



# **Installing and Administering Avaya Collaboration Unit CU360**

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#### Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to the Avaya CU360 device might cause interference.

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#### Industry Canada (IC) Statements

##### RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

#### Industry Canada (IC) Statements

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### Japan Statements

##### Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

#### Denar Power Cord Statement



##### Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above

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##### 警告

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#### México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

#### Class A warning statement for Taiwan EMC certificate



##### Warning:

This is Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

警告使用者：

此為甲類資訊技術設備，於居住的環境中使用時，可能會造成射頻擾動，在此種情況下，使用者會被要求採取某些適當的對策。

#### U.S. Federal Communications Commission (FCC) Statements

##### Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

##### Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### *Radiation Exposure Statement*

#### **EU Countries**

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU, Radio Equipment Directive 2014/53/EU (RED), and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc. 2605 Meridian Parkway, Suite 200, Durham, NC 27713 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

#### **Brazil Statement**

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

#### **General Safety Warning**

- Use only the Avaya-approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - For Accessory Power Supply: Use Only Limited Power Supply ADS-25GSP Output 5Vdc, and products that conform to Radio Equipment Directive, EU directive 2014/53/EU.
- Do not push objects into holes and ventilation slots of the device.
- Do not place a naked flame source, such as lighted candles, on or near the device.
- Do not intentionally hit the device or place heavy or sharp objects on the device.
- Do not attempt to repair the device yourself. Always use a qualified service agent to perform adjustments and repairs.
- Keep the device away from benzene, diluents, and other chemicals.

#### **Avertissement de sécurité général**

- Utilisez uniquement les alimentations par source à puissance limitée approuvées par Avaya et spécifiées pour ce produit.
- Assurez-vous de prendre les précautions suivantes:
  - N'utilisez pas l'appareil à proximité d'une source d'eau.
  - N'utilisez pas l'appareil en cas d'orage.
  - En cas de fuite de gaz, éloignez-vous avant de la signaler.
  - Pour l'alimentation électrique d'un auxiliaire : utilisez uniquement une alimentation à puissance limitée EDAC

EA1019AVRS sortie 5Vdc, 3A, et des produits conformes à la directive relative aux équipements radioélectriques, directive UE 2014/53/UE.

- N'enfoncez pas d'objets dans les trous et les orifices de ventilation de l'appareil.
- Ne placez pas sur l'appareil ou à proximité de ce dernier une flamme libre, telle que des bougies allumées.
- Ne heurtez pas intentionnellement l'appareil et ne placez pas d'objets lourds ou pointus sur celui-ci.
- Ne tentez pas de réparer vous-même l'appareil. Utilisez toujours un prestataire de services qualifié pour effectuer les réglages et les réparations.
- Conservez l'appareil loin de sources de benzène, de diluants et d'autres produits chimiques.

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# Contents

<b>Chapter 1: Introduction</b> .....	13
Purpose.....	13
Change history.....	13
<b>Chapter 2: Avaya CU360 overview</b> .....	14
Avaya CU360 interfaces.....	15
Avaya CU360 remote control unit.....	16
Avaya CU360 camera and LED indicators.....	19
Avaya CU360 optimum room setup.....	21
Google Play Store™.....	22
Microsoft Exchange calendar integration.....	22
Avaya Spaces integration.....	23
Supported web browsers.....	24
Supported resolutions.....	25
Third-party applications in Avaya CU360.....	25
Avaya CU360 Wi-Fi Display.....	27
Pexip Provisioning.....	27
Avaya CU360 pre-installed applications.....	29
Avaya CU360 supports additional monitor.....	29
Avaya CU360 calendar with modern authentication (OAuth).....	29
Avaya USB AV bar.....	30
Avaya IP camera.....	30
Avaya CU360 supports Avaya Room Camera RC100.....	31
Avaya CU360 supports Avaya Tracking Camera TC220.....	31
Avaya CU360 camera automatic tracking.....	32
Avaya CU360 camera automatic framing.....	33
<b>Chapter 3: Initial setup and connectivity</b> .....	34
Checklist for setting up Avaya CU360.....	34
Connecting Avaya CU360.....	34
Switching Avaya CU360 on or off.....	35
Pairing the remote control unit with Avaya CU360.....	36
Logging in to the Avaya CU360 web interface.....	36
Configuration of Avaya CU360 basic settings.....	37
Configuring Avaya CU360 for USB AV bar mode using quick setup.....	38
Configuring Avaya CU360 for Avaya Spaces as a room device.....	39
Configuring Avaya CU360 for Avaya Spaces as a personal device.....	40
Configuring Avaya CU360 for Avaya Cloud Office™.....	41
Installing Google Play Store™ from the Avaya CU360 quick setup.....	42
Configuring Avaya CU360 automatically for Avaya Meetings Server.....	43
Configuring Avaya CU360 automatically for Avaya Meetings Server using the quick setup....	44

Configuring Avaya CU360 automatically.....	45
Configuring Avaya CU360 automatically using the quick setup.....	46
Configuring Avaya CU360 automatically for device enrollment services.....	46
Configuring Avaya CU360 automatically for device enrollment services using the quick setup.....	48
Viewing the Avaya CU360 endpoint serial number for the Pexip subscription.....	49
Configuring Avaya CU360 automatically for Pexip meetings.....	49
Configuring Avaya CU360 automatically for Pexip meetings using the quick setup.....	50
Activating the Pexip provisioning for Avaya CU360.....	51
Verifying the Avaya CU360 status for Pexip.....	51
Enabling the automatic synchronization in Avaya CU360.....	52
Configuring Avaya CU360 manually.....	52
Configuring Avaya CU360 manually using the quick setup.....	54
Quick Setup field descriptions.....	56
Setting up Avaya Cloud Office™ as the default application for Avaya CU360.....	58
Pairing the controller with the Avaya Cloud Office™ rooms using controller application .....	59
Installing third-party applications from Google Play Store™ in Avaya CU360.....	60
<b>Chapter 4: Initial administration.....</b>	<b>61</b>
Configuring call answering preferences in Avaya CU360.....	61
Calling field descriptions.....	62
Enabling the Avaya CU360 advanced settings.....	62
Configuring the Avaya CU360 advanced calling options.....	63
Advanced Calling Options field descriptions.....	64
Configuring Avaya CU360 to automatically share content.....	64
Disabling the Avaya CU360 video.....	65
Configuring meeting recording in Avaya CU360.....	65
General field descriptions.....	67
Configuring the Avaya CU360 screen saver.....	70
Configuring Avaya CU360 to verify before disconnecting calls.....	71
Configuring LAN connectivity for Avaya CU360.....	71
Configuring an H.323 gatekeeper for Avaya CU360.....	72
Configuring Wi-Fi network connectivity from the Avaya CU360 endpoint.....	73
Configuring Wi-Fi network connectivity from the Avaya CU360 web interface.....	73
Configuring Bluetooth connectivity in Avaya CU360.....	74
Installing Google Play Store™ from the Avaya CU360 wizard.....	75
Configuring Google Play Store™ in Avaya CU360.....	76
Installing third-party applications from Google Play Store™ in Avaya CU360.....	78
Configuration of Microsoft Exchange calendar.....	78
Configuring a Microsoft Exchange calendar in Avaya CU360.....	78
Calendar field descriptions.....	79
Mapping FQDNs with Microsoft Exchange calendar meetings.....	80
New FQDN field descriptions.....	80
Avaya CU360 security.....	81

Configuring PIN protection for Avaya CU360 settings.....	81
Preventing calls to Avaya CU360 from invalid numbers.....	82
Restricting access to Avaya CU360 features.....	83
Restricting installation of third-party applications to select users on Avaya CU360.....	83
Configuring Avaya CU360 for port-based network authentication.....	84
Configuring Avaya CU360 for VLAN tagging.....	85
Connecting Avaya AV Grabber to Avaya CU360.....	86
Connecting Avaya B109 Conference Phone to Avaya CU360 using Bluetooth.....	87
Connecting Avaya B109 Conference Phone to Avaya CU360 using NFC.....	88
Casting your computer display on Avaya CU360 using Wi-Fi.....	89
Casting your mobile device display on Avaya CU360 using Wi-Fi.....	90
Configuring the Avaya CU360 pre-installed applications.....	90
Wiping user data from Avaya CU360.....	92
Connecting USB cameras to Avaya CU360.....	93
Connecting additional monitor to Avaya CU360.....	94
Configuring the Avaya CU360 video layout in meetings.....	95
Configuring the USB AV bar mode in Avaya CU360.....	95
Connecting the Avaya CU360 endpoint to the computer as a USB AV bar.....	96
Customizing Avaya CU360 for USB AV bar mode.....	97
Activating the USB AV bar mode in Avaya CU360 .....	98
Enabling the Avaya IP camera.....	99
Configuring the Avaya CU360 endpoint for modern authentication.....	100
Pairing mobile with personal MS exchange calendar.....	101
Configuring the Avaya CU360 web interface for modern authentication.....	101
Configuring Avaya Room Camera RC100 as IP camera for Avaya CU360.....	102
Configuring Avaya Room Camera RC100 as USB camera for Avaya CU360.....	103
Configuring Avaya Tracking Camera TC220 as IP camera for Avaya CU360.....	104
Configuring Avaya Tracking Camera TC220 as USB camera for Avaya CU360.....	106
Configuring the Avaya CU360 camera background.....	108
Customizing virtual background image in Avaya CU360.....	108
Configuring the Avaya CU360 web proxy for LAN.....	109
Configuring the Avaya CU360 web proxy for Wi-Fi.....	110
Configuring the Avaya CU360 NetLog.....	111
Configuring customer support package in Avaya CU360.....	111
Configuring audio on an HDMI monitor or built-in speakers for Avaya CU360.....	112
<b>Chapter 5: Advance administration.....</b>	<b>114</b>
Configuring date and time in Avaya CU360.....	114
Date & Time General field descriptions.....	115
Manually configuring time zone in Avaya CU360.....	115
Time Zone field descriptions.....	116
Configuring the advanced system names in Avaya CU360.....	116
System Name field descriptions.....	117
Configuring advanced regional audio and video settings in Avaya CU360.....	118

