



## **Using Unified Portal**

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## Contents

<b>Chapter 1: Introduction</b>	8
Purpose	8
<b>Chapter 2: Overview</b>	9
New in this release	9
Avaya Equinox Unified Portal	9
Security features	10
<b>Meeting ID</b>	10
Access PIN	11
Moderator PIN	12
Recordings	12
Broadcasts	12
User roles	13
Authenticated users	13
Public users	13
Browsers	14
Languages	14
<b>Chapter 3: Signing in to Avaya Equinox Unified Portal</b>	15
Signing in to Avaya Equinox Unified Portal	15
<b>Sign in</b> field descriptions	16
Changing your password	16
Viewing installation information	17
Installing Unified Portal applications	17
<b>Chapter 4: Participating in meetings</b>	18
Joining a meeting from an email link	18
<b>Welcome {{userName}}!</b> page field descriptions	19
<b>Let's get into this meeting!</b> page field descriptions	20
<b>Meeting options</b> dialog field descriptions	20
Joining a meeting from your schedule	21
Turning your camera and microphone on or off	21
Switching to a different camera and microphone	22
Adjust video and audio menu descriptions	22
Pausing video	23
Raising your hand	23
Sending messages	23
Customizing screen layout	24
<b>Layout Options</b> field descriptions	24
Moving your video window	25
Detaching the collaboration window	26
Changing the size of the collaboration content	26

Leaving meetings.....	27
Viewing a broadcast/live event.....	27
<b>Chapter 5: Moderating meetings.....</b>	<b>29</b>
Locking meetings.....	29
Accepting requests to join locked meetings.....	29
Adding participants to the current meeting.....	30
Muting participants.....	31
Lecturing.....	31
Disconnecting participants.....	32
Blocking participants' video.....	32
Ending meetings.....	33
Moderate menu descriptions.....	34
<b>Chapter 6: Managing your schedule.....</b>	<b>36</b>
Viewing your schedule.....	36
Scheduling meetings.....	36
<b>Schedule a Meeting</b> field descriptions.....	37
<b>Location</b> field descriptions.....	42
Scheduling a broadcast/live event.....	42
Editing meetings.....	43
Deleting meetings.....	43
Sending an email to participants.....	44
Searching your schedule.....	44
<b>Chapter 7: Configuring meetings.....</b>	<b>45</b>
Editing the name of your virtual room.....	45
Configuring access to moderator controls.....	45
Securing meetings.....	46
Configuring your meeting type.....	47
Enabling requests to join locked meetings.....	48
Enabling a waiting room.....	48
Uploading your photo.....	49
Changing your default meeting room.....	49
Changing your timezone.....	50
Changing your display language.....	51
Saving your preferred microphone and camera settings.....	51
Adjust video and audio menu descriptions.....	52
<b>Avaya Equinox™ Settings</b> field descriptions.....	52
<b>Chapter 8: Recording meetings.....</b>	<b>57</b>
Recording meetings.....	57
Viewing the list of recorded meetings.....	57
Viewing and editing the details of a recording.....	58
<b>View Recording Details</b> field descriptions.....	58
Verifying the integrity of a recording.....	60
Playing a recording.....	61

Emailing recordings.....	61
Deleting recordings.....	61
Downloading a recording.....	62
Sorting recordings.....	62
Searching recordings.....	62
Adding an image to a recording.....	63
Securing recordings.....	63
<b>Chapter 9: Sharing content.....</b>	<b>65</b>
About sharing.....	65
Downloading the screen sharing extension.....	65
Sharing your full screen.....	65
Sharing an application.....	66
Working with a whiteboard.....	66
Whiteboard tools.....	67
<b>Chapter 10: Troubleshooting Unified Portal.....</b>	<b>70</b>
My window and field names are different.....	70
<b>Chapter 11: Resources.....</b>	<b>71</b>
Documentation.....	71
Finding documents on the Avaya Support website.....	75
Training.....	75
Support.....	76
Using the Avaya InSite Knowledge Base.....	76

# Chapter 1: Introduction

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## Purpose

This document describes how to set up and use Avaya Equinox Unified Portal on your computer and on mobile devices. Your Avaya Equinox Unified Portal experience varies according to the components you have installed and the features that your system administrator has enabled.



# Chapter 2: Overview

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## New in this release

You can use this Avaya Equinox Unified Portal release to:

- Share content and use whiteboards with enhanced toolbars.
- Switch to a different camera and microphone during a conference.
- Configure your future joining preferences.
- Upload your profile photograph.
- Detach the collaboration window.
- Change the size of collaboration content.
- Attend meetings using new applications.

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## Avaya Equinox Unified Portal

Unified Portal is a single solution for managing your meetings. You can plan meetings in advance, customize meeting properties, and send the details of meetings to participants. At the meeting start time, you can launch meetings in several ways. After the meeting, you can play and distribute the recording.

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

You can access Unified Portal on your computer or on your mobile device using different client applications:

- On your Mac or PC using the Google Chrome™ browser, you can attend meetings using a Web-based client that does not require any installation. This client is launched seamlessly from Unified Portal. Optionally, if you want to share your screen to other users, you can download an extension to your browser.
- Alternatively, you can attend meetings using an installed client called Avaya Equinox™ for Windows, Avaya Equinox™ for Mac, Avaya Equinox™ for Android, or Avaya Equinox™ for iOS. Once installed from Unified Portal, this client will be detected and used for future meetings. For more information on this application, see *Using Avaya Equinox™ for Android, iOS, Mac, and Windows*, which is available from <https://support.avaya.com/>

You can share and annotate files, and you can record the meeting, depending on your application.

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## Security features

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

- You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.
- You can secure your meeting by locking it to prevent any further participants from joining it. In addition, you can configure Unified Portal to ignore any requests to join locked meetings.
- You can secure your broadcast by associating a PIN with it. Participants must know this PIN in order to access the broadcast. This PIN is called a **Broadcast PIN**. You can make the **Broadcast PIN** the same value as the Access PIN.

In addition to the security features available for meetings and broadcasts, you can add security to your recordings. You can secure your recording in a number of ways. You can:

- Add a mandatory PIN.
- Prevent users from downloading a copy of the recording.
- Hide the recording from the list of recordings.
- Limit access to recording.

### Related links

[Securing meetings](#) on page 46

[Enabling requests to join locked meetings](#) on page 48

[Locking meetings](#) on page 29

[Securing recordings](#) on page 63

[Access PIN](#) on page 11

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## Meeting ID

The **Meeting ID** is the numeric identifier of the meeting. Each meeting has a unique **Meeting ID**. All participants require the **Meeting ID** in order to access the meeting.

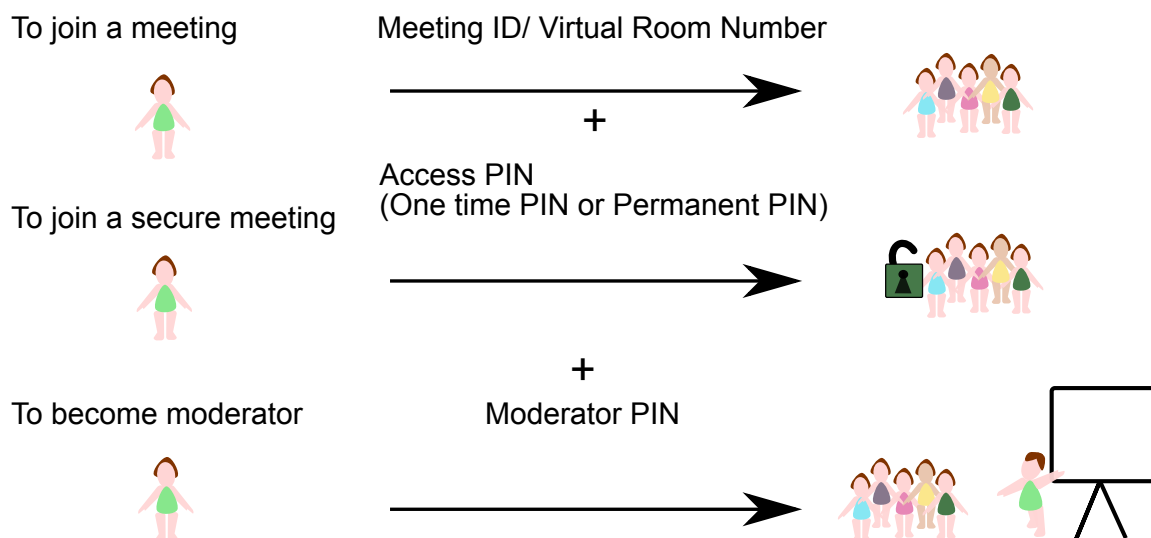
When moderators or meeting owners use the **Schedule** feature of Unified Portal to create a meeting invitation, the meeting link in the invitation email contains the **Meeting ID**.

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

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

You can configure the Access PIN/**Meeting ID** and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog.

See [Figure 1: How to join meetings](#) on page 11 for more information.



**Figure 1: How to join meetings**

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## Access PIN

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

The Access PIN is sometimes called the Meeting PIN.

You can configure the Access PIN/**Meeting ID** and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog.

### Related links

[Securing meetings](#) on page 46

[Security features](#) on page 10

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## Moderator PIN

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

You can configure the Access PIN/**Meeting ID** and the Moderator PIN on the **Schedule a Meeting** dialog and on the **Avaya Equinox™ Settings** dialog.

### Related links

[Configuring access to moderator controls](#) on page 45

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## Recordings

If your system administrator enables the recording feature, moderators can record meetings for future playback. During the meeting, moderators can start and stop the recording at any time. Moderators can configure several aspects of their recordings, such as the availability, the description, and the categorization. The recording file captures the audio, the video, and the presentation, including all screen-sharing and whiteboards. Viewers do not require a native player and can access the usual playback controls, such as pause, stop, rewind, and fast-forward. The playback experience includes a visual timeline displaying individual participant contributions.

### Related links

[Recording meetings](#) on page 57

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## Broadcasts

A broadcast or webcast is a live transmission of a meeting over the internet. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled. A broadcast is a streamed videoconference. Streaming is a method to send live or recorded videoconferences in one direction to viewers. Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. Broadcasts are sometimes called events.

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

### Related links

[Viewing a broadcast/live event](#) on page 27

[Scheduling a broadcast/live event](#) on page 42

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## User roles

Unified Portal uses the following terminology:

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

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## Authenticated users

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

You can add security to your recordings to ensure that they are only available to authenticated users.

### Related links

[Securing recordings](#) on page 63

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## Public users

Public users are users who do not have a Unified Portal account and who are not signed in to Unified Portal. Unified Portal does not recognize them and they must type their names in Unified Portal before entering a meeting. They do not have to install Unified Portal on their computer or mobile device to access the meeting because Unified Portal uses a freely available internet-based technology. If public users want to share a presentation or their screen, they must download a small application. Typically, they are members of other enterprises or people from outside of your organization.

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## Browsers

Avaya Equinox Unified Portal is supported on a number of browsers.

