOMOB-481		53.53	Scopia Mobile Android cannot access public server over company wifi
RVSCOMOB-439		53.53	Intermittent-Android switches back to login window when joining a meeting
RVSCOMOB-438		53.53	Intermittent-Android gets error popup when it's being in the meeting
RVSCOMOB-348		53.53	Sending BW of Android devices is higher than it should be on the "low" and "Standard" definition
RVSCOMOB-167		53.53	Android uses higher BW that expected when configured to any profile
RVSCOMOB-443		53.53	Scopia android send participants' name as "Scopia Mobile"

Known Issues

This section details the list of issues that remain unresolved in this version. It applies to both the iOS and Android clients.

Table 3:   **List of known issues in this version**

Case Number	iOS	Android	Description of issue
RVSCOMOB-488	✓		1-9376499353 - Scopia Mobile Settings Parameters missing after App deleted and re-installed using iOS 9.x, when the Settings app is already open. This is a iOS9.x issue. As a workaround, kill and restart the Settings application, or the Scopia Mobile app, or reboot the defvice
RVSM-4167	✓	✓	Alternating a presentation between a Scopia® Desktop client using WCC (Web Collaboration Plugin) and a Scopia® Desktop Client not using WCC or a standard endpoint (XT Series or other vendors) the slider functionality on Scopia® Desktop Clients is disabled and the Scopia® Mobile app does not receive any presentation. As a workaround, ask the presenter to stop and send again the presentation.
RVSM-4154	✓	✓	XT can join a wrong meeting for Mobile Link when it is managed by Scopia® Management 8.3.2.XX. Scopia management should be updated to release 8.3.3 for that functionality to be used with Scopia Mobile
RVSCOMOB-406	✓		iOS devices when working via Proxy with Authentication, with media streams tunneled through some HTTP proxy server used by the Wi-Fi or cellular data connectivity , might have up to 10 seconds delay on actions. This issue is caused by changes in Apple iOS.
RVSCOMOB-172		✓	If "Smart network switch" Wi-Fi setting or applications able to detect availability of data connections are enabled in your device, the meeting can be dropped when the quality of the data network changes (a better data network is detected). It is suggested to disable such feature to maintain the meeting connected. On some devices, 3G/4G connection will in any case be dropped when a wifi connection is detected.
RVSCOMOB-263		✓	[Note 3][Volume] Default maximum volume of the Note 3 is very low when using scopia mobile application
RVSCOMOB-122	✓		Using iOS 7.0 or later, volume cannot be lowered to zero with the volume button. Use the volume on/off switch button.
	✓	✓	When connecting to a Scopia XT Desktop (using the internal MCU of the Scopia XT endpoint), you will face the following limitations: You will only connect as a guest – so you will not see the participant list and will have no moderation functionality You can only have G.711 audio
9017	✓	✓	When you connect with the option to mute your microphone when joining a meeting, your audio might be heard for a very short period of time.
21454	✓	✓	Scopia Mobile on iPhone will be disconnected from a meeting if user accepts phone call and stays on phone call for more than 1 min.
9194	✓		If you launch Scopia Mobile from either web page or URL, where the server defined in the web page doesn't quite match the server in the settings, you will connect as a guest since Scopia Mobile does not recognize the server as your home server.
18603 18029		✓	Bluetooth headsets are not supported with Android phones and tablets
		✓	If you use the Asus Transformer with an external keyboard, mute speakers key is not functional in Scopia Mobile app.

		✓	Notifications for new slides received are not available
		✓	Mobile link could not work when the device is configured to use a proxy with authentication for internet access.

Additional References

- For Scopia® Technical Documentation, see http://support.avaya.com. Enter Scopia® Mobile as the product name, to download User Guides or Release Notes.

- For Third Party Notice and Copyright Info about Scopia® Mobile Applications, see http://support.avaya.com/Copyright

- To search the Scopia® Knowledge Base, see http://support.avaya.com or directly at http://kb.avaya.com

- For more information about Administering Avaya Video Conferencing Solution, see https://downloads.avaya.com/css/P8/documents/100172067

- For more information about the complete set of products offered in the Scopia® Solution, see http://www.avaya.com

- For support on Avaya products, see http://support.avaya.com

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