Location field descriptions.....	119
Configuring external user directories in Avaya CU360.....	119
LDAP field descriptions.....	121
Preventing users from modifying the local directory in Avaya CU360.....	122
Automatically displaying contacts from external user directories in Avaya CU360.....	122
Hiding the recent calls list in Avaya CU360.....	123
Hiding the call rate selection list in Avaya CU360.....	124
Disabling the Avaya CU360 startup tone.....	124
Configuring wrap-around navigation in Avaya CU360.....	125
Customizing the Avaya CU360 home screen.....	126
Configuring Avaya CU360 to remember your favorite layouts.....	126
Hiding calendar panel in Avaya CU360.....	127
Configuring Avaya CU360 to send the device name as text overlay in video streams.....	128
Configuring the maximum call bandwidth and preferred codec in Avaya CU360.....	129
Preferences General field descriptions.....	130
Setting a time limit for Avaya CU360 video conferences.....	130
Configuring the Avaya CU360 dual video.....	131
Dual Video field descriptions.....	132
Configuring touch-tone setting in Avaya CU360.....	132
IP field descriptions.....	133
Configuring the Avaya CU360 calls encryption.....	134
Enabling the RTP firewall in Avaya CU360.....	135
Encryption field descriptions.....	135
Configuring calling number in Avaya CU360 .....	136
Predefined Party field descriptions.....	137
Configuring the Avaya CU360 gallery layout.....	137
Configuring the Avaya CU360 camera.....	138
Cameras General field descriptions.....	139
Configuring the Avaya CU360 HD1 port.....	139
HD1 port field descriptions.....	140
Configuring the Avaya CU360 camera to automatically focus on active speakers in conferences.....	141
Configuring the Avaya CU360 tracking.....	142
Configuring the Avaya CU360 USB port.....	142
Configuring the monitor settings in Avaya CU360.....	143
Monitors General field descriptions.....	144
Configuring the Avaya CU360 video layouts.....	144
PIP-PaP-PoP field descriptions.....	145
Configuring echo canceler on external microphones in Avaya CU360.....	146
Echo Canceler field descriptions.....	147
Configuring support for IPV6 addresses in Avaya CU360.....	147
Use IPV6 addresses field descriptions.....	148
Configuring LAN for IPv4 address settings in Avaya CU360.....	149

IPv4 Addresses field descriptions.....	150
Configuring LAN for IPv6 address settings in Avaya CU360.....	151
IPv6 addresses field descriptions.....	152
Configuring network priority settings in Avaya CU360.....	153
Configuring bandwidth threshold for LAN in Avaya CU360.....	154
Configuring bandwidth threshold for Wi-Fi in Avaya CU360.....	155
Configuring advanced LAN connectivity in Avaya CU360.....	155
GLAN Parameters field descriptions.....	156
Configuring advanced Wi-Fi network connectivity in Avaya CU360.....	157
Wi-Fi Parameters field descriptions.....	158
Configuring the Avaya CU360 port ranges.....	158
Configuring NAT and firewall in Avaya CU360.....	159
NAT field descriptions.....	160
Defining the priority of media in Avaya CU360.....	161
QoS field descriptions.....	161
Registering Avaya CU360 with SIP servers.....	162
SIP field descriptions.....	163
Configuring TLS in Avaya CU360 .....	164
Advanced SIP field descriptions.....	164
Configuring the presence status of Avaya CU360 users.....	165
Presence field descriptions.....	166
Disabling SIP-based calls in Avaya CU360.....	167
Disabling H.323-based calls in Avaya CU360.....	168
Activating the Avaya CU360 licenses.....	169
Generating certificate signing requests for Avaya CU360.....	170
Certificates General field descriptions.....	170
Configuring web access for Avaya CU360.....	171
Web field descriptions.....	172
Configuring the Avaya CU360 web-video.....	173
Web Video field descriptions.....	174
Live streaming using Avaya CU360.....	175
Configuring Avaya CU360 for live streaming.....	175
Enabling and disabling live streaming in Avaya CU360.....	175
Starting live streaming in Avaya CU360.....	176
Configuring remote updates for Avaya CU360.....	177
Download field descriptions.....	178
Controlling Avaya CU360 with AT commands.....	178
AT Commands field descriptions.....	179
Configuring telnet in Avaya CU360.....	181
Telnet field descriptions.....	181
Managing Avaya CU360 from Avaya Meetings Management.....	182
Equinox Management field descriptions.....	183
Configuring screen link and mobile link in Avaya CU360.....	183

Screen Link/Mobile Link field descriptions.....	184
<b>Chapter 6: Using Avaya CU360 with Avaya Spaces.....</b>	<b>186</b>
Avaya Spaces meeting on Avaya CU360.....	186
Joining Avaya Spaces meetings with Avaya CU360 as Room or Personal device.....	187
Enabling Avaya Spaces for the Room or Personal device in Avaya CU360.....	187
Working with Avaya CU360 for Avaya Spaces as a Room Device.....	188
Joining Avaya Spaces meetings using QR code or verification code in Avaya CU360.....	188
Joining Avaya Spaces meetings from the Avaya CU360 calendar.....	189
Joining Avaya CU360 in Avaya Spaces meetings using the mobile application.....	189
Joining Avaya CU360 in Avaya Spaces meetings using the web browser.....	190
Joining Avaya Spaces meetings from the Avaya CU360 web interface.....	190
Configuring Avaya Spaces integration in the Avaya CU360 application.....	191
Automating password insertion when dialing into an Avaya Spaces URL.....	192
Avaya Spaces supports the password-embedded link for meetings.....	192
Configuring the advanced system names in Avaya CU360.....	192
System Name field descriptions.....	193
Saving your favorite Avaya Spaces in the Avaya CU360 contacts.....	193
New Favorite field descriptions.....	194
Preventing Avaya Spaces meetings participants from unmuting audio.....	195
Raising hand in the Avaya CU360 application to seek permission from the moderator to speak.....	196
Changing the audio device during a call in the Avaya Spaces application.....	197
Leaving an Avaya Spaces meeting.....	198
Working with Avaya CU360 for Avaya Spaces as a Personal Device.....	198
Avaya Spaces calls and meetings.....	198
Opening Avaya Spaces from the Avaya CU360 endpoint.....	199
Signing up for Avaya Spaces.....	199
Logging in to Avaya Spaces.....	200
Joining Avaya Spaces meetings from the Avaya CU360 calendar.....	200
Using Avaya Spaces in-meeting controls.....	201
Sending video and presentation to an external monitor during an Avaya Spaces meeting...	202
Recording an Avaya Spaces meeting in the Avaya Spaces application.....	202
Avaya Spaces digital calling in the Avaya Spaces application.....	202
Making a digital call to an Avaya Spaces contact.....	203
Accepting or declining an Avaya Spaces digital call.....	204
<b>Chapter 7: Maintenance.....</b>	<b>205</b>
Exporting the Avaya CU360 contact details.....	205
Importing the Avaya CU360 contact details.....	205
Avaya CU360 software upgrades.....	205
Enabling Avaya CU360 software upgrades using the endpoint.....	206
Upgrading Avaya CU360 using the endpoint.....	206
Upgrading Avaya CU360 using a USB drive.....	207
Upgrading Avaya CU360 using a computer.....	207

Upgrading Avaya CU360 using the web interface.....	208
<b>Chapter 8: Troubleshooting</b> .....	209
Verifying the status of the Avaya CU360 network connections.....	209
Testing the Avaya CU360 network connections.....	210
Verifying acoustic pairing in Avaya CU360.....	210
Testing the Avaya CU360 endpoint as USB bar mode after connecting to computer or laptop....	210
Testing acoustic pairing in Avaya CU360.....	211
Testing the monitor image of Avaya CU360.....	212
Verifying the status of the equipment connected to Avaya CU360.....	212
Retrieving the Avaya CU360 logs.....	212
Enabling the Avaya CU360 logs.....	213
Avaya CU360 logs field descriptions.....	213
Enabling the Avaya CU360 remote initialization.....	214
Avaya CU360 remote initialization field descriptions.....	214
Enabling the Avaya CU360 system logs.....	215
Retrieving Avaya CU360 network traffic logs.....	215
Retrieving the Avaya CU360 customer support packages.....	216
Viewing Avaya CU360 statistics for network interfaces.....	216
Resolving problems connecting calls.....	216
Verifying the Avaya CU360 audio.....	217
Verifying echo canceler on external microphones in Avaya CU360.....	218
Adjusting the Avaya CU360 monitor zoom.....	218
Verifying the Avaya CU360 camera for video conference.....	219
Verifying the video in the Avaya CU360 meetings.....	219
Restoring the Avaya CU360 default user settings.....	220
Verifying Avaya CU360 screen link resolution .....	221
Configuring access to Avaya CU360.....	221
Enabling EASG in Avaya CU360.....	221
Accessing the Avaya CU360 endpoint from onsite.....	221
<b>Chapter 9: Resources</b> .....	223
Documentation.....	223
Finding documents on the Avaya Support website.....	223
Avaya Documentation Center navigation.....	224
Accessing the port matrix document.....	225
Support.....	225
Using the Avaya InSite Knowledge Base.....	225

# Chapter 1: Introduction

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## Purpose

This document contains information about installing, administering, and maintaining Avaya CU360. Implementation engineers, administrators, and support personnel will find this document useful.