Device	Browsers
Desktop	<ul style="list-style-type: none"><li>• Microsoft Internet Explorer® 11+</li><li>• Microsoft Edge® N, N-1<sup>1</sup></li><li>• Apple Safari® N-2+</li><li>• Google Chrome® N-1+</li></ul>
Mobile	<ul style="list-style-type: none"><li>• Apple Safari®: Varies according to the application you are using to attend meetings, such as Avaya Scopia Mobile.</li><li>• Google Chrome® N</li><li>• Google Android®: Varies according to the application you are using to attend meetings, such as Avaya Scopia Mobile.</li></ul>

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## Languages

Avaya Equinox Unified Portal is available in a number of languages, such as:

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

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<sup>1</sup> Where N is the latest available version.

# Chapter 3: Signing in to Avaya Equinox Unified Portal

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## Signing in to Avaya Equinox Unified Portal

### About this task

If you sign in to Unified Portal, you can launch or attend meetings and you can access your recordings and schedule.

### Before you begin

You require:

- The Unified Portal URL, which you can obtain from your system administrator and is specific to your enterprise or company. For example, your company name may appear in the URL.
- Your Unified Portal user name and password

### Procedure

1. Do one of the following:
  - On desktop clients, go to the Unified Portal URL in your web browser. For example, `https://IP address or server name:8443/portal/tenants/default/`
  - On mobile clients, open the Unified Portal application.
2. Click or tap **Sign in**.  
**Sign in** is located in the upper-right.
3. Type your user name and password.
4. **(Optional)** Select **Keep me signed in**.
5. Click or tap **Sign in**.

Unified Portal displays a **Welcome {{userName}}!** page.

### Related links

[Sign in field descriptions](#) on page 16

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## Sign in field descriptions

Field	Description
<b>user name</b>	Type the name of the Unified Portal account. You cannot change the user name. This field supports alphanumeric characters.
<b>password</b>	Type the password of the Unified Portal account.
<b>Keep me signed in</b>	Select to enable the browser cookies which retain your sign in credentials.

Button	Description
<b>Sign in</b>	Signs you into Unified Portal if you type a valid user name and password.
<b>Forgot password?</b>	Sends you an email with a link to recover your password.

### Related links

[Signing in to Avaya Equinox Unified Portal](#) on page 15

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## Changing your password


### About this task

You can only change your password once each day.

#### **Note:**

System administrators can restrict the editing of certain properties.

### Procedure

1. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
2. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Change Password**.
  - On mobile clients, scroll down and tap **Change Password**.
3. Update your password.
4. Do one of the following:
  - Click or tap **Apply** to save the changes.



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

**Related links**

[Avaya Equinox™ Settings field descriptions](#) on page 52

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## Viewing installation information

**About this task**

You can only perform this task on desktop clients.

**Procedure**

1. On desktop clients, click **Settings**. **Settings** is located in the upper-left.
2. On the **Avaya Equinox™ Settings** dialog, click **Client**.

Unified Portal displays a list of the applications that are currently installed.

Unified Portal also displays links to any applications that are not yet installed. Some applications are required and some are optional.

**Related links**

[Avaya Equinox™ Settings field descriptions](#) on page 52

[Installing Unified Portal applications](#) on page 17

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## Installing Unified Portal applications

**About this task**

You can only perform this task on desktop clients.

**Procedure**

1. On desktop clients, click **Settings**. **Settings** is located in the upper-left.
2. On the **Avaya Equinox™ Settings** dialog, click **Client**.

Unified Portal displays a list of the applications that are currently installed.

Unified Portal also displays links to any applications that are not yet installed. Some applications are required and some are optional.

3. Click on any applications that you want to install.

**Related links**

[Viewing installation information](#) on page 17

# Chapter 4: Participating in meetings

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## Joining a meeting from an email link

### Before you begin

You require a link to a meeting.

### Procedure

1. Click or tap the link.

Unified Portal displays in a web browser.

If you have already signed in to Unified Portal on this device and selected **Keep me signed in**, the Unified Portal displays your **Welcome {{userName}}!** page.

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

2. **(Optional)** Type your name in the **Your Name** field.

This step is not required if you are signed in to Unified Portal.

3. Click or tap **Join**.

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

4. **(Optional)** Click or tap the arrow on the **Join** button.

- To display the presentation only, without the video or the audio, select **Presentation Only** and click or tap **Join**.
- To request Unified Portal to call you to provide the audio externally, select **Presentation Only** and select **Call me back at:**. Click or tap **Join**.

### Next steps

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

### Related links

[Welcome {{userName}}! page field descriptions](#) on page 19

[Let's get into this meeting! page field descriptions](#) on page 20

[Meeting options dialog field descriptions](#) on page 20

## Welcome {{userName}}! page field descriptions

Field	Description
<b>Join a Meeting</b>	The numeric identifier of the meeting.
<b>My Meeting</b>	The link to your own meeting. You can click the share icon to copy the link to your clipboard or to create an email invitation.

Button	Description
<b>Join</b> (located under <b>Join a Meeting</b> )	Displays the meeting associated with the link you clicked.  Enables you to choose from the following options: <ul style="list-style-type: none"> <li>• <b>Audio/Video + Presentation</b>: Select to access all of the features of the meeting.</li> <li>• <b>Presentation Only</b>: Select to access the presentation but not the audio or video. Unified Portal displays the <b>Meeting options</b> dialog.</li> <li>• <b>Call Me</b>: Select to prompt Unified Portal to call you.</li> </ul>
<b>Join</b> (located under <b>My Meeting</b> )	Starts your own meeting.  Enables you to choose from the following options: <ul style="list-style-type: none"> <li>• <b>Audio/Video + Presentation</b>: Select to access all of the features of the meeting.</li> <li>• <b>Presentation Only</b>: Select to access the presentation but not the audio or video. Unified Portal displays the <b>Meeting options</b> dialog.</li> <li>• <b>Call Me</b>: Select to prompt Unified Portal to call you.</li> </ul>
<b>Settings</b>	Displays the <b>Avaya Equinox™ Settings</b> dialog, which enables you to customize your Unified Portal experience.
<b>About</b>	Displays the version number of your Unified Portal.

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

## Related links

[Joining a meeting from an email link](#) on page 18

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## Let's get into this meeting! page field descriptions

Field	Description
<b>Your Name</b>	The name that is displayed to other meeting participants.
<b>Meeting ID</b>	The numeric identifier of the meeting.

Button	Description
<b>Join</b>	Displays the meeting associated with the link you clicked.
<b>About</b>	Displays the version number of your Unified Portal.
<b>Sign in</b>	Signs you into Unified Portal if you type a valid user name and password.

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

## Related links

[Joining a meeting from an email link](#) on page 18

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## Meeting options dialog field descriptions

Field	Description
<b>Meeting options</b>	Displays a drop down list of two options: <ul style="list-style-type: none"><li>• <b>Audio/Video + Presentation:</b> Select to access all of the features of the meeting.</li><li>• <b>Presentation Only:</b> Select to access the presentation but not the audio or video. Unified Portal displays the <b>Meeting options</b> dialog.</li></ul>

Button	Description
<b>Join</b>	Prompts Unified Portal to call you at the number you type in the <b>Call me back at:</b> field.
<b>Call me back at:</b>	Enables the call back functionality.


**Related links**

[Joining a meeting from an email link](#) on page 18

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## Joining a meeting from your schedule

**Procedure**

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Schedule**.
  - On mobile clients, tap  and then tap **Schedule**.
3. Do one of the following:
  - On desktop clients, use the drop-down menu and the arrow buttons to view the level of detail that you require.
  - On mobile clients, scroll down to view your scheduled meetings.
4. Click or tap the meeting you want to join.
5. Click or tap **Join**.

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

6. **(Optional)** Click or tap the arrow on the **Join** button.
  - To display the presentation only, without the video or the audio, select **Presentation Only** and click or tap **Join**.
  - To request Unified Portal to call you to provide the audio externally, select **Presentation Only** and select **Call me back at:**. Click or tap **Join**.

**Next steps**

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

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## Turning your camera and microphone on or off

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

## Procedure

- Click or tap the video icon to stop or start your camera.
- Click or tap the microphone icon to mute or unmute your audio.

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## Switching to a different camera and microphone

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

### About this task

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

### Procedure

1. Do one of the following:
  - At the **Change how i join** alert message, click or tap **Change how i join**.
  - Click or tap .
2. Use the menus to change the microphone, speaker, and camera settings.

### Related links

[Adjust video and audio menu descriptions](#) on page 22

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## Adjust video and audio menu descriptions

Name	Description
<b>Microphone panel</b>	<ul style="list-style-type: none"> <li>• Drag the slider to raise or lower the volume.</li> <li>• Use the drop-down list to select a different device.</li> </ul>
<b>Speaker panel</b>	Drag the slider to raise or lower the volume.
<b>Video panel</b>	Use the drop-down list to select a different device.
<b>Mute my mic when joining</b>	<p>Select to ensure that your microphone is muted when you join future meetings.</p> <p>Unified Portal saves your preference.</p>
<b>Block my camera when joining</b>	<p>Select to ensure that your camera is blocked when you join future meetings.</p> <p>Unified Portal saves your preference.</p>

## Related links

[Switching to a different camera and microphone](#) on page 22


[Saving your preferred microphone and camera settings](#) on page 51

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## Pausing video

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

### Procedure


1. Do one of the following:
  - On desktop clients, click 
  - On mobile clients, tap and hold the video window on the screen.
2. Click or tap **Pause Remote Video** or the **Pause** icon.

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## Raising your hand

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

### Procedure

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

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## Sending messages

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

### Procedure

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

2. In the text pane, type the required text.
3. Select a recipient.

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


4. Click or tap **Enter**.

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## Customizing screen layout

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

### Procedure

1. Do one of the following:
  - On desktop clients, click  ▼
  - On mobile clients, tap and hold the video window on the screen.
2. Click or tap one of the layout options.

### Related links

[Layout Options field descriptions](#) on page 24

[Moving your video window](#) on page 25

[Detaching the collaboration window](#) on page 26

[Changing the size of the collaboration content](#) on page 26

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## Layout Options field descriptions

Field	Description
<b>My Layout</b>	Displays the graphical representations of the available screen layouts. In the graphical representations, the current speaker is represented by the largest square.
<b>Automatic</b>	Displays the default screen layout, as configured by your system administrator. This screen layout is always displayed when you start your meeting.
<b>Fixed Number of Videos</b>	Displays graphical representations of some available screen layouts. The client does not save your selection after you leave the meeting.

*Table continues...*



Field	Description
<b>More Layouts</b>	Displays graphical representations of additionally available screen layouts. The client does not save your selection after you leave the meeting.
<b>Layout Options</b>	Displays additional customization options for your screen layout.
<b>Show my video in the mix</b>	Adds or removes your own video from your video layout.
<b>Show name banners</b>	Adds or removes your name from your video. When you enable <b>Show name banners</b> , other participants can see your name at the bottom of your video image.
<b>Pause Remote Video</b>	Pauses the video of the meeting. If you have limited bandwidth, you can pause the video and still receive the audio.

**Related links**

[Customizing screen layout](#) on page 24

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## Moving your video window

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

**About this task**

You can only perform this task on desktop clients.

**Procedure**

1. Click  to display or hide your own video window.
2. Click the arrow to the right of the icon to display the screen position options.
3. Select an option.

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

**Related links**

[Customizing screen layout](#) on page 24


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## Detaching the collaboration window

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

When a moderator is sharing information, Unified Portal displays the information in a collaboration window. You can detach the window and move it around the screen.

### Procedure

1. On the collaboration window, click or tap .  
This is a toggle.
2. Move the window around the screen using your mouse.

### Related links

[Customizing screen layout](#) on page 24

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## Changing the size of the collaboration content

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

When a moderator is sharing information, Unified Portal displays the information in a collaboration window. You can change the size of the collaboration content, using the collaboration toolbar.

### Procedure

On the collaboration window, use the collaboration toolbar to change the size of the collaboration content.

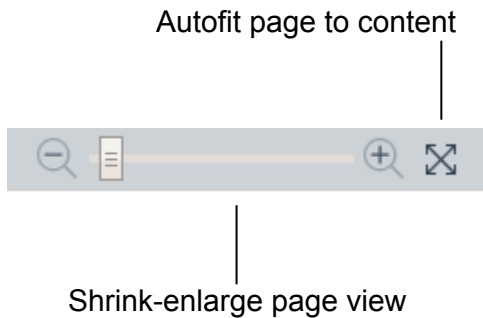


Figure 2: Sharing toolbar

#### Related links

[Customizing screen layout](#) on page 24

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## Leaving meetings

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

#### Procedure

1. Click or tap the red phone button.
2. Click or tap **Yes**.
3. **(Optional)** If you are a moderator, select one of the following options:
  - To end the meeting, disconnecting all participants, select **Terminate Meeting**:
  - To leave the meeting, ensuring that it continues in your absence, select **Yes**.

#### Related links

[Ending meetings](#) on page 33

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## Viewing a broadcast/live event


## About this task

A broadcast or webcast is a live transmission of a meeting over the internet. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled. A broadcast is a streamed videoconference. Streaming is a method to send live or recorded videoconferences in one direction to viewers. Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. Broadcasts are sometimes called events.

## Before you begin

- There must be a live event scheduled.
- You must be invited to the live event or it must be available to all.
- Your system administrator must enable access to the recording and playback feature of Unified Portal.

## Procedure

1. Do one of the following:
  - On desktop clients, click **Recordings + Events**.
  - On mobile clients, tap  and then tap **Recordings + Events**.
2. On the **Recordings + Events** screen, click or tap **Events**.  
Unified Portal displays the live broadcast in the **Happening Today** or **Happening Now** section.
3. On the recording or broadcast, do one of the following:
  - On desktop clients, click the graphic.
  - On mobile clients, tap the graphic.

## Result

Unified Portal opens the live broadcast.

## Related links

[Scheduling a broadcast/live event](#) on page 42

[Broadcasts](#) on page 12

# Chapter 5: Moderating meetings

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## Locking meetings

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Lock Down Meeting**.

This is a toggle.

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

### Related links

[Securing meetings](#) on page 46

[Configuring access to moderator controls](#) on page 45

[Accepting requests to join locked meetings](#) on page 29

[Enabling requests to join locked meetings](#) on page 48

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## Accepting requests to join locked meetings


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

### Before you begin

You must be a moderator to perform this task.

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

### Procedure

1. Click or tap the bell button, for example, .  
You can also click or tap the notification alert.
2. Click or tap:
  - An individual name
  - **Admit All**
  - **Refuse All**
3. **(Optional)** If you clicked or tapped an individual name, click or tap:
  - **Admit to Meeting**
  - **Refuse Admittance**

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

### Related links

[Configuring access to moderator controls](#) on page 45  
[Enabling requests to join locked meetings](#) on page 48  
[Locking meetings](#) on page 29

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## Adding participants to the current meeting

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Add new participant....**
3. Do one of the following:
  - To identify the potential participant using their phone number, type or use the keypad to enter their phone number in the **Number or address** field on the **Enter a Number or Address** tab.

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

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## Muting participants

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Mute**.
3. Click or tap:
  - An individual name
  - **Mute All Participants**

This is a toggle.

You can also perform this task from the participant list.

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

### Related links

[Configuring access to moderator controls](#) on page 45

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## Lecturing

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Set Lecturer**.
3. Click or tap an individual name.

You can also perform this task from the participant list.

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

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## Disconnecting participants

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Disconnect**.
3. Click or tap an individual name

You can also perform this task from the participant list.

### Related links

[Configuring access to moderator controls](#) on page 45

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## Blocking participants' video

Unified Portal enables you to attend meetings using several different clients and endpoints. The exact controls can vary, depending on the client. For example, the color of icons and the location of




buttons may not be exactly as described here. For the most part, however, the field and menu names and functionality are the same across all platforms and clients.

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Block Video**.
3. Click or tap an individual name.

You can also perform this task from the participant list.

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

### Related links

[Configuring access to moderator controls](#) on page 45

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## Ending meetings

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Terminate Meeting**.
3. Select **Yes** on the confirmation message.

### Related links

[Leaving meetings](#) on page 27

## Moderate menu descriptions

Name	Description
Add new participant...	<p>Enables you to add new participants to an ongoing meeting.</p> <ul style="list-style-type: none"> <li>To identify the potential participant using their phone number, type or use the keypad to enter their phone number in the <b>Number or address</b> field on the <b>Enter a Number or Address</b> tab.</li> <li>To identify the potential participant using their name, begin to type a username or email in the <b>Search</b> field on the <b>Choose a Contact or Terminal</b> tab.</li> <li>To identify the potential participant using their IP address, E.164 address, or the SIP address of their room system or dedicated endpoint, type or use the keypad to enter their phone number in the <b>Number or address</b> field on the <b>Enter a Number or Address</b> tab.</li> </ul>
Set Lecturer	<p>Enables you to assign lecturer status to a participant. The participant defined as the lecturer can see all the participants, while they see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak, by raising their hand, and is unmuted by the lecturer.</p>
Control Camera	<p>Enables you to adjust the position of the camera in a room system.</p>
Grant Request	<p>Displays a list of current requests, such as requests to join a locked meeting and requests to speak during a lecture.</p> <ul style="list-style-type: none"> <li>Select <b>Grant All Requests</b> to grant all outstanding requests.</li> <li>Select a request from the list of requests to grant an individual request.</li> </ul>
Mute	<p>Enables you to silence the participants, individually or as a group.</p> <p>This is a toggle.</p>
Start Recording	<p>Enables you to create a recording of the meeting. The recording file captures the audio, the video, and the presentation, including all screen-sharing and whiteboards.</p> <p>This is a toggle.</p>

*Table continues...*


Name	Description
<b>Block Video</b>	Enables you to stop the video feed of participants. This is useful if there is limited bandwidth.
<b>Disconnect</b>	Enables you to force a participant to leave the meeting.
<b>Lock Down Meeting</b>	Enables you to add security to your meeting by preventing any further participants from joining, unless you grant them permission to join.  This is a toggle.
<b>Open Keypad</b>	Enables you to access a dual tone multi frequency (DTMF) keypad. Using this keypad, you can access dial pad commands. For example, participants can hit *61 to mute/unmute their audio and moderators can hit *7 to lock the meeting and *21 to start recording the meeting.
<b>Terminate Meeting</b>	Enables you to end the meeting and disconnect all participants.

# Chapter 6: Managing your schedule

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## Viewing your schedule


### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Schedule**.
  - On mobile clients, tap  and then tap **Schedule**.
3. Do one of the following:
  - On desktop clients, use the drop-down menu and the arrow buttons to view the level of detail that you require.
  - On mobile clients, scroll down to view your scheduled meetings.

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## Scheduling meetings

### Procedure

1. On the **Schedule** screen, click or tap the plus symbol.  
Unified Portal displays the **Schedule a Meeting** dialog.
2. Type the participants' email addresses or names, the meeting subject-matter, and any additional details about the meeting.
3. Select a start time and a duration.  
For the location of the meeting, Unified Portal selects your personal meeting room, by default.
4. **(Optional)** Configure recurrence.
  - a. Do one of the following:
    - On desktop clients, click the recurrence symbol next to the **Duration:** field.
    - On mobile clients, tap .
  - b. Configure the recurrence schedule as required.

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

- a. Do one of the following:
  - On desktop clients, click the ellipsis symbol.
  - On mobile clients, tap the **Location** field.

Unified Portal displays the **Location** dialog.

- b. Click or tap **New Meeting**.
- c. Select a meeting type from the **Meeting Type:** menu.
- d. Type a meeting ID in the **Meeting ID:** field.

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

- e. Click or tap **OK**.

6. Click or tap **Send**.

#### Related links

[Schedule a Meeting field descriptions](#) on page 37

[Location field descriptions](#) on page 42

[Scheduling a broadcast/live event](#) on page 42

## Schedule a Meeting field descriptions

### Main screen

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

Button	Description
<b>Send</b>	Sends the meeting invitation to the participants listed in the <b>To:</b> field.
<b>Close</b>	Closes the invitation without saving the details.

### Message tab

Field	Description
<b>Enter details about the meeting...</b>	Type a description or an agenda.

### Endpoints tab

Field	Description
<b>Search Endpoints</b>	Begin to type the number of the room system or of the dedicated endpoint that you wish to include in the meeting invitation. Select an endpoint from the list of available endpoints.

### Broadcast tab

Field	Description
<b>Broadcast this meeting (live stream)</b>	<p>Select to change the meeting to a broadcast.</p> <p>A broadcast or webcast is a live transmission of a meeting over the internet. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled. A broadcast is a streamed videoconference. Streaming is a method to send live or recorded videoconferences in one direction to viewers. Recipients can only view the content; they cannot participate with a microphone or camera to communicate back to the meeting. Broadcasts are sometimes called events.</p>
<b>Add an image to help viewers identify this broadcast</b>	<p>Click or tap to add a thumbnail to your broadcast.</p> <p>Your thumbnail should represent the recording or broadcast. It should be 4x3 aspect ratio, and ideally should be less than 100Kb. In terms of file types, Unified Portal supports .png, .jpg, .gif.</p>
<b>Recording and broadcast profile:</b>	<p>Select a resolution option from the list of available options.</p> <p>Your system administrator may have configured profiles for specific meeting scenarios. For example, if you are scheduling a meeting with a large number of participants or during a period of heavy system usage, you can choose a lower resolution, which requires less bandwidth.</p>

*Table continues...*

Field	Description
<b>Broadcast PIN:</b>	Type a numeric PIN.  You can secure your broadcast by associating a PIN with it. Participants must know this PIN in order to access the broadcast. This PIN is called a <b>Broadcast PIN</b> . You can make the <b>Broadcast PIN</b> the same value as the Access PIN. The Access PIN is sometimes called the Meeting PIN.
<b>Same as meeting PIN</b>	Select to make the <b>Broadcast PIN</b> the same value as the Access PIN. The Access PIN is sometimes called the Meeting PIN.
<b>Enter a description of the broadcast</b>	Type a description or an agenda.
<b>Broadcast can be accessed by:</b>	Select <b>All users (public)</b> to enable Public users to view the broadcast. Public users are users who do not have a Unified Portal account and who are not signed in to Unified Portal. Unified Portal does not recognize them and they must type their names in Unified Portal before entering a meeting. They do not have to install Unified Portal on their computer or mobile device to access the meeting because Unified Portal uses a freely available internet-based technology.  Select <b>All authenticated users</b> to enable authenticated users to view the broadcast. Authenticated users are users who have a Unified Portal account and who are signed in to Unified Portal. Authenticated users can manually sign in to Unified Portal, or Unified Portal may recognize them when they access a meeting. Typically, they are members of your enterprise or work colleagues.
<b>Show broadcast in list of public events</b>	Select to display the recording in the list of <b>Events</b> on the <b>Recordings + Events</b> tab.
<b>Automatically record broadcast</b>	Select to record the broadcast as soon as it starts, without any manual intervention.  During a meeting or broadcast, you can stop, pause, or resume recording at any time.
<b>Enable Q&amp;A chat with viewers</b>	Select to enable text chat. Viewers of the broadcast cannot interact with other participants in the meeting. They can only interact with the moderator using the chat feature, if it is enabled.  You can add a moderator PIN to enable other participants to moderate the Q&A chat. You must share this moderator PIN with the participants whom you want to act as moderators for the Q&A chat.