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## Change history

Issue	Date	Summary of changes
2.0	October 2022	Added the following topics: <ul style="list-style-type: none"><li>• “Avaya Tracking Camera TC220 Overview”</li><li>• “Configuring Avaya Tracking Camera TC220 as IP camera for Avaya CU360”</li><li>• “Configuring Avaya Tracking Camera TC220 as USB camera for Avaya CU360”</li></ul> Updated the following topics: <ul style="list-style-type: none"><li>• "Setting up Avaya Cloud Office™ as the default application for Avaya CU360"</li><li>• "Pairing the controller with the Avaya Cloud Office™ rooms using controller application"</li></ul>
1.0	December 2021	Initial release

# Chapter 2: Avaya CU360 overview

Avaya Collaboration Unit CU360 is an all-in-one video conference endpoint. Avaya CU360 has a built-in codec, camera, and microphone, and is ideal for video conferences in small rooms.

Avaya CU360 conferences can be hosted on Avaya Meetings Media Server and Avaya Spaces. You can manage Avaya CU360 using Avaya Meetings Management. You can also remotely control Avaya CU360 through Avaya Collaboration Control using iOS and Android devices.

Avaya CU360 has the following features:

- Excellent video quality with maximum resolution of 1080p@30fps.
- Dual HD video streams that support seamless content sharing at maximum resolution of 1080p@15fps, along with video.
- DVD-quality audio encoding.
- High-quality video and audio using H.263 and H.264. Avaya CU360 maintains the conference experience even with limited bandwidth or poor network conditions by using the following compression methods.
  - H.264 SVC in point-to-point calls for decoding. SVC extends the H.264 codec standard to dramatically increase error resiliency and video quality without the need for higher bandwidth.
  - H.264 High Profile is a standard for compressing video by up to 25% over H.264 Baseline Profile which supports high definition calls to be held over lower call speeds.
  - NetSense is a proprietary Avaya Meetings Server technology which optimizes the video quality according to the available bandwidth and minimizes packet loss. As the available bandwidth of a connection varies depending on the data traffic, NetSense's sophisticated algorithm dynamically scans the video stream and changes the video resolution to maximize quality with the available bandwidth.

These compression methods work only when all endpoints participating in a conference support the protocol.

- Ability to record video conferences to a locally connected USB drive, a network drive, or to a remote server, such as Avaya Meetings Streaming and Recording, using FTP. You can record video conferences to a remote server only if your Avaya Meetings Server deployment includes Avaya Meetings Streaming and Recording.

## Avaya CU360 interfaces

Avaya CU360 supports the following interfaces:

- A compatible touch screen monitor or external keyboard and mouse connected to Avaya CU360.
- The Avaya CU360 remote control unit. You can view the user interface on a connected monitor.
- The Avaya CU360 web interface.
- Avaya Collaboration Control using iOS and Android devices. You cannot configure Avaya CU360 using the application.

For more information, see *Using Avaya Collaboration Control for iOS* and *Using Avaya Collaboration Control for Android* at the Avaya Support website: <http://support.avaya.com/>.

- Avaya Meetings Management

### Supported functions

Functions	Remote control unit	Touch screen monitor or keyboard and mouse	Web interface	Avaya Collaboration Control	Avaya Meetings Management
Navigate the GUI menu	✓	✓	✓	✓	—
Perform user functions	✓	✓	✓	✓	—
Split and launch applications	✓	✓	Mouse only	Mouse only	—
Chat with conference participants	—	—	✓	✓	—
Configure Avaya CU360	✓	✓	✓	—	✓
Configure OS settings	✓	✓	Mouse only	Mouse only	—
Upgrade Avaya CU360	✓	✓	✓	Mouse only	✓

Table continues...

Functions	Remote control unit	Touch screen monitor or keyboard and mouse	Web interface	Avaya Collaboration Control	Avaya Meetings Management
Mass Avaya CU360 upgrades	—	—	—	—	✓
Get logs	—	—	✓	—	✓

Mouse only: You can perform these functions using only mouse emulation in the application or web interface.

**Related links**

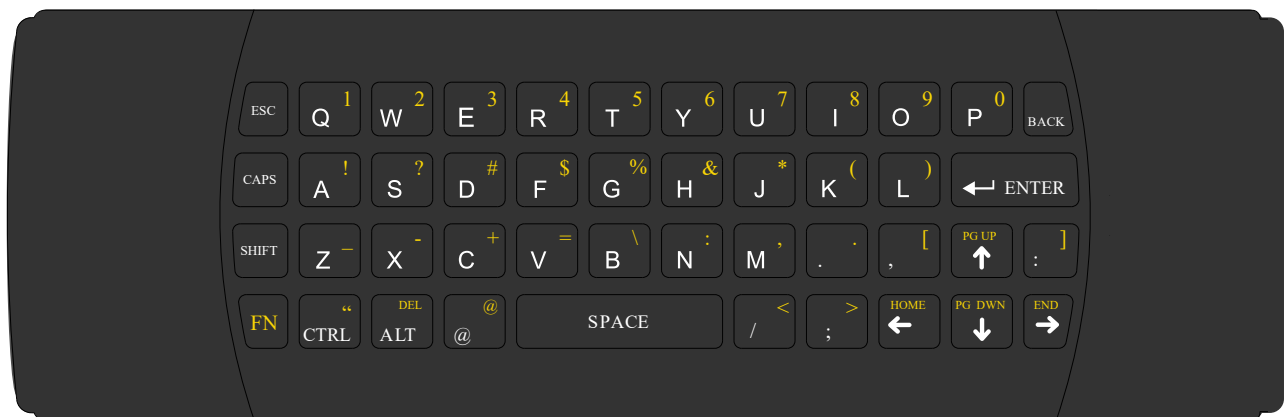
[Logging in to the Avaya CU360 web interface](#) on page 36

## Avaya CU360 remote control unit

Avaya CU360 supports a remote control unit with 2.4GHz optical air mouse and keyboard features.

Using the Avaya CU360 remote control unit, you can scroll through menus with the arrow key and pressing the OK key to select options. You can also display or hide the mouse pointer using the Mouse key.





Key no.	Key name
1	Mouse
2	Call or accept call
3	Increase volume
4	Decrease volume
5	Video disable or enable
6	Control far or near camera and USB bar mode toggle
7	Change layout or virtual background
8	Start or stop presentation
9	Power button
10	Decline call or disconnect
11	Back
12	Arrow keys to pan, tilt, and zoom camera and navigate menus
13	OK button
14	Audio mute or enable
15	Zoom in
16	Zoom out
17	Change PiP position
18	Start or stop recording
19	Enable/Disable tracking camera
20	Home
21	Delete

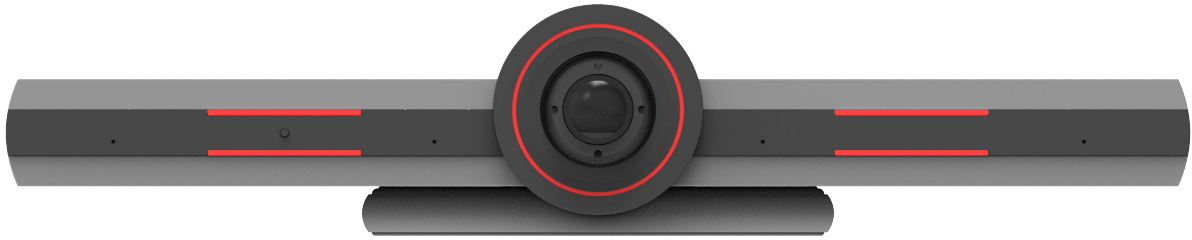
### Related links

[Pairing the remote control unit with Avaya CU360](#) on page 36

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## Avaya CU360 camera and LED indicators