Button	Description
Share symbol	<p>Select to share the details of the meeting. You can click the share icon to copy the link to your clipboard or to create an email invitation.</p> <ul style="list-style-type: none"> <li>• Select <b>E-mail invite</b> to create an email.</li> <li>• Select <b>Copy link</b> to copy the link to your clipboard.</li> </ul>

### Advanced tab

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

*Table continues...*



Field	Description
<b>Place participants in “waiting room” until the moderator joins the meeting</b>	Select to place participants on hold until a moderator enters the meeting.
<b>Record this meeting</b>	Select to automatically record the meeting from the beginning, without manual intervention.  During a meeting or broadcast, you can stop, pause, or resume recording at any time.
<b>Terminate at scheduled time and alert in advance (minutes):</b>	Select to end the meeting at the scheduled end time and to provide a audio alert message at a configurable time before the scheduled end time. The default value is one minute before the scheduled end time.
<b>Terminate after all participants left the meeting (minutes):</b>	Select to keep the meeting open for a configurable time after the final participant has left the meeting. The default value is ten minutes after the final participant has left the meeting.
<b>Full High Definition:</b>	Type the number of resources (telephone lines) that you would like to reserve for participants who require a full high definition experience during the meeting. Full high definition requires the most bandwidth and equates to 1080p and lower.  Full high definition provides the optimum experience by negotiating the highest screen resolution and greatest number of frames per second.
<b>High Definition:</b>	Type the number of resources (telephone lines) that you would like to reserve for participants who require a high definition experience during the meeting. High definition requires a large allocation of bandwidth and is equal to 720p and lower.
<b>Standard Definition:</b>	Type the number of resources (telephone lines) that you would like to reserve for participants who require a standard definition experience during the meeting. Standard definition requires the least bandwidth and is equal to 352p and lower.
<b>Auto-Dial</b>	Select to ensure that Unified Portal hosts the meeting on the Multipoint Control Unit (MCU) resource closest to you.
<b>On Master MCU</b>	Select to ensure that Unified Portal hosts the meeting on the primary MCU.

**Related links**

[Scheduling meetings](#) on page 36

## Location field descriptions

Button	Description
<b>New Meeting</b>	<p>Select to schedule a meeting with a different <b>Meeting ID</b>.</p> <p>By default, your meeting is scheduled to be hosted in the virtual room that is associated with your Unified Portal account. You can type an alternative <b>Meeting ID</b> to dynamically create a new virtual room. This alternative <b>Meeting ID</b> must begin with digits which match an available meeting type followed by any random digits. You cannot add a PIN to this dynamically-created virtual room using Unified Portal.</p> <p>The <b>Meeting ID</b> is the numeric identifier of the meeting. Each meeting has a unique <b>Meeting ID</b>. All participants require the <b>Meeting ID</b> in order to access the meeting.</p>
<b>Virtual Room</b>	Displays the <b>Meeting ID</b> associated with your Unified Portal account.
<b>OK</b>	Applies any updates and closes the screen.
<b>Cancel</b>	Closes the screen without retaining any updates.

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

### Related links

[Scheduling meetings](#) on page 36

## Scheduling a broadcast/live event

### About this task

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

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

### Procedure

1. Follow the steps to schedule a meeting.
2. Click or tap the **Broadcast** tab to configure the settings for your live event/broadcast.
3. Click or tap **Send**.

### Related links

[Scheduling meetings](#) on page 36

[Viewing a broadcast/live event](#) on page 27

[Broadcasts](#) on page 12


---

## Editing meetings

### About this task

You can only edit meetings that have not yet started.

### Procedure

1. On the **Schedule** screen, do one of the following:
  - On desktop clients, right-click the meeting.
  - On mobile clients, tap the meeting and then tap .
2. Do one of the following:
  - On desktop clients, select **Open**.
  - On mobile clients, tap **Meeting options**.
3. Edit the meeting.
4. Click or tap **Save**.

---


## Deleting meetings

### About this task

You can only delete meetings that have not yet started.

### Procedure

1. On the **Schedule** screen, do one of the following:
  - On desktop clients, right-click the meeting.

- On mobile clients, tap the meeting and then tap .
2. Do one of the following:
    - On desktop clients, select **Delete meeting**.
    - On mobile clients, tap **Meeting options**, then tap **Delete** and **Delete** again to confirm.


---

## Sending an email to participants

### About this task

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

### Procedure

1. On the **Schedule** screen, do one of the following:
  - On desktop clients, right-click the meeting.
  - On mobile clients, tap the meeting and then tap .
2. Select or tap **New email to participant**.

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

---

## Searching your schedule

### Procedure

1. On the **Schedule** screen, click or tap **Search**.
2. Type your search.
3. Hit **Enter**.

# Chapter 7: Configuring meetings


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## Editing the name of your virtual room

### About this task

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

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
4. In the **Virtual Room Name:** field, type a new name.
5. **(Optional)** In the **Description:** field, type a description for the virtual room.
6. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.


---

## Configuring access to moderator controls

### About this task

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

## Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
4. In the **Moderator PIN:** field, type a numeric code.
5. Make a note of the numeric code so that you can make it available to any participants to whom you want to give moderator access.
6. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

## Related links

- [Muting participants](#) on page 31
- [Disconnecting participants](#) on page 32
- [Blocking participants' video](#) on page 32
- [Locking meetings](#) on page 29
- [Accepting requests to join locked meetings](#) on page 29
- [Recording meetings](#) on page 57


---

# Securing meetings

## About this task

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

## Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.

3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
4. Select **Protect meeting with a PIN:**.
5. Select one of the following options:
  - To associate a permanent PIN with your virtual room, select **Permanent PIN:** and type a numeric code.
  - To associate a one-time PIN with each meeting, select **Use one-time PIN for each meeting**.
6. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

#### Related links

[Locking meetings](#) on page 29

[Securing recordings](#) on page 63


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## Configuring your meeting type

### About this task

System administrators can create many types of meetings, each with different settings. Each meeting type corresponds to a dial prefix.

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **User Settings**.
  - On mobile clients, tap **User Settings** to expand it, if it is not already expanded.
4. Select a new meeting type from the **Default Virtual Room:** menu.
5. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.


---

## Enabling requests to join locked meetings

### About this task

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

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
4. Select **Allow requests to join locked meetings**.
5. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

### Related links

[Accepting requests to join locked meetings](#) on page 29

[Locking meetings](#) on page 29

---

## Enabling a waiting room

### About this task


You can ensure that participants are placed 'on hold' until you join the meeting.



#### Note:

System administrators can restrict the editing of certain properties.

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.




3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
4. Select **Place participants in a 'waiting room' until the moderator joins**.
5. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

---

## Uploading your photo

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **User Settings**.
  - On mobile clients, tap **User Settings** to expand it, if it is not already expanded.
4. Click or tap **Upload New Photo** and browse to select a file.  
Unified Portal supports .jpg and .png files.
5. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

---

## Changing your default meeting room


### About this task

There are two ways to change your default meeting room. You can change your default meeting room using the **User Settings** or **Virtual Room** tabs. This task describes both methods.

### Before you begin

Your system administrator must set up more than one meeting room for you.


## Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. **(Optional)** Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **User Settings**.
  - On mobile clients, tap **User Settings** to expand it, if it is not already expanded.
4. **(Optional)** Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **Virtual Room**.
  - On mobile clients, scroll down and tap **Virtual Room**.
5. Do one of the following:
  - On **User Settings**, select a new meeting room from the **Default Virtual Room:** menu.
  - On **Virtual Room**, select a new meeting room from the **Virtual Room Number:** menu and select **Default Room**.
6. Do one of the following:
  - Click or tap **Apply** to save the changes.
  - Click or tap **OK** to save the changes and close the dialog.

---

## Changing your timezone

### Procedure

1. Sign in to Unified Portal.
2. Do one of the following:
  - On desktop clients, click **Settings**. **Settings** is located in the upper-left.
  - On mobile clients, tap  and then tap **Settings**.
3. Do one of the following:
  - On desktop clients, on the **Avaya Equinox™ Settings** dialog, click **User Settings**.
  - On mobile clients, tap **User Settings** to expand it, if it is not already expanded.
4. Select a new timezone from the **Time Zone:** menu.
5. Do one of the following:
  - Click or tap **Apply** to save the changes.

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

---

## Changing your display language

### About this task

Avaya Equinox Unified Portal is available in a number of languages, such as:

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

### Procedure

Change the display language that your browser uses.

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

---

## Saving your preferred microphone and camera settings

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


### About this task

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

#### **Note:**

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

## Procedure

- Do one of the following:
  - At the **Change how i join** alert message, click or tap **Change how i join**.
  - Click or tap .
- Use the menus to change the microphone, speaker, and camera settings.

## Related links

[Adjust video and audio menu descriptions](#) on page 22

## Adjust video and audio menu descriptions

Name	Description
Microphone panel	<ul style="list-style-type: none"> <li>Drag the slider to raise or lower the volume.</li> <li>Use the drop-down list to select a different device.</li> </ul>
Speaker panel	Drag the slider to raise or lower the volume.
Video panel	Use the drop-down list to select a different device.
Mute my mic when joining	Select to ensure that your microphone is muted when you join future meetings. Unified Portal saves your preference.
Block my camera when joining	Select to ensure that your camera is blocked when you join future meetings. Unified Portal saves your preference.

## Related links


[Switching to a different camera and microphone](#) on page 22

[Saving your preferred microphone and camera settings](#) on page 51

## Avaya Equinox™ Settings field descriptions

Panel	Field	Description
User Settings	Upload New Photo	Displays current photo.  Click or tap <b>Upload New Photo</b> and browse to select a file.  Unified Portal supports .jpg and .png files.

*Table continues...*

Panel	Field	Description
	<b>Time Zone:</b>	Displays the current time zone. You can manually update it by selecting from the drop down list.
	<b>Location:</b>	Displays the default location. Your system administrator may have configured multiple locations in order to ensure that Unified Portal hosts the meeting on the Multipoint Control Unit (MCU) resource closest to you. You can manually update it by selecting from the drop down list.
	<b>Default Virtual Room:</b>	Displays the <b>Meeting ID</b> associated with your default meeting room. Your system administrator may have configured multiple meeting rooms for you to use. You can manually update it by selecting from the drop down list.
<b>Virtual Room</b>  <b>Note:</b> Many fields are optional and your system administrator may not have configured them.	<b>Virtual Room Number:</b>	Displays the <b>Meeting ID</b> associated with your default meeting room. Your system administrator may have configured multiple meeting rooms for you to use. You can manually update it by selecting from the drop down list.
	<b>Virtual Room Name:</b>	Displays the name of your default meeting room. For example, <i>Patrick's room</i> . Your system administrator may have configured multiple meeting rooms for you to use.
	<b>Description:</b>	Displays a description of your default meeting room. For example, <i>Suitable for town hall meetings</i> .
	<b>Moderator PIN:</b>	<p>Type a numeric code to limit access to moderator features.</p> <p>During meetings, moderators can access a large number of conferencing features. For example, moderators can enable lecture mode or start recording. You can enable all participants to access moderator features or you can limit access to moderator features. To limit access to moderator features, you can associate a moderator PIN with your virtual room. Participants have to enter this moderator PIN to access moderator features. Moderators are sometimes called presenters.</p>
	<b>Protect meeting with a PIN:</b>	<p>Select to secure your meeting.</p> <p>You can secure your meeting by associating a PIN with it. Participants must know this PIN in order to access the meeting. You can associate</p>

*Table continues...*

Panel	Field	Description
		a permanent PIN with your virtual room or you can associate a one-time PIN with each meeting. This PIN is called an Access PIN.  The Access PIN is sometimes called the Meeting PIN.
	<b>Permanent PIN:</b>	Select to associate a permanent PIN with your virtual room.  Type a numeric code to add security to your meeting.
	<b>Use one-time PIN for each meeting</b>	Select to associate a one-time PIN with each meeting.
	<b>Default Room</b>	Displays a check mark if the properties on this dialog relate to your default meeting room.
	<b>Allow requests to join locked meetings</b>	Select to secure your meeting.  You can secure your meeting by locking it to prevent any further participants from joining it. In addition, you can configure Unified Portal to ignore any requests to join locked meetings.
	<b>Place participants in a 'waiting room' until the moderator joins</b>	Select to place participants on hold until a moderator enters the meeting.
	<b>Max Participants:</b>	Displays the number of telephone line resources allocated to this virtual meeting room.
	<b>Search Endpoints</b>	Begin to type the number of the room system or of the dedicated endpoint that you wish to associate with the virtual meeting room. Select an endpoint from the list of available endpoints.
<b>Local Settings</b>	<b>Reset to default</b>	Click or tap to revert to using the default conferencing client to attend meetings.
	<b>Enable &lt;client name&gt; on this PC</b>	If your system administrator has installed multiple conferencing clients, you may see a list of them. Select the one that you want to use. For example:  <ul style="list-style-type: none"> <li>• <b>Enable Avaya Equinox on this PC</b></li> <li>• <b>Enable Scopia Desktop Client on this PC</b></li> </ul>
<b>General Settings</b>	<b>User name:</b>	Displays the name associated with the Unified Portal account. Typically, this is your login name, screen name, nickname (or nick) or handle.
	<b>Email:</b>	Displays the email address associated with the Unified Portal account. Typically, this is your email address.

*Table continues...*

Panel	Field	Description
	<b>First Name:</b>	Displays the forename or given name associated with the Unified Portal account. Typically, this is your forename or given name.
	<b>Last Name:</b>	Displays the family name associated with the Unified Portal account. Typically, this is your family name.
	<b>Telephone (Office):</b>	Displays the telephone number associated with the Unified Portal account. Typically, this is your telephone number.
	<b>Maximum bandwidth allowed:</b>	Displays the maximum bandwidth allocated to the Unified Portal account.
	<b>Personal Endpoint:</b>	Indicates whether this is a personal endpoint or other device, such as a room system.
	<b>Allow streaming</b>	Indicates whether this Unified Portal account is configured to schedule events or broadcasts.
	<b>Allow recording</b>	Indicates whether this Unified Portal account is configured to record meetings.
	<b>Groups:</b>	Indicates whether this Unified Portal account belongs to any groups. For example, Sales and Marketing Department or Enterprise A.
	<b>Schedulable:</b>	Indicates whether this Unified Portal account is configured to schedule meetings. Some accounts are limited to on-demand usage.
	<b>Reservable:</b>	Indicates whether this Unified Portal account is configured to enable the user to book and allocate telephone lines or ports. If enabled, users can choose the number of telephone lines or ports to reserve with varying levels of screen resolution.  Full high definition requires the most bandwidth and equates to 1080p and lower. High definition requires a large allocation of bandwidth and is equal to 720p and lower. Standard definition requires the least bandwidth and is equal to 352p and lower.
<b>Client</b>	<b>Name</b>	Displays the name of any Unified Portal add-ins which are installed on the device.
	<b>Description</b>	Displays a description of any Unified Portal add-ins which are installed on the device.
	<b>Version</b>	Displays the version number of any Unified Portal add-ins which are installed on the device.

*Table continues...*

Panel	Field	Description
	<b>Type</b>	Displays the file type of any Unified Portal add-ins which are installed on the device.
<b>Change Password</b>	<b>Current Password:</b>	Type the current password associated with this virtual meeting room. Typically, this is your Unified Portal password.
	<b>New Password:</b>	Type a new password to update your sign-in details.
	<b>Repeat New Password:</b>	Type the new password a second time.

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



# Chapter 8: Recording meetings

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## Recording meetings

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

### Before you begin

You must be a moderator to perform this task.

### Procedure

1. Click or tap the **Moderator** button, for example, .
2. Click or tap **Start Recording**.
3. Type a description and click or tap **Start Recording**.

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

This is a toggle.

### Related links

[Recordings](#) on page 12


[Configuring access to moderator controls](#) on page 45

---

## Viewing the list of recorded meetings

### Procedure

Do one of the following:

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

---

## Viewing and editing the details of a recording

You can edit the details of your recordings. You cannot edit other user's recordings.

### Procedure

1. On the recording, do one of the following:
  - On desktop clients, click **...**.
  - On mobile clients, tap **⋮**.
2. Do one of the following:
  - On desktop clients, select **View Details** or **Edit Details**.
  - On mobile clients, tap **View Details** or **Edit Details**.
3. **(Optional)** Edit the recording details.
4. **(Optional)** Click or tap **Save**.

### Related links

[View Recording Details field descriptions](#) on page 58

[Downloading a recording](#) on page 62

[Verifying the integrity of a recording](#) on page 60

[View Recording Details field descriptions](#) on page 58

---

## View Recording Details field descriptions

### Main screen

Field	Description
<b>Enter a description</b>	Type the short description that appears in the <b>View Recording Details</b> screen (upon selecting the <b>View Details</b> button). You can also change the name of the recording which appears on the <b>Recordings + Events</b> tab.
<b>Add category</b>	Assign a category, using the list.
<b>Access PIN:</b>	Type the access PIN, to protect the recording by limiting access to it. You can use any combination of alphanumeric characters.
<b>Allow recording to be downloaded</b>	Select to enable users to save the file to their computer and clear it to prevent users from saving the file to their computer.
<b>Show publicly in portal</b>	Select to make the recording public and clear it to make it private. Even if a recording is private, users can still access it if they have the direct URL address of the recording.

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

### Recording info tab

Field	Description
Meeting ID:	The numeric identifier of the meeting.
Owner:	The name of the user who created the recording.
Date:	The creation date of the recording.
Checksum:	When Equinox Streaming and Recording creates a recording, it generates a checksum. When it transfers the recording between its various components, it validates this checksum to ensure that the file is not corrupted. If the validation fails, the transfer is invalidated and rescheduled.
Direct URL:	The hyperlink address of the meeting. You can click the share icon to copy the link to your clipboard or to create an email invitation.
Duration:	The length of the recording.
Size:	The size of the recording file.
Profile:	The resolution of the video.

### User Access tab

Field	Description
<p>This recording can be accessed* by...</p> <ul style="list-style-type: none"> <li>• Only me</li> <li>• Only the following users:</li> <li>• All authenticated users</li> <li>• All users (public)</li> </ul>	<p>Configure the availability of the recording:</p> <ul style="list-style-type: none"> <li>• To ensure that no one else can access the recording, select <b>Only me</b>.</li> <li>• To make the recording available to identified users, select <b>Only the following users:</b> and begin to type a username or email.</li> <li>• To make the recording available to all users who sign in to Unified Portal, select <b>All authenticated users</b>.</li> <li>• To make the recording available to all, select <b>All users (public)</b>.</li> </ul>

### Related links

[Viewing and editing the details of a recording](#) on page 58

[Securing recordings](#) on page 63

[Viewing and editing the details of a recording](#) on page 58

---

## Verifying the integrity of a recording

### About this task

You can only perform this task on desktop clients.

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

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

### Before you begin

- You must download a recording.
- You must be familiar with PowerShell scripting.

#### Tip:

If you are not familiar with PowerShell, contact your system administrator for assistance.

### Procedure

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

There are many free utilities that enable you to generate an MD5 checksum.

For example, if you are running PowerShell 4+, use the following syntax:

```
Get-FileHash <filepath> -Algorithm MD5
```

2. Make a note of the checksum.
3. On the recording, do one of the following:
  - On desktop clients, click **...**.
  - On mobile clients, tap **⋮**.
4. Do one of the following:
  - On desktop clients, select **View Details** or **Edit Details**.
  - On mobile clients, tap **View Details** or **Edit Details**.
5. Compare the checksum you generated with the checksum displayed on Unified Portal.

### Next steps

If the checksums do not match, it is likely that there are issues with the download. Download the file again.

### Related links

[Downloading a recording](#) on page 62

[Viewing and editing the details of a recording](#) on page 58

---

## Playing a recording

### Procedure

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

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

---

## Emailing recordings

### About this task

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

### Procedure

1. On the recording, do one of the following:
  - On desktop clients, click ....
  - On mobile clients, tap ⋮.
2. Do one of the following:
  - On desktop clients, select **Share by e-mail**.
  - On mobile clients, tap **Share by e-mail**.

Unified Portal creates an email with a direct link to the recording.

---

## Deleting recordings

### About this task

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

### Procedure

1. On the recording, do one of the following:
  - On desktop clients, click ....
  - On mobile clients, tap ⋮.
2. Do one of the following:
  - On desktop clients, select **Delete**.

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

Unified Portal deletes the recording.

---

## Downloading a recording


### About this task

You can only perform this task on desktop clients.

### Before you begin

The meeting owner must enable the download of the recording.

### Procedure

1. On the recording or broadcast, do one of the following:
  - On desktop clients, click the graphic.
  - On mobile clients, tap the graphic.
2. Click .

Unified Portal saves a copy of the recording to your **Downloads** folder.

### Related links

[Verifying the integrity of a recording](#) on page 60

[Viewing and editing the details of a recording](#) on page 58


---

## Sorting recordings

### About this task

You can only perform this task on desktop clients.

### Procedure

1. On the **Recordings + Events** screen, click  to view the recordings as a list.
2. Click any of the column headings to sort the list.

---

## Searching recordings

### Procedure

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

2. Type your search.
3. Hit **Enter**.

---

## Adding an image to a recording

You can edit the details of your recordings. You cannot edit other user's recordings.

### Procedure

1. On the recording, do one of the following:
  - On desktop clients, click **...**.
  - On mobile clients, tap **⋮**.
2. Do one of the following:
  - On desktop clients, select **Edit Details**.
  - On mobile clients, tap **Edit Details**.
3. Change the default thumbnail by clicking on it.