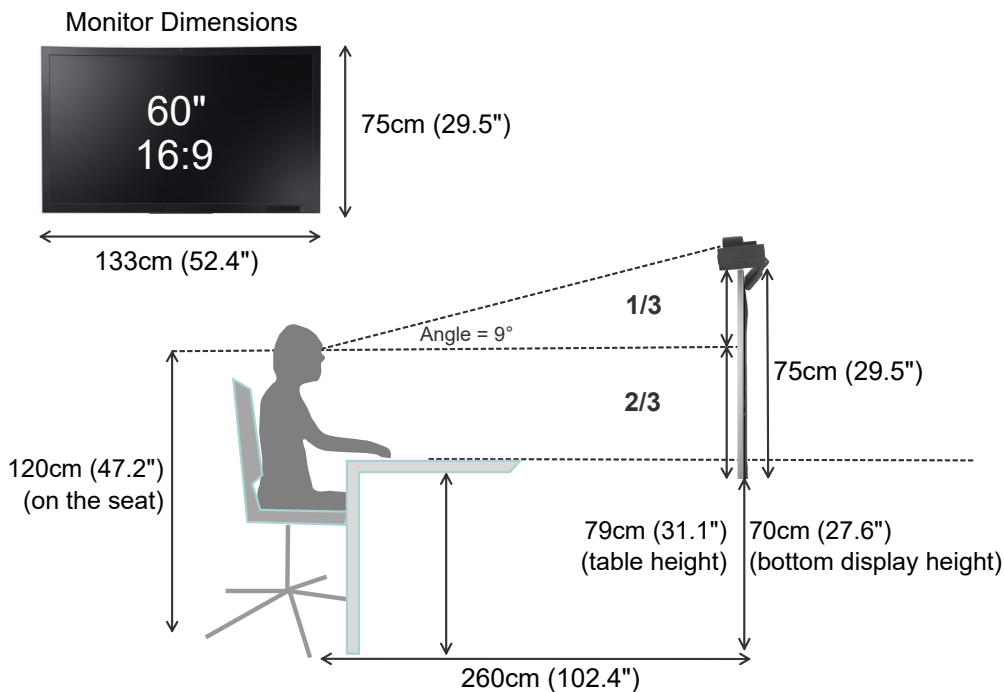
The Avaya CU360 endpoint has a camera and LED indicators. The camera also has a pan and tilt mechanism.



The Avaya CU360 camera is equipped with two rows of lateral LED strips on the front with a circular crown of LEDs around the camera lens. The LEDs display different colors and animation effects based on the camera status. The camera supports zooming the video from the web interface, the remote control unit, and Avaya Collaboration Control. When the camera is zoomed in, you can also digitally pan and tilt the camera.

Status	Circular LED crown	Lateral LED strips
Alarms	Red	Red
Idle	Yellow	—
Idle, muted, or sleep mode	Blue	Blue
In a conference	Green	—
In a conference with audio muted	Blue	Blue
In a conference with video privacy mode	Green Blue, if audio is muted	Red
Calls being established	Red, rotating	Red
Upgrade in progress	Red, rotating	Red

## Avaya CU360 optimum room setup



The Avaya CU360 experience can be optimized in the following way:

- Choose a huddle room with a capacity to seat up to four people.
- Place Avaya CU360 on the top of a 1080p or 4k resolution monitor.

The Avaya CU360 embedded microphone efficiently captures audio in huddle rooms while the monitor plays the audio output. You can manually adjust the camera to focus on an individual seated in front of the camera and digitally pan and tilt the camera or use the auto-tracking feature of the camera.

Avaya CU360 can be used with larger rooms than huddle rooms:

- Small room coverage can be supported with Avaya B109, allowing audio capture at more than 3m distance.
- Medium rooms can be supported using Avaya B129, and Avaya Huddle Camera HC050 or an IP camera.
- For larger rooms, audio capture can be supported using the Avaya B199 with IP or USB cameras.

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## Google Play Store™

Google Apps™ is a package of Google-branded applications. These applications, such as Google Play Services, Google Play Store™, Gmail, Google Maps, are usually preinstalled in all Android devices. Due to license restrictions, these Google applications are not preinstalled in Avaya CU360.

Avaya CU360 has the AppsProvider application using which you can install the Google Apps™ package containing Google Play Store™ and Google Services Framework. Avaya CU360 also supports registering as a Google Certified Device using Custom ROM with your Google account. After registering your Google account, you can use Google Play Store to install Google and third-party applications that rely on Google Mobile Services Framework.

Google classifies Avaya CU360 as a tablet so certain Google Play Store™ tabs might not be available, but you can use your web browser to find applications in other application stores, such as Aurora Store.

### Related links

[Configuring Google Play Store in Avaya CU360](#) on page 76

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## Microsoft Exchange calendar integration

Avaya CU360 integrates with Microsoft Outlook calendar using Exchange Web Services (EWS).

- Use Avaya CU360 to view your personal calendar.
- Configure an email account for Avaya CU360 to use the endpoint as a participant in meetings.
- Associate a room with Avaya CU360 to use the endpoint as a room in meetings.

Avaya CU360 must be able to gain access to the EWS URL on the Internet or a private network. Avaya CU360 must also be able to connect to the Microsoft Exchange server address using an HTTPS connection through your enterprise network firewalls and proxies.

### Personal Account Mode

You can view your personal calendar on Avaya CU360 using your credentials. When you mark a calendar item as private, Avaya CU360 replaces the title with Private Meeting.

### Video Endpoint Account Mode

You can create a dedicated email account for Avaya CU360, using which you can add the endpoint to meetings as a participant. You can also use the account credentials to view the endpoint calendar, which displays the meetings where the endpoint is added as a participant.

You must have administrator-level access to Microsoft Exchange Server to create the email account for Avaya CU360.

## Room Resource and Delegate Account Mode

You can create a room as a resource and a delegate account to view the room calendar in Avaya CU360. You must associate the room with Avaya CU360, using which you can add the endpoint to meetings as a room. Microsoft Outlook account credentials contain an email address and a password, while room resource accounts contain only an email address.

You must have administrator-level access to Microsoft Exchange Server to create room resources and delegate accounts.

### Related links

[Configuring a Microsoft Exchange calendar in Avaya CU360](#) on page 78

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## Avaya Spaces integration

Avaya Spaces is a cloud-based team collaboration and meeting application with all forms of modern communications, such as voice, video, email, and instant messaging, along with features such as screen sharing, file sharing, and scheduling meetings. You can use Avaya Spaces from anywhere on any device, such as computers, tablets, and mobile phones. Using the combined collaboration features of Avaya Spaces, users can manage projects and perform various tasks without juggling different tools.

Avaya Spaces provides you with the right balance of features and simplicity. Avaya Spaces is designed for teams that need an effective way to communicate, manage tasks, and be more productive without being overwhelmed by emails. Avaya Spaces has a user-friendly interface for users who need a simple and effective way to track communications and manage tasks.

Avaya Spaces integrates with Avaya CU360 to support seamless collaboration among users. Avaya Spaces supports all Avaya CU360 features. Users can add Avaya CU360 in Avaya Spaces meetings. When you click the Join Spaces Room option in Avaya Spaces:

- The web client asks for the verification code that Avaya CU360 displays.
- The Avaya Spaces mobile application asks to scan the QR code or enter the verification code that Avaya CU360 displays.

When you enter the verification code or scan the QR code, Avaya CU360 joins the meeting as a guest.

For more information, see *Using Avaya Spaces* on the Avaya Spaces application.

### Features comparison

Feature	Avaya CU360 application	Avaya Spaces application
Connection to Avaya Spaces	REST API + socket.io	REST API + socket.io

*Table continues...*

Feature	Avaya CU360 application	Avaya Spaces application
Call type	SIP-based audio stream using the Opus codec  H.264 SVC (FEC)-based video stream with 720px30fps resolution using the Netsense code.	HTTPS-based communications using WebRTC and the Opus codec  Video stream with 720px30fps
Join meetings entering a verification code on computers or scanning a QR code on tablets and mobile phones	Yes	Yes
Pan, tilt, and zoom using the remote control unit	Yes	Yes
User controls, such as muting audio, disabling video, volume, disconnecting calls, and picture-in-picture	Yes	Yes
Web collaboration using AV Grabber, Screen Link, Miracast, or supported third-party applications.	Yes	Viewing only
Microsoft Outlook integration	Yes	No
Roster of meeting participants with their presence status	Yes	No
Camera speaker tracking	Yes	No
Recording meetings in USB devices	Yes	No
Direct dialing	Yes	No
Contact favorites	Yes	Yes

---

## Supported web browsers

Avaya CU360 supports the following web browsers for its web interface:

- Microsoft Internet Explorer Release 8 or later
- Google Chrome Release 11 or later
- Mozilla Firefox Release 3.6 or later
- Apple Safari Release 5 or later
- Opera Release 11 or later
- Microsoft Edge Release 38 or later

## Supported resolutions

Conference type	Video resolution	Web collaboration resolution	Recording resolution	Playback resolution
Video conference	1080p@30fps	—	—	—
Video conference with web collaboration	1080p@15fps	1080p@15fps	—	—
Video conference with web collaboration and recording	1080p@7fps	1080p@7fps	720p@25fps	—
Video conference with recording playback	1080p@7fps	—	—	720p@25fps
Video through Avaya AV Grabber	<ul style="list-style-type: none"> <li>• 1920x1080 @60fps: HD 1080p</li> <li>• 1680x1050 @60fps: WXGA+</li> <li>• 1360x768 @60fps</li> <li>• 1280x1024 @60fps: SXGA</li> <li>• 1280x768 @60fps: WXGA</li> <li>• 1280x720 @60fps: HD 720p</li> <li>• 1024x768 @60fps: XGA</li> <li>• 800x600 @60fps: SVGA</li> </ul>	1080p@15fps	—	—

## Third-party applications in Avaya CU360

Avaya CU360 supports installation and use of free Android-based third-party applications. You can install the applications using the Google Play Store or the default web browser of Avaya CU360.