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

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

---

## Securing recordings

You can edit the details of your recordings. You cannot edit other user's recordings.

### About this task

You can secure your recording in a number of ways. You can:

- Add a mandatory PIN.
- Prevent users from downloading a copy of the recording.
- Hide the recording from the list of recordings.
- Limit access to recording.

### Procedure

1. On the recording, do one of the following:
  - On desktop clients, click **...**.
  - On mobile clients, tap **⋮**.

2. Do one of the following:
  - On desktop clients, select **Edit Details**.
  - On mobile clients, tap **Edit Details**.
3. On the main screen, configure the following fields, as required:

Field	Description
<b>Access PIN:</b>	Type the access PIN, to protect the recording by limiting access to it. You can use any combination of alphanumeric characters.
<b>Allow recording to be downloaded</b>	Select to enable users to save the file to their computer and clear it to prevent users from saving the file to their computer.
<b>Show publicly in portal</b>	Select to make the recording public and clear it to make it private. Even if a recording is private, users can still access it if they have the direct URL address of the recording.

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

Field	Description
<b>This recording can be accessed* by...</b> <ul style="list-style-type: none"> <li>• <b>Only me</b></li> <li>• <b>Only the following users:</b></li> <li>• <b>All authenticated users</b></li> <li>• <b>All users (public)</b></li> </ul>	Configure the availability of the recording: <ul style="list-style-type: none"> <li>• To ensure that no one else can access the recording, select <b>Only me</b>.</li> <li>• To make the recording available to identified users, select <b>Only the following users:</b> and begin to type a username or email.</li> <li>• To make the recording available to all users who sign in to Unified Portal, select <b>All authenticated users</b>.</li> <li>• To make the recording available to all, select <b>All users (public)</b>.</li> </ul>

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

#### Related links

[Security features](#) on page 10  
[Authenticated users](#) on page 13  
[Securing meetings](#) on page 46  
[View Recording Details field descriptions](#) on page 58



# Chapter 9: Sharing content

---

## About sharing

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

---

## Downloading the screen sharing extension

On your Mac or PC using the Google Chrome™ browser, you can attend meetings using a Web-based client that does not require any installation. This client is launched seamlessly from Unified Portal. Optionally, if you want to share your screen to other users, you can download an extension to your browser.

### Procedure


1. Navigate to <https://chrome.google.com/webstore/detail/avaya-screen-sharing/ekmpmkmabbkjmceejhcdeckofhmbnoen>.
2. Click or tap **Add to Chrome**.
3. Restart your browser.

---

## Sharing your full screen

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

### Procedure

1. Click or tap the **Share your screen or an application** button, for example, .
2. Click or tap **Sharing Full Screen**.

3. **(Optional)** If another participant is currently presenting, select **Yes** in the confirmation message.
4. On the **Share your screen** dialog, click or tap **Share**.
5. When you no longer want to share, click or tap **Stop sharing**.

### Result


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

---

## Sharing an application

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

### Procedure

1. Click or tap the **Share your screen or an application** button, for example, .
2. Click or tap **Application**.
3. **(Optional)** If another participant is currently presenting, select **Yes** in the confirmation message.
4. On the **Share your screen** dialog, select an application window and click or tap **Share**.
5. When you no longer want to share, click or tap **Stop sharing**.

### Result


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

---

## Working with a whiteboard

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

### Procedure

1. Click or tap the **Share your screen or an application** button, for example, .
2. Click or tap **Whiteboard**.

3. Use the whiteboard tools to illustrate your point.
4. Click or tap **Stop whiteboard**.

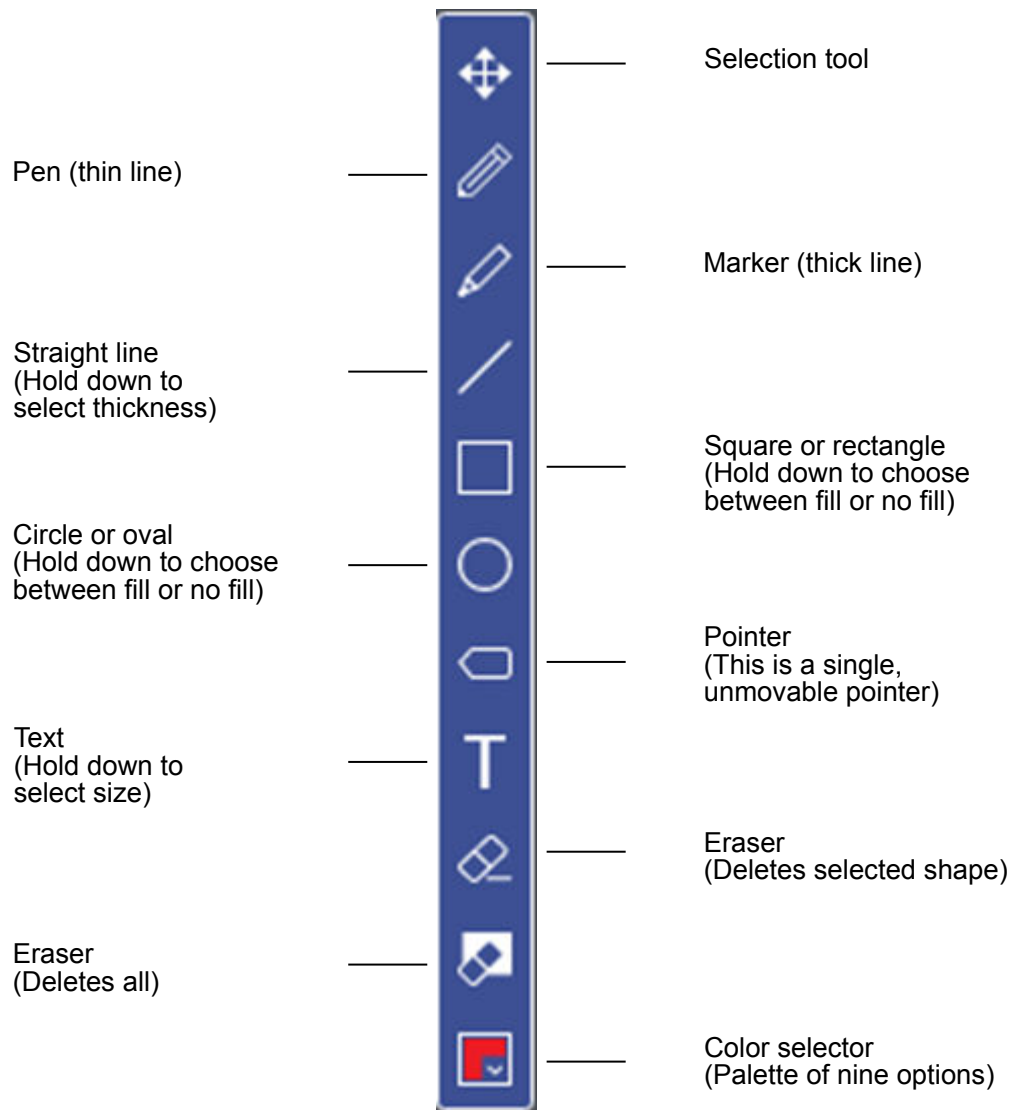
**Result**

Unified Portal moves the video window to the left of the screen, above the roster.

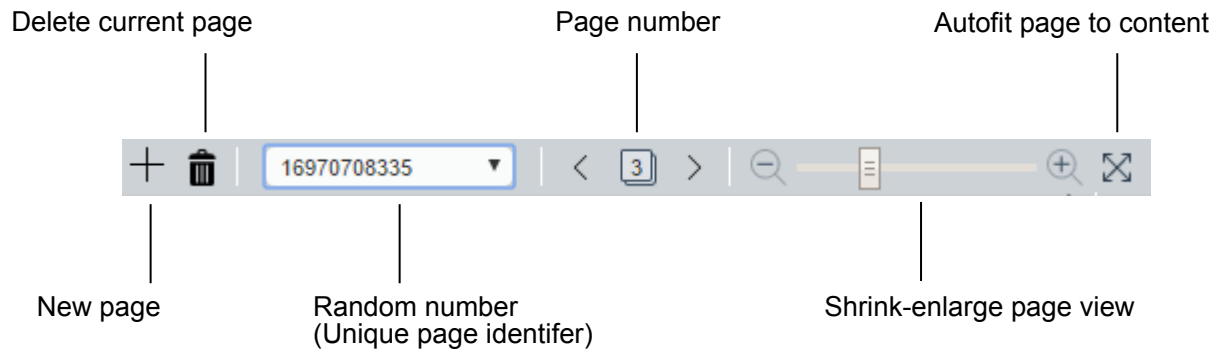
---

## Whiteboard tools

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



**Figure 3: Drawing toolbar**



**Figure 4: Whiteboard toolbar**

# Chapter 10: Troubleshooting Unified Portal

---

## My window and field names are different

### Condition

My Avaya Equinox Unified Portal window and field names are different than those that appear in this guide.

### Cause

Unified Portal can be customized by your system administrator. For example, your system administrator can change the window and field names or add a different company logo. If your Unified Portal graphic user interface (GUI) is different than that which is described in this guide, it is likely that your system administrator has applied specific customization and branding settings.

# Chapter 11: Resources

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## Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Implementing		
<i>Deploying Avaya Equinox Solution</i>	Plan for and deploy Avaya Equinox Solution	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Equinox H.323 Edge</i>	Plan for and deploy Avaya Equinox H.323 Edge	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Scopia® XT Series</i>	Plan for and deploy Avaya Scopia® XT Series	Partners, Services, and Support personnel
<i>Deployment Guide for XT Telepresence</i>	Plan for and deploy XT Telepresence	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Video Collaboration Solution for IP Office</i>	Plan for and deploy Avaya Video Collaboration Solution for IP Office	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Equinox Add-in for IBM Lotus Notes</i>	Plan for and deploy Avaya Equinox Add-in for IBM Lotus Notes	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Scopia® Video Gateway for Microsoft Lync</i>	Plan for and deploy Avaya Scopia® Video Gateway for Microsoft Lync	Partners, Services, and Support personnel
<i>OCS Deployment Guide for Avaya Scopia® Video Gateway for Microsoft Lync</i>	Plan for and deploy Avaya Scopia® Video Gateway for Microsoft Lync	Partners, Services, and Support personnel
<i>Deployment Guide for Avaya Scopia XT Desktop Server for IP Office</i>	Plan for and deploy Avaya Scopia XT Desktop Server for IP Office	Partners, Services, and Support personnel