Before you install applications, you must authorize installation of applications from unknown sources in the Android settings of Avaya CU360. Administrators can restrict installation of third-party applications to select users by configuring a PIN, a pattern, or a password.

The following applications are popularly used in Avaya CU360:

- Microsoft Office Word: Split and share supported, along with use as a standalone application.
- Microsoft Office Powerpoint: Split and share supported, along with use as a standalone application.
- VLC media player: Split and share supported, along with use as a standalone application.
- Dropbox: Split and share supported, along with use as a standalone application.
- Bluejeans: Supported as a standalone application. You can use the Bluejeans application or configure the Bluejeans SIP server to use with the Avaya CU360 video conferencing application.
- Cisco WebEx: Screen sharing from WebEx supported for users with premium accounts. You can use the WebEx application or configure the WebEx SIP and H.323 servers to use with the Avaya CU360 video conferencing application.
- Microsoft Skype for Business: Supported as a standalone application.
- Microsoft Teams: Supported as a standalone application. If required by your company:
  - The Mobile Application Management software for Microsoft Teams must be configured.
  - The Microsoft InTune Company Portal application must be installed on Avaya CU360 and registered to the InTune server.
- Zoom: Supported as a standalone application. You can use the Zoom application or configure the Zoom SIP server to use with the Avaya CU360 video conferencing application.
- Google Play Store applications

The Avaya CU360 video conferencing application must be minimized before you use third-party applications. Minimizing the third-party application gives third-party applications access to the audio and video peripherals.

**! Important:**

- Avaya cannot certify its products for all third-party applications because of the multiple variations and complex interactions of the application versions and deployment options.
- Avaya does not test or support the third-party applications installed on Avaya CU360.
- Google Play Store and Google Mobile Services are not installed or supported on Avaya CU360. Some third-party applications might not work properly without these services.
- Ensure the following when you Install third-party application and antivirus software:
  - Test third-party applications before installing the third-party applications.
  - Availability of adequate hardware and software capacity for third-party applications.
  - No conflicts in TCP and UDP ports.
  - No conflicts in protocols.
  - Monitor the third-party applications and OS for alarms, connectivity issues, and performance degradation.

For more information about:

- Interoperability with third-party applications, see *Reference Guide for Interoperability Avaya IX Collaboration Unit CU360*, at the Avaya Support website: <http://support.avaya.com/>.
- The latest and most accurate compatibility information for Avaya CU360, use the Compatibility Matrix tool on the Avaya Support website at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>. You must sign up for an Avaya Support Account to gain access the website.

#### Related links

[Installing third-party applications from Google Play Store in Avaya CU360](#) on page 60

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## Avaya CU360 Wi-Fi Display

Wi-Fi Display is a presentation source for your Avaya CU360 application or other application that can share the device screen.

Wi-Fi Display is a standard for wireless connections between devices, such as laptops, tablets, or smartphones, and display receivers, such as televisions, monitors, or projectors. Wi-Fi Display is also called Miracast. Wi-Fi Display uses the peer-to-peer Wi-Fi direct standard and supports sending up to 1080p@30 HD video using the H.264 video codec and 5.1 surround sound using the AAC and PCM audio codecs.

You can use Avaya CU360 as a Wi-Fi display, and connect a compatible media source to televisions, projectors, and streaming media players that also support Wi-Fi Display.

Wi-Fi Display supports the following devices:

- Computers running Windows 10
- Mobile phones running Windows 10
- Android phones and tablets running Android 4.2 or later
- Amazon's Fire OS
- Televisions with Wi-Fi Display

#### Related links

[Casting your mobile device display on Avaya CU360 using Wi-Fi](#) on page 90

[Casting your computer display on Avaya CU360 using Wi-Fi](#) on page 89

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## Pexip Provisioning

Configure Avaya CU360 with a Pexip account to automatically receive the configuration.

If you have a valid subscription with Pexip and associate the Avaya CU360 with this subscription, Avaya CU360 can automatically connect to Pexip SIP Cloud Service to be provisioned.

After Pexip Provisioning, use Avaya CU360 as follows:

- Avaya CU360 is SIP registered to the Pexip SIP Cloud Service
- Use Avaya CU360 for SIP-based calls
- Avaya CU360 automatically receives the list of contacts from the Pexip Cloud service

When Avaya CU360 is provisioned, even if the automatic synchronization is disabled, you cannot change or edit the following options:

- **System Name Unicode**
- **Enable Encryption**
- **SIP**
  - **User**
  - **Authentication Name**
  - **Authentication Password**
  - **Use Server 1**
  - **Server 1 DNS Name**
  - **Use Server 2**
  - **Server 2 DNS Name**
  - **Use Server 3**
  - **Server 3 DNS Name**
  - **Server Model**
- **Advanced > SIP:**
  - **Transport Outbound Call**
  - **Transport Outbound BFCP**
  - **Use TLS**
  - **Scheme**
- **LDAP Servers list**

Reconfigure Avaya CU360 using the Quick Setup Wizard to restore the provisioning.

#### **Related links**

[Viewing the Avaya CU360 endpoint serial number for the Pexip subscription](#) on page 49

[Configuring Avaya CU360 automatically for Pexip meetings](#) on page 49

[Configuring Avaya CU360 automatically for Pexip meetings using the quick setup](#) on page 50

[Activating the Pexip provisioning for Avaya CU360](#) on page 51

[Verifying the Avaya CU360 status for Pexip](#) on page 51

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## Avaya CU360 pre-installed applications

A list of pre-installed applications is available in Avaya CU360 for the hospitality industry and medical facilities. The facility staff manages the applications and ensures that any data inserted by room guests during their stay is wiped when the guests leave the room.

The facility guests can enjoy a pre-configured Avaya CU360 with favorite applications for video communication, entertainment, and work.

When guests check out of the rooms, the facility staff can restore Avaya CU360 remotely.

### Related links

[Configuring the Avaya CU360 pre-installed applications](#) on page 90

[Wiping user data from Avaya CU360](#) on page 92

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## Avaya CU360 supports additional monitor

Configure the Avaya CU360 endpoint to connect an additional monitor using a self-powered USB-C to HDMI adapter.

The resolution settings of the additional monitor and the main monitor are always the same. Always use two monitors of the same vendor and model and select the same resolution and color settings on the monitor.

The additional monitor does not support the HDMI audio-out.

Always use the monitor connected to USB Type-C as an additional monitor.

While recording the meeting to local storage, Avaya CU360 considers the layouts only for the first monitor.

If you connect an additional monitor to the Avaya CU360 endpoint, the touch screen on the first monitor is automatically disabled.

### Related links

[Configuring the Avaya CU360 video layout in meetings](#) on page 95

[Connecting additional monitor to Avaya CU360](#) on page 94

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## Avaya CU360 calendar with modern authentication (OAuth)

### Microsoft calendar with modern authentication

Modern authentication is an Active Directory Authentication Library (ADAL) and OAuth, offers a more secure method of authentication to the Microsoft Exchange Calendar.

The Avaya CU360 application must connect to the Microsoft Exchange Online Server for basic authentication. The Avaya CU360 application requires a username and password to retrieve the calendar. The Avaya CU360 endpoint encrypts and stores the username and password.

Users can log in through tokens using another mobile or laptop for modern authentication. Users do not need to enter the username and password in the Avaya CU360 endpoint.

Modern authentication grants access through tokens that have a set lifetime. Tokens provide a definite permission scope to the Avaya CU360 application for access to the calendar, and the signed-in user must accept these.

Users must log in to the account using the standard Microsoft 365 with their phone or computer to authenticate the Avaya CU360 application with OAuth. Accept the request from the Avaya CU360 endpoint to access the account.

#### Related links

[Configuring the Avaya CU360 endpoint for modern authentication](#) on page 100

[Pairing mobile with personal MS exchange calendar](#) on page 101

[Configuring the Avaya CU360 web interface for modern authentication](#) on page 101

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## Avaya USB AV bar

Using Avaya USB AV bar mode, you can use the Avaya CU360 endpoint as the external microphone, speaker, and camera of your laptop.

With Avaya USB AV bar mode, you can use the preferred video conferencing application on the computer and the Avaya CU360 endpoint microphone and camera.

#### Related links

[Connecting the Avaya CU360 endpoint to the computer as a USB AV bar](#) on page 96

[Activating the USB AV bar mode in Avaya CU360](#) on page 98

[Customizing Avaya CU360 for USB AV bar mode](#) on page 97

[Connecting the Avaya CU360 endpoint to the computer as a USB AV bar](#) on page 96

[Configuring Avaya CU360 for USB AV bar mode using quick setup](#) on page 38

[Testing the Avaya CU360 endpoint as USB bar mode after connecting to computer or laptop](#) on page 210

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## Avaya IP camera

An Internet Protocol camera or IP camera is a digital video camera that receives control data and sends image data or live video through an IP network.

IP camera is used for surveillance, and most IP cameras are used as a webcam. However, the term IP camera applies to those devices that directly access a network connection, while a webcam connects to a computer through USB.

Avaya CU360 application supports an additional IP camera connected through RTSP. Use the IP camera with a maximum resolution of 1080p for live video.

You can use phones and tablets as IP cameras. You can also install an IP Webcam application for your phone or tablet and use it as live video input connected to your Avaya CU360.

#### Related links

[Enabling the Avaya IP camera](#) on page 99

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## Avaya CU360 supports Avaya Room Camera RC100

Avaya Room Camera RC100 is a flexible and high-end solution covering a broad spectrum of room sizes and use cases for high-end features and connectivity.

Avaya Room Camera RC100 has the following features:

- Excellent video quality with a maximum resolution of 2160p@60fps.
- Ultra HD 60fps camera, with 24x Full HD Zoom and 12x Ultra HD Optical Zoom.
- Used as an HDMI camera and supports up to 2160p@60fps resolution.
- USB connectivity allows easy interoperability with laptops up to 2160p@30fps resolution.
- Avaya Room Camera RC100 allows easy connectivity with Avaya CU360 .
- IP connectivity makes Avaya Room Camera RC100 suitable for video surveillance and extends the video range of Avaya CU360 up to 1080p@30fps resolution.

#### Related links

[Configuring Avaya Room Camera RC100 as IP camera for Avaya CU360](#) on page 102

[Configuring Avaya Room Camera RC100 as USB camera for Avaya CU360](#) on page 103

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## Avaya CU360 supports Avaya Tracking Camera TC220

Avaya Tracking Camera TC220 helps achieve an intelligent meeting experience and implements audio positioning and intelligent video analysis technologies. Avaya Tracking Camera TC220 can automatically switch between tracking view and full-view view to frame the speakers. It frees camera operation during a meeting and enables meeting attendees to focus more on the discussion.

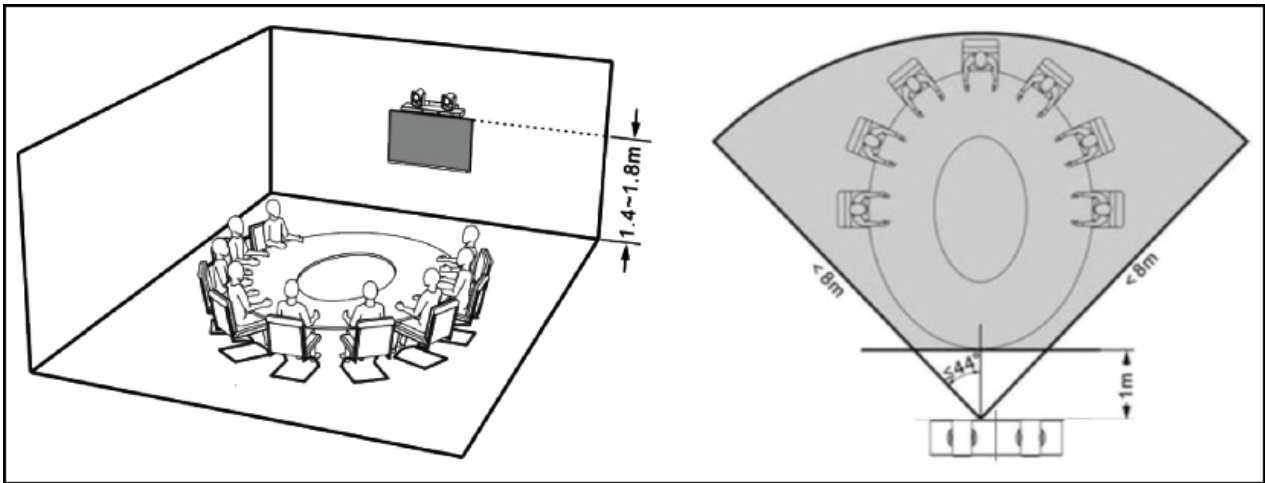
Avaya Tracking Camera TC220 has the following features:

- 2 MP camera
- 1/2.8 inch Exmor CMOS image sensor
- 12x optical zoom, up to 72.5-degree FOV

- Implemented with both audio positioning, body detection, and recognition technologies. It can precisely frame the speakers
- Automatically switch between the close-up image for speakers and the wide-angle image for all attendees

### Application Scenarios

For the right installation, the camera must be set up at a height in a range between 1.4 and 1.8 m as displayed in the following picture:



### Related links

[Configuring Avaya Tracking Camera TC220 as USB camera for Avaya CU360](#) on page 106

[Configuring Avaya Tracking Camera TC220 as IP camera for Avaya CU360](#) on page 104

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## Avaya CU360 camera automatic tracking

Avaya CU360 uses the camera auto-tracking and face recognition features, based on the AI method to direct meetings intelligently and focus on active speakers in the conference room.

Avaya CU360 can identify active speakers among a maximum of four people seated in front of the camera with a field view of 120° in huddle rooms. Avaya CU360 can automatically pan, tilt, and zoom the camera for the best framing of active speakers.

When Avaya CU360 does not detect audio or a participant in the camera for 20 seconds, the camera automatically adjusts to the default 1.5x zoom position. If Avaya CU360 detects a participant in the same position several times, the timeout increases to 2 minutes.

Avaya CU360 detects only faces in front of the camera. If faces are covered by masks Avaya CU360 does not detect them.

The speaker tracking feature does not work if you mute the mic or set the camera to privacy mode. In this condition, after a few seconds, the camera returns to the central wide-angle position. If the participant speaks several times in a row, the camera returns to the central wide-

angle position, and the timeout increases. The camera restores the central wide-angle position if Avaya CU360 detects a different participant-face.

If Avaya CU360 does not detect audio and participant faces in the meeting room, verify the following condition:

- The camera must be panned to the central wide-angle position.
- There are no sources of noise in the meeting room.
- Proper light must be available in the meeting room.
- The distance between the participant and the Avaya CU360 camera is 3 to 3.5 meters.
- The face of the participant is in front of the Avaya CU360 camera.
- Keep taking for a few seconds towards the Avaya CU360 camera to detect the face

#### Related links

[Configuring the Avaya CU360 tracking](#) on page 142

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## Avaya CU360 camera automatic framing

The Avaya CU360 camera can automatically pan, tilt, and zoom to include all participants present in the meeting room inside the best possible frame.

If participants are sitting in the meeting room change their positions or enter or exit the meeting room, the frame is automatically adjusted to include all the present participants with the best positioning for a group framing.

Avaya CU360 detects only faces in front of the camera. If faces are covered by masks Avaya CU360 does not detect them.

Avaya CU360 supports Artificial Intelligence-based algorithms for third-party applications.

Artificial Intelligence-based algorithms for face recognition allow users to track the active speaker in front of the Avaya CU360 endpoint with the embedded camera. The algorithms allow users to activate the automatic framing not only for the Avaya CU360 application but also for any third-party application in the USB bar mode. The automatic framing recognizes the people sitting in front of the Avaya CU360 endpoint by their faces and finds the best framing to include all of them.

#### Related links

[Configuring the Avaya CU360 tracking](#) on page 142

# Chapter 3: Initial setup and connectivity

## Checklist for setting up Avaya CU360

No.	Task	Description	Notes	✓
1	Set up the Avaya CU360 hardware.	<a href="#">Connecting Avaya CU360</a> on page 34	—	
2	Switch on Avaya CU360.	<a href="#">Switching Avaya CU360 on or off</a> on page 35	—	
3	Pair the Avaya CU360 remote control unit.	<a href="#">Pairing the remote control unit with Avaya CU360</a> on page 36	—	
4	Configure basic settings	Configure the basic settings: <ul style="list-style-type: none"><li>• Automatically: <a href="#">Configuring Avaya CU360 automatically</a> on page 45</li><li>• Automatically for Avaya Meetings Server: <a href="#">Configuring Avaya CU360 automatically for Avaya Meetings Server</a> on page 43</li><li>• Manually: <a href="#">Configuring Avaya CU360 manually</a> on page 52</li></ul>	You can use one of the following interfaces to configure settings: <ul style="list-style-type: none"><li>• The Avaya CU360 remote control unit.</li><li>• The Avaya CU360 web interface</li><li>• Avaya Collaboration Control using iOS devices</li><li>• Avaya Collaboration Control using Android devices</li></ul>	