*Table continues...*

<b>Title</b>	<b>Use this document to:</b>	<b>Audience</b>
<i>Deployment Guide for Avaya Scopia XT Desktop Server</i>	Plan for and deploy Avaya Scopia XT Desktop Server	Partners, Services, and Support personnel
<i>Avaya Equinox Solution Guide for Small to Medium (SMB) Enterprises</i>	Plan for and deploy Avaya Equinox Solution for small and medium enterprises	Partners, Services, and Support personnel
<i>Avaya Equinox Solution Guide for Medium to Large Enterprises</i>	Plan for and deploy Avaya Equinox Solution for medium and large enterprises	Partners, Services, and Support personnel
<i>Avaya Equinox Solution Guide for Large Enterprises and Service Providers</i>	Plan for and deploy Avaya Equinox Solution for large enterprises and service providers	Partners, Services, and Support personnel
<i>Installation Notes — Discovering the IP address of the XT Server</i>	Install XT Server	Partners, Services, and Support personnel
<i>Installation Guide for Avaya Scopia XT Desktop Server</i>	Install Avaya Scopia XT Desktop Server	Partners, Services, and Support personnel
<i>Installation Guide for Avaya Scopia Desktop Server for Avaya Aura® Power Suite</i>	Install Avaya Scopia Desktop Server for Avaya Aura® Power Suite	Partners, Services, and Support personnel
<i>Installation Guide for Kerberos in Avaya Equinox Management</i>	Install Kerberos in Avaya Equinox Management	Partners, Services, and Support personnel
<i>Rack Mounting Guide for Avaya Scopia® Elite 6000 MCU</i>	Install the Avaya Scopia® Elite 6000 MCU hardware	Partners, Services, and Support personnel
<b>Administering</b>		
<i>Administrator Guide for Avaya Scopia® Elite 6000 MCU</i>	Perform administration tasks for Avaya Scopia® Elite 6000 MCU	System administrators
<i>Administrator Guide for Avaya Scopia® Elite 6000 MCU for Avaya Aura® Power Suite</i>	Perform administration tasks for Avaya Scopia® Elite 6000 MCU for Avaya Aura® Power Suite	System administrators
<i>Administering Avaya Equinox Media Server</i>	Perform administration tasks for Avaya Equinox Media Server	System administrators
<i>Administrator Guide for Avaya Equinox Management</i>	Perform administration tasks for Avaya Equinox Management	System administrators
<i>Administrator Guide for Avaya Equinox Application Server for Avaya Aura® Power Suite</i>	Perform administration tasks for Avaya Equinox Application Server for Avaya Aura® Power Suite	System administrators
<i>Administrator Guide for Avaya Equinox Streaming and Recording Server</i>	Perform administration tasks for Avaya Equinox Streaming and Recording Server	System administrators

Table continues...



<b>Title</b>	<b>Use this document to:</b>	<b>Audience</b>
<i>Administrator Guide for Avaya Scopia Desktop Server</i>	Perform administration tasks for Avaya Scopia Desktop Server	System administrators
<i>Administrator Guide for Avaya Scopia Desktop Server for Avaya Aura® Power Suite</i>	Perform administration tasks for Avaya Scopia Desktop Server for Avaya Aura® Power Suite	System administrators
<i>Quick Setup Guide for Avaya Scopia® XT5000 Codec Only</i>	Perform administration tasks for the Avaya Scopia® XT5000 codec	System administrators
<i>Avaya Scopia® XT5000 Codec Only</i>	Perform administration tasks for the Avaya Scopia® XT5000 codec	System administrators
<i>Avaya Scopia® XT Executive 240</i>	Perform administration tasks for Avaya Scopia® XT Executive 240	System administrators
<i>Avaya Scopia® XT5000 Server for IP Office</i>	Perform administration tasks for Avaya Scopia® XT5000 Server for IP Office	System administrators
<i>Avaya Scopia® XT Premium 3–way Microphone Pod</i>	Perform administration tasks for Avaya Scopia® XT Premium 3–way Microphone Pod	System administrators
<i>Avaya Scopia® XT4300</i>	Perform administration tasks for Avaya Scopia® XT4300	System administrators
<i>Avaya Scopia® XT4300 Codec Only</i>	Perform administration tasks for the Avaya Scopia® XT4300 codec	System administrators
<i>Avaya Scopia® XT7100 Codec Only</i>	Perform administration tasks for the Avaya Scopia® XT7100 codec	System administrators
<i>Avaya Scopia® XT Deluxe Camera</i>	Perform administration tasks for Avaya Scopia® XT Deluxe Camera	System administrators
<i>Avaya Scopia® XT Flex Camera</i>	Perform administration tasks for Avaya Scopia® XT Flex Camera	System administrators
<i>Quick Tips for Avaya Scopia® XT Series</i>	Perform administration tasks for Avaya Scopia® XT Series	System administrators
<b>Supporting</b>		
<i>Reference Guide for Avaya Equinox Management XML API</i>	Understand how to perform administration tasks on Avaya Equinox Management	System administrators, Customers, Partners, Services, and Support personnel
<i>SAMPLE Reference Guide for Avaya Equinox Management XML API</i>	Understand how to perform administration tasks on Avaya Equinox Management	System administrators, Customers, Partners, Services, and Support personnel
<i>Reference Guide for Avaya Equinox Management SNMP Traps</i>	Understand how to configure Avaya Equinox Management to send information to a	System administrators, Customers, Partners,

Table continues...

Title	Use this document to:	Audience
	remote SNMP management client of its operational status	Services, and Support personnel
<i>Reference Guide for Avaya Equinox Management CDR Files</i>	Understand how to perform administration tasks on Avaya Equinox Management	System administrators, Customers, Partners, Services, and Support personnel
<i>Reference Guide for Port Security for Avaya Equinox Solution</i>	Understand how to perform the administration tasks on Avaya Equinox Solution	System administrators, Customers, Partners, Services, and Support personnel
<i>Purchasing Guide for AvayaLive™ Video</i>	Understand how to purchase AvayaLive™ Video	System administrators, Customers, Partners, Services, and Support personnel
Using		
<i>Using Avaya Equinox Unified Portal</i>	Understand the features of and use Avaya Equinox Unified Portal	Customers
<i>User Guide for Avaya Scopia® Elite 6000 MCU</i>	Understand the features of and use Avaya Scopia® Elite 6000 MCU	Customers
<i>Using Avaya Equinox Media Server</i>	Understand the features of and use Avaya Equinox Media Server	Customers
<i>User Guide for Avaya Equinox H.323 Edge Client</i>	Understand the features of and use Avaya Equinox H.323 Edge Client	Customers
<i>User Guide for Avaya Scopia® XT Series</i>	Understand the features of and use Avaya Scopia® XT Series	Customers
<i>User Guide for Avaya Equinox Management</i>	Understand the features of and use Avaya Equinox Management	Customers
<i>User Guide for Avaya Equinox Add-in for IBM Lotus Notes</i>	Understand the features of and use Avaya Equinox Add-in for IBM Lotus Notes	Customers
<i>User Guide for Avaya Equinox Add-in for Microsoft Outlook</i>	Understand the features of and use Avaya Equinox Add-in for Microsoft Outlook	Customers
<i>User Guide for Avaya Equinox Add-in for Microsoft Outlook for Avaya Aura® Power Suite</i>	Understand the features of and use Avaya Equinox Add-in for Microsoft Outlook for Avaya Aura® Power Suite	Customers
<i>User Guide for Avaya Scopia® Video Gateway for Microsoft Lync</i>	Understand the features of and use Avaya Scopia® Video Gateway for Microsoft Lync	Customers
<i>User Guide for Avaya Scopia® XT Desktop Client</i>	Understand the features of and use Avaya Scopia® XT Desktop Client	Customers

Table continues...

Title	Use this document to:	Audience
<i>User Guide for Avaya Scopia Mobile</i>	Understand the features of and use Avaya Scopia Mobile	Customers
<i>User Guide for Avaya Scopia® Control</i>	Understand the features of and use Avaya Scopia® Control	Customers

## Finding documents on the Avaya Support website

### Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

## Training

The following courses are available on the Avaya Learning website at <http://www.avaya-learning.com>. After logging in to the website, enter the course code or the course title in the **Search** field and press **Enter** or click > to search for the course.

Course code	Course title
Avaya Equinox administration training course	
2038W	Avaya Equinox Administration
Avaya Equinox Team Engagement solution courses	
3140W	Avaya Equinox Solutions Overview
3170W	Avaya Equinox Solutions Customer Field Study
3171T	APDS Avaya Enterprise Team Engagement Solutions Online Test
Avaya Equinox Over The Top solution courses	
3281W	Avaya Video Conferencing Solutions Overview

Table continues...

Course code	Course title
3283W	Avaya Video Conferencing Solutions Customer Field Study
3271T	APDS Avaya Video Conferencing Solutions Online Test
Avaya Equinox Sales course	
3140WD02	Designing Avaya Equinox Clients & Breeze Client SDK Sales Readiness Quiz
3140WD03	Avaya Equinox Sales Readiness — Design Delta Training

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## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

# Index

## A

Android .....	<a href="#">14</a>
annotating .....	<a href="#">65</a>
annotation .....	<a href="#">66</a>
announce .....	<a href="#">23</a>
applications .....	<a href="#">17</a>
avaya_web_collaboration.msi .....	<a href="#">17</a>
cliinstmgr.pkg .....	<a href="#">17</a>
collab.pkg .....	<a href="#">17</a>
Conference Client .....	<a href="#">17</a>
scopia_ola.exe .....	<a href="#">17</a>
application sharing .....	<a href="#">26</a> , <a href="#">66</a>
ask .....	<a href="#">23</a>
ask a question .....	<a href="#">23</a>
attending a meeting .....	<a href="#">18</a> , <a href="#">21</a>
attention .....	<a href="#">23</a>
authenticated users .....	<a href="#">13</a>

## B

bandwidth issues .....	<a href="#">23</a>
blocking video .....	<a href="#">32</a>
Block Video .....	<a href="#">34</a>
branding .....	<a href="#">70</a>
broadcast .....	<a href="#">27</a> , <a href="#">42</a>
broadcasts .....	<a href="#">12</a> , <a href="#">57</a>
browsers .....	<a href="#">14</a>
buttons	
About .....	<a href="#">19</a> , <a href="#">20</a>
Apply .....	<a href="#">52</a>
Call me back at .....	<a href="#">20</a>
Cancel .....	<a href="#">52</a>
Forgot password? .....	<a href="#">16</a>
Join .....	<a href="#">19</a> , <a href="#">20</a>
New Meeting .....	<a href="#">42</a>
OK .....	<a href="#">52</a>
Settings .....	<a href="#">19</a>
Sign in .....	<a href="#">16</a>
Virtual Room .....	<a href="#">42</a>

## C

calendar .....	<a href="#">36</a>
camera .....	<a href="#">21</a> , <a href="#">22</a> , <a href="#">51</a> , <a href="#">52</a>
cancelling meetings .....	<a href="#">43</a>
change the view .....	<a href="#">24</a> , <a href="#">25</a>
changing meetings .....	<a href="#">43</a>
chat .....	<a href="#">23</a>
checksum .....	<a href="#">60</a>
closing meetings .....	<a href="#">33</a>
collaboration .....	<a href="#">26</a>
communications .....	<a href="#">44</a>

conference passcode .....	<a href="#">10</a>
Control Camera .....	<a href="#">34</a>
conversation .....	<a href="#">23</a>
creating recordings .....	<a href="#">57</a>
credentials .....	<a href="#">16</a>
current meeting .....	<a href="#">30</a>
customization .....	<a href="#">70</a>

## D

default .....	<a href="#">49</a>
default meeting .....	<a href="#">47</a>
deleting meetings .....	<a href="#">43</a>
deleting recordings .....	<a href="#">61</a>
desktop .....	<a href="#">8</a>
dial prefix .....	<a href="#">47</a>
disconnecting .....	<a href="#">32</a>
display video .....	<a href="#">24</a> , <a href="#">25</a>
document changes .....	<a href="#">9</a>
downloading recordings .....	<a href="#">62</a>