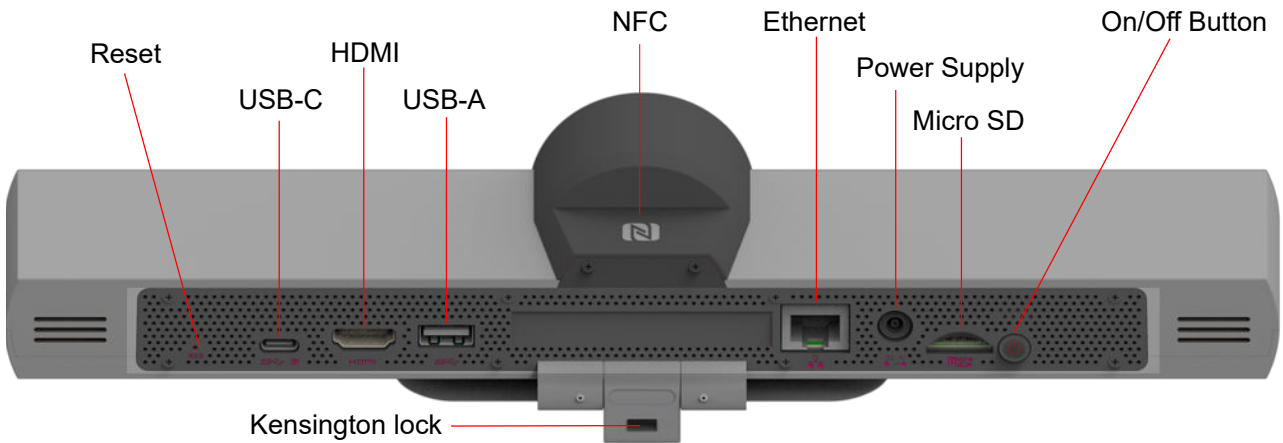
## Connecting Avaya CU360

### About this task

Avaya CU360 contains the following standard equipment:

- Endpoint
- Remote control unit with batteries
- HDMI cable

- Power adapter
- Rubber cap for camera



### Procedure

1. Secure the Avaya CU360 endpoint on an external monitor using the hinge at the bottom of the endpoint.
2. Connect the HDMI cable in the HDMI ports of Avaya CU360 and the external monitor.
3. Connect the power adapter.

---

## Switching Avaya CU360 on or off

### About this task

The power button of Avaya CU360 on the rear of the device. You can use the power button to:

- Switch Avaya CU360 on or off.
- Change the Avaya CU360 mode to standby or wake up the device from the standby mode.

### Procedure

Do one of the following:

- To switch Avaya CU360 on or off, press and hold the power button.
- To change the mode of Avaya CU360 to standby or wake up the device from the standby mode, press the power button.

---

## Pairing the remote control unit with Avaya CU360

### Before you begin

Insert two AAA batteries in the remote control unit.

### Procedure

1. Remove the power cable of Avaya CU360.
2. On the remote control unit, simultaneously press the following two keys until the small blue LED indicator on Avaya CU360 flashes:
  - Back
  - OK
3. When the LED indicator is flashing, insert the power cable plug of Avaya CU360 in the power socket.

Ensure that the remote control unit is in proximity to Avaya CU360 when you insert the power cable.

### Result

The LED indicator of the remote control unit stops flashing to indicate successful pairing with Avaya CU360.

### Next steps

If the remote control unit pairing fails, remove all cables from Avaya CU360, and repeat the procedure.

### Related links

[Avaya CU360 remote control unit](#) on page 16

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## Logging in to the Avaya CU360 web interface

### About this task

The home page of Avaya CU360 displays the IP address of the endpoint on the top.

Change the default login credentials when you log in to the web interface for the first time.

### Procedure

1. In a web browser, navigate to the IP address of Avaya CU360.  
Avaya CU360 displays the login page.
2. Enter the following:
  - **User Name:** The default user name is Admin.
  - **Password:** The default password is 1234.

- **Language:** Select a language from the drop-down list. This field is optional.
3. Click **Login**.

---

## Configuration of Avaya CU360 basic settings

Avaya CU360 supports the following methods to configure the basic settings:

- USB Audio/Video Bar
- Avaya Spaces
  - Avaya Spaces as room device
  - Avaya Spaces as personal device
- Avaya Cloud Office™
- Apps from Google Play Store
- Automatic Setup
  - You have a corporate account with an email address
  - You have a service code
    - Avaya Meetings Code
    - DES Enrollment Code
  - You have a Pexip Subscription
- Manual Setup

### USB Audio/Video Bar

Using this option, you can use the Avaya CU360 endpoint as a USB audio/video bar.

### Avaya Spaces as room device

Using this option, you can join the meeting without any personal information and log in to your Avaya Spaces account. If a member invites you through a QR code or verification code, you can join the meeting as a guest or an authorized member.

### Avaya Spaces as personal device

Using this option, you must log in to an Avaya Spaces account. If you configure Avaya CU360 as a personal device, you can also use it as a room device.

### Avaya Cloud Office™

Using this option, you can connect Avaya CU360 with the Avaya Cloud Office™.

### Apps from Google Play Store

Using this option, you can install the Google Play Store™ or Google Play Services from the quick setup wizard.

## Automatic Setup

Using this option, you can choose between one of the following:

### You have a corporate account with an email address

An automatic configuration option to set up Avaya CU360 as a SIP endpoint if you have Avaya Meetings Server deployed in your enterprise network. The automatic configuration option, which uses DNS discovery, must be enabled for your Avaya Meetings Server deployment. Avaya CU360 automatically receives the SIP configuration and other settings from the Avaya Meetings Server deployment. Enter the credentials of your video endpoint for the configuration.

### You have a service code

An automatic configuration option using a service code that you must provision for Avaya CU360. When you switch on Avaya CU360 for the first time, it prompts you to enter the service code, after which the basic settings are automatically configured. Using this option, Avaya CU360 can be provisioned as an H.323 or SIP endpoint, automatically connected to the enterprise directory, and can be set up to upgrade automatically.

### Pexip Provisioning

An automatic configuration option to connect Avaya CU360 with the Pexip Cloud Service.

### Manual Setup

A manual configuration option using the quick setup wizard to configure Avaya CU360 and the network settings. You can also use this option to modify the existing configuration.

## Configuring Avaya CU360 for USB AV bar mode using quick setup

### About this task

Configure Avaya CU360 as a USB audio/video bar from the quick setup wizard.

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

### Procedure

1. Start Avaya CU360.  
Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. **(Optional)** To update the new version, click **Install**.
  - Avaya CU360 displays the System updates status.
  - When the installation process is completed, Avaya CU360 restarts automatically.
6. Select **As USB Audio/Video Bar**.

## Result

- Avaya CU360 activates the Always Active option for the USB AV bar mode.
- Avaya CU360 displays rotating LEDs that become green on the endpoint.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

## Related links

[Avaya USB AV bar](#) on page 30

# Configuring Avaya CU360 for Avaya Spaces as a room device

## About this task

You can configure Avaya CU360 as a room endpoint for Avaya Spaces. You can join the Avaya Spaces meeting as a shared room endpoint.

The Avaya CU360 endpoint can be associated with an MS exchange room resource. In this case, the email and password correspond to the delegate account, while the room email corresponds to the MS exchange room resource as booked in a scheduled meeting.

## Procedure

1. Start Avaya CU360.
  - Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. To update the new version, click **Install**.
  - Avaya CU360 displays the System updates status.
  - When the installation process is completed, Avaya CU360 restarts automatically.
  - After restarting Avaya CU360, follow the step from starting.
6. Click **With Avaya Spaces**.
7. Click **As room device**.
  - Avaya CU360 prompts you to enter your system name.
8. Type your system name and click **Next**.
  - Avaya CU360 prompts you to choose how to join your Exchange calendar meetings.
9. Configure the following fields:
  - **Authentication Mode**
    - **Basic**
    - **Modern (O Auth)**

10. Click **Next**.
11. Configure the following fields:
  - **Email**
  - **Password**
  - **Room Email**
12. Click **Next**.
13. **(Optional)** Configure the following features:
  - **Wi-Fi**
  - **Bluetooth**
  - **Graphic Adjustment**: Adjust the graphic to fit your monitor.
14. Click **Next**.

### Result

Avaya CU360 displays Configuration is completed message.

### Related links

[Configuring the Avaya CU360 web interface for modern authentication](#) on page 101

[Configuring the Avaya CU360 endpoint for modern authentication](#) on page 100

## Configuring Avaya CU360 for Avaya Spaces as a personal device

### About this task

You can configure Avaya CU360 as a personal device for Avaya Spaces. You can join the Avaya Spaces meeting through your personal Microsoft Exchange calendar.

### Procedure

1. Start Avaya CU360.
  - Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. To update the new version, click **Install**.
  - Avaya CU360 displays the System updates status.
  - When the installation process is completed, Avaya CU360 restarts automatically.
  - After restarting Avaya CU360, follow the step from starting.
6. Click **With Avaya Spaces**.
7. Click **As personal device**.
  - Avaya CU360 prompts you to enter your system name.