## E

editing meetings .....	<a href="#">43</a>
edit recording .....	<a href="#">58</a>
email .....	<a href="#">18</a> , <a href="#">44</a> , <a href="#">61</a>
ending meetings .....	<a href="#">33</a>
event .....	<a href="#">27</a> , <a href="#">42</a>
events .....	<a href="#">12</a> , <a href="#">57</a>
extension .....	<a href="#">65</a>

## F

feed .....	<a href="#">21–23</a> , <a href="#">51</a>
fields	
Access PIN .....	<a href="#">11</a>
Add category .....	<a href="#">58</a>
Add new participant .....	<a href="#">30</a> , <a href="#">34</a>
All authenticated users .....	<a href="#">58</a>
Allow Requests to join locked .....	<a href="#">48</a> , <a href="#">52</a>
All recording to be downloaded .....	<a href="#">58</a>
All users (public) .....	<a href="#">58</a>
Auto-Dial .....	<a href="#">37</a>
Block Video .....	<a href="#">32</a> , <a href="#">34</a>
Broadcast this meeting .....	<a href="#">37</a>
Checksum .....	<a href="#">58</a>
Client .....	<a href="#">52</a>
Close .....	<a href="#">37</a>
Control Camera .....	<a href="#">34</a>
Default Room .....	<a href="#">52</a>
Description .....	<a href="#">52</a>
Direct URL .....	<a href="#">58</a>

fields ( <i>continued</i> )		finding ( <i>continued</i> )	
Disconnect .....	<a href="#">32</a> , <a href="#">34</a>	meeting .....	<a href="#">44</a>
Display Name .....	<a href="#">24</a>	recording .....	<a href="#">62</a>
Duration .....	<a href="#">37</a>	finishing meetings .....	<a href="#">33</a>
Enable self-See .....	<a href="#">24</a>	full screen .....	<a href="#">65</a>
Full High Definition .....	<a href="#">37</a>		
General Settings .....	<a href="#">52</a>	<b>G</b>	
Grant Request .....	<a href="#">34</a>	Google Chrome .....	<a href="#">14</a> , <a href="#">65</a>
High Definition .....	<a href="#">37</a>	Grant Request .....	<a href="#">34</a>
Keep me signed in .....	<a href="#">16</a>		
Local Settings .....	<a href="#">52</a>	<b>H</b>	
Location .....	<a href="#">37</a>	hang-up .....	<a href="#">27</a>
Lock Down Meeting .....	<a href="#">29</a> , <a href="#">34</a>	hide video .....	<a href="#">24</a>
Max Participants .....	<a href="#">52</a>		
Meeting Host .....	<a href="#">37</a>	<b>I</b>	
Meeting ID .....	<a href="#">20</a> , <a href="#">42</a> , <a href="#">58</a>	image .....	<a href="#">63</a>
Meeting options .....	<a href="#">20</a>	InSite Knowledge Base .....	<a href="#">76</a>
Meeting PIN .....	<a href="#">10</a> , <a href="#">37</a>	installation .....	<a href="#">17</a>
Meeting Type .....	<a href="#">42</a>	introduction .....	<a href="#">9</a>
Moderator PIN .....	<a href="#">12</a> , <a href="#">37</a> , <a href="#">52</a>	iOS .....	<a href="#">14</a>
Mute .....	<a href="#">31</a> , <a href="#">34</a>		
Mute All Participants .....	<a href="#">31</a>	<b>J</b>	
Only me .....	<a href="#">58</a>	joining a meeting .....	<a href="#">18</a> , <a href="#">21</a>
Only the following users .....	<a href="#">58</a>	jpg .....	<a href="#">63</a>
On Master MCU .....	<a href="#">37</a>		
Open Keypad .....	<a href="#">34</a>	<b>L</b>	
Owner .....	<a href="#">58</a>	language .....	<a href="#">51</a>
password .....	<a href="#">16</a>	languages .....	<a href="#">14</a>
Pause Video .....	<a href="#">24</a>	layout .....	<a href="#">24</a> , <a href="#">25</a>
Permanent PIN .....	<a href="#">52</a>	leave .....	<a href="#">27</a>
Place participants in... ..	<a href="#">37</a>	lecture .....	<a href="#">31</a> , <a href="#">65</a>
Place participants in a waiting room .....	<a href="#">52</a>	link .....	<a href="#">18</a> , <a href="#">61</a>
Profile .....	<a href="#">58</a>	locale .....	<a href="#">14</a> , <a href="#">51</a>
Protect meeting with a PIN .....	<a href="#">52</a>	lock .....	<a href="#">48</a>
Record this meeting .....	<a href="#">37</a>	Lock Down Meeting .....	<a href="#">34</a>
Search Endpoints .....	<a href="#">52</a>	locked meetings .....	<a href="#">29</a>
Send .....	<a href="#">37</a>	locking .....	<a href="#">29</a>
Set Lecturer .....	<a href="#">31</a> , <a href="#">34</a>	logging in .....	<a href="#">15</a>
Show publicly in portal .....	<a href="#">58</a>	login details .....	<a href="#">16</a>
Standard Definition .....	<a href="#">37</a>		
Start Recording .....	<a href="#">34</a>	<b>M</b>	
Start Time .....	<a href="#">37</a>	meeting	
Subject .....	<a href="#">37</a>	finding .....	<a href="#">44</a>
Terminate .....	<a href="#">33</a>	meeting room .....	<a href="#">49</a>
Terminate after all participants .....	<a href="#">37</a>	meetings	
Terminate at scheduled time .....	<a href="#">37</a>	leaving .....	<a href="#">27</a>
Terminate Meeting .....	<a href="#">34</a>	unlocking .....	<a href="#">29</a>
timezone .....	<a href="#">50</a>	meeting types .....	<a href="#">47</a>
To .....	<a href="#">37</a>	message .....	<a href="#">23</a>
Use one-time PIN .....	<a href="#">52</a>	microphone .....	<a href="#">21</a> , <a href="#">22</a> , <a href="#">51</a> , <a href="#">52</a>
user name .....	<a href="#">16</a>		
User Settings .....	<a href="#">52</a>		
Virtual Room .....	<a href="#">52</a>		
Virtual Room Name .....	<a href="#">45</a> , <a href="#">52</a>		
Virtual Room Number .....	<a href="#">52</a>		
Your Name .....	<a href="#">20</a>		
finding			

Microsoft Internet Explorer .....	<a href="#">14</a>
Microsoft Outlook .....	<a href="#">17, 44</a>
mobile .....	<a href="#">8</a>
moderating	
adding participants .....	<a href="#">30</a>
allowing entry .....	<a href="#">29</a>
blocking video .....	<a href="#">32</a>
disconnecting .....	<a href="#">32</a>
lecture .....	<a href="#">31</a>
locking .....	<a href="#">29</a>
muting .....	<a href="#">31</a>
recording meetings .....	<a href="#">57</a>
terminating .....	<a href="#">33</a>
moderator PIN .....	<a href="#">45</a>
Moderator PIN .....	<a href="#">12</a>
moderators .....	<a href="#">13</a>
mp4 .....	<a href="#">62</a>
mute .....	<a href="#">21, 22, 51</a>
muting .....	<a href="#">31</a>
my account .....	<a href="#">15</a>

## N

new broadcast .....	<a href="#">42</a>
new in this release .....	<a href="#">9</a>
new meetings .....	<a href="#">36</a>

## O

on hold .....	<a href="#">48</a>
---------------	--------------------

## P

participants .....	<a href="#">13, 30</a>
passcode .....	<a href="#">10</a>
password .....	<a href="#">16</a>
pause .....	<a href="#">23</a>
photo .....	<a href="#">49</a>
picture .....	<a href="#">21–23, 51</a>
picture in picture .....	<a href="#">24, 25</a>
PIN .....	<a href="#">10, 46</a>
meetings .....	<a href="#">46</a>
recordings .....	<a href="#">63</a>
playback .....	<a href="#">61</a>
plug-ins .....	<a href="#">17</a>
preferences .....	<a href="#">22, 52</a>
presentation only .....	<a href="#">24</a>
programs .....	<a href="#">58</a>
protecting	
meetings .....	<a href="#">46</a>
recordings .....	<a href="#">63</a>
public users .....	<a href="#">13</a>

## Q

Q&A .....	<a href="#">23</a>
-----------	--------------------

question .....	<a href="#">23</a>
----------------	--------------------

## R

raise hand .....	<a href="#">23</a>
recordings .....	<a href="#">57, 58, 60</a>
creating .....	<a href="#">57</a>
downloading .....	<a href="#">62</a>
introduction .....	<a href="#">12</a>
playing .....	<a href="#">61</a>
searching .....	<a href="#">62</a>
securing .....	<a href="#">63</a>
sorting .....	<a href="#">62</a>
red phone .....	<a href="#">27</a>
related documentation .....	<a href="#">71</a>
removing meetings .....	<a href="#">43</a>
removing participants .....	<a href="#">32</a>
removing recordings .....	<a href="#">61</a>

## S

schedule .....	<a href="#">21, 36</a>
screen layout .....	<a href="#">24, 25</a>
searching	
recordings .....	<a href="#">62</a>
schedule .....	<a href="#">44</a>
securing .....	<a href="#">29</a>
meetings .....	<a href="#">46</a>
recordings .....	<a href="#">63</a>
security .....	<a href="#">10, 60</a>
sharing .....	<a href="#">65</a>
application .....	<a href="#">66</a>
full screen .....	<a href="#">65</a>
introduction .....	<a href="#">65</a>
recordings .....	<a href="#">61</a>
whiteboard .....	<a href="#">66</a>
signing in .....	<a href="#">15</a>
silence .....	<a href="#">21, 22, 51</a>
silencing .....	<a href="#">31</a>
sorting .....	<a href="#">62</a>
speaker .....	<a href="#">22, 52</a>
speakers .....	<a href="#">21, 22, 51</a>
start here .....	<a href="#">9</a>
support .....	<a href="#">76</a>

## T

tabs	
Meet Now .....	<a href="#">19, 20</a>
Recordings + Events .....	<a href="#">19, 20, 57, 58, 60</a>
Schedule .....	<a href="#">19, 21, 36</a>
teaching .....	<a href="#">31</a>
terminate .....	<a href="#">33</a>
thumbnail .....	<a href="#">63</a>
timetable .....	<a href="#">36</a>
timezone .....	<a href="#">50</a>

## Index

training ..... [75](#)

## U

unlocking meetings ..... [29](#)

upcoming meetings ..... [36](#)

updating meetings ..... [43](#)

upload

    profile ..... [49](#)

users

    authenticated ..... [13](#)

    moderators ..... [13](#)

    participants ..... [13](#)

    public ..... [13](#)

## V

video ..... [21–23](#), [32](#), [51](#), [52](#)

virtual meeting room ..... [49](#)

voice ..... [21](#), [22](#), [51](#)

volume ..... [21](#), [22](#), [51](#)

## W

waiting room ..... [48](#)

webcasts ..... [12](#)

whiteboard ..... [67](#)

windows ..... [24](#), [25](#)