8. Type your system name and click **Next**.  
Avaya CU360 prompts you to choose how to join your Exchange calendar meetings.
9. Configure the following fields:
  - **Authentication Mode**
    - **Basic**
      - **Email**
      - **Password**
    - **Modern (O Auth)**
10. Click **Next**.
11. **(Optional)** Configure the following features:
  - **Wi-Fi**
  - **Bluetooth**
  - **Graphic Adjustment:** Adjust the graphic to fit your monitor.
12. Click **Next**.

## Result

Avaya CU360 displays Configuration is completed message.

## Related links

- [Configuring the Avaya CU360 web interface for modern authentication](#) on page 101
- [Configuring the Avaya CU360 endpoint for modern authentication](#) on page 100

# Configuring Avaya CU360 for Avaya Cloud Office™

## About this task

You can configure Avaya CU360 to start Avaya Cloud Office™ rooms as the default conferencing application.

## Procedure

1. Start Avaya CU360.  
Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. **(Optional)** To update the new version, click **Install**.
  - Avaya CU360 displays the System updates status.
  - When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Avaya Cloud Office**
7. **(Optional)** Configure the following features:
  - **Wi-Fi**
  - **Bluetooth**
  - **Graphic Adjustment:** Adjust the graphic to fit your monitor.
8. Click **Next**.

Avaya CU360 prompts you that the configuration is complete.

### Result

- Avaya CU360 displays `Configuration is completed` message.
- Avaya CU360 displays the Avaya Cloud Office™ page containing the pairing code.

## Installing Google Play Store™ from the Avaya CU360 quick setup

### About this task

After you install Google Play Store™, the Avaya CU360 application launches as hidden by default. If you open the Avaya CU360 application manually, you have to complete the quick setup wizard settings.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.
2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.
3. Click **With Multiple Meeting Services**.
4. **(Optional)** Scan the QR code for access to the Avaya CU360 web interface from Mobile.
5. Click **Apps from Google Play Store**.

Avaya CU360 displays the `Disclaimer for using Google Play Store/Service Framework on CU360` message.
6. Click **I agree**.

Avaya CU360 starts the installation wizard.

### Result

Google Play Store™ is installed on your Avaya CU360.

## Next steps

Start Google Play Store™ and sign in with your Google account to complete the Google configuration.

# Configuring Avaya CU360 automatically for Avaya Meetings Server

## About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Avaya Meetings Server. Use a wired network connection for best results.

The quick setup wizard automatically configures the SIP settings for Avaya CU360. The setup wizard gets the SIP settings from the network server discovered during the automatic configuration process.

## Procedure

1. Start Avaya CU360.  
Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. **(Optional)** To update the new version, click **Install**.
  - Avaya CU360 displays the System updates status.
  - When the installation process is completed, Avaya CU360 restarts automatically.
6. Click **With Multiple Meeting Services > Automatic Setup > You have a corporate account with an email address**.  
Avaya CU360 prompts you to enter your email address.
7. Type your email address, and click **Next**.  
Avaya CU360 prompts you to choose your environment.
8. Select your environment from the list, and click **Next**.  
Avaya CU360 prompts you to enter your login credentials.
9. Enter your login credentials, and click **Next**.  
Based on your network configuration, you might have to enter your:
  - Network login credentials
  - Password
10. **(Optional)** Configure the following features:
  - **Wi-Fi**

- **Bluetooth**
  - **Graphic Adjustment:** Adjust the graphic to fit your monitor.
11. Click **Next**.

Avaya CU360 prompts you that the configuration is complete.

### **Result**

Avaya CU360 displays `Configuration is completed` message.

## **Configuring Avaya CU360 automatically for Avaya Meetings Server using the quick setup**

### **About this task**

Configure Avaya CU360 automatically as a video conferencing endpoint in Avaya Meetings Server. Use a wired network connection for best results.

### **Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.
2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.
3. Click **With Multiple Meeting Services > Automatic Setup > You have a corporate account with an email address**.

Avaya CU360 prompts you to enter your email address.
4. Type your email address, and click **Next**.

Avaya CU360 prompts you to choose your environment.
5. Select your environment from the list, and click **Next**.

Avaya CU360 prompts you to enter your login credentials.
6. Enter your login credentials, and click **Next**.

Based on your network configuration, you might have to enter your:

  - Network login credentials
  - Password
7. Click **Done**.

## Configuring Avaya CU360 automatically

### About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration when you start the endpoint for the first time.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

### Procedure

1. Start Avaya CU360.

Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.

5. **(Optional)** To update the new version, click **Install**.

- Avaya CU360 displays the System updates status.
- When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Multiple Meeting Services > Automatic Setup > You have a service code > Avaya Meetings code**.

Avaya CU360 displays the window to enter the service code.

7. Enter the service code.

You can enter the service code in the following two formats:

- A full 12-digit service code: The first 5 digits identify the Avaya Meetings Management server, and the subsequent 7 digits identify the Avaya CU360 endpoint.
- A partial 5-digit service code: The first 5 digits identify the Avaya Meetings Management server, while the subsequent 7 digits can be empty or contain zeros.

Avaya CU360 displays the name of the Avaya CU360 endpoint configuration that matches the service code.

8. Click **Next**.

### Result

- If you enter the full 12-digit service code, the Avaya CU360 configuration is complete.
- If you enter a partial 5-digit service code, Avaya Meetings Management displays a red clock icon against the Avaya CU360 name. The administrator must complete the Avaya CU360 configuration, which is pushed to the endpoint.

## Configuring Avaya CU360 automatically using the quick setup

### About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration using the quick setup.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

### Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services > Automatic Setup > You have a service code > Avaya Meetings code**.

Avaya CU360 displays the window to enter the service code.

4. Enter the service code.

You can enter the service code in the following two formats:

- A full 12-digit service code: The first 5 digits identify the Avaya Meetings Management server, and the subsequent 7 digits identify the Avaya CU360 endpoint.
- A partial 5-digit service code: The first 5 digits identify the Avaya Meetings Management server, while the subsequent 7 digits can be empty or contain zeros.

Avaya CU360 displays the name of the Avaya CU360 endpoint configuration that matches the service code.

### Result

- If you enter the full 12-digit service code, the Avaya CU360 configuration is complete.
- If you enter a partial 5-digit service code, Avaya Meetings Management displays a red clock icon against the Avaya CU360 name. The administrator must complete the Avaya CU360 configuration, which is pushed to the endpoint.

## Configuring Avaya CU360 automatically for device enrollment services

### About this task

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration when you start the endpoint for the first time.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

## Procedure

1. Start Avaya CU360.

Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.
5. **(Optional)** To update the new version, click **Install**.

- Avaya CU360 displays the System updates status.
- When the installation process is completed, Avaya CU360 restarts automatically.

6. Click **With Multiple Meeting Services > Automatic Setup > You have a service code > DES Enrollment code**.

Avaya CU360 displays the window to enter the service code.

7. Enter the enrollment code.

You can enter the enrollment code in the following two formats:

- A full 8-digit or 12-digit Numeric Enrollment Code (NEC): The numbers in this enrollment code generates randomly. The NEC code has an expiry date.
- A full 12-digit Provisioning Enrollment Code (PEC): The first 8 digits identify the customer account id, and the subsequent 4 digits identify PIN. You can create a PIN of your choice. The PEC enrollment code does not have an expiry date.

8. Click **Next**.

Avaya CU360 prompts you to enter your login credentials.

9. Configure the following fields:

- **User Name**
- **Password**

10. Click **Next**.

Avaya CU360 prompts you to enter your phone details.

11. Enter your phone details, and click **Next**.

Based on your network configuration, you might have to enter your:

- User Name
- Password

Avaya CU360 prompts you to enter your login credentials.

12. Configure the following fields:
  - **Email**
  - **Password**
  - **Room Email**
13. Click **Next**.
14. **(Optional)** Configure the following features:
  - **Wi-Fi**
  - **Bluetooth**
  - **Graphic Adjustment:** Adjust the graphic to fit your monitor.
15. Click **Next**.

Avaya CU360 prompts you that the configuration is complete.

### **Result**

Avaya CU360 displays `Configuration is completed` message.

## **Configuring Avaya CU360 automatically for device enrollment services using the quick setup**

### **About this task**

Avaya CU360 prompts you to enter the service code that initiates the automatic configuration using the quick setup.

The administrator must provision Avaya CU360 for automatic configuration and send the service code to users.

### **Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.
2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.
3. Click **With Multiple Meeting Services > Automatic Setup > You have a service code > DES Enrollment code**.

Avaya CU360 displays the window to enter the service code.
4. Enter the enrollment code.

You can enter the enrollment code in the following two formats:

- A full 8-digit or 12-digit Numeric Enrollment Code (NEC): The numbers in this enrollment code generates randomly. The NEC code has an expiry date.
- A full 12-digit Provisioning Enrollment Code (PEC): The first 8 digits identify the customer account id, and the subsequent 4 digits identify PIN. You can create a PIN of your choice. The PEC enrollment code does not have an expiry date.

### Result

Avaya CU360 displays `Configuration is completed` message.

## Viewing the Avaya CU360 endpoint serial number for the Pexip subscription

### About this task

View the serial number of your Avaya CU360 endpoint in the external case label or from the Serial Number option for the Pexip subscription.

### Procedure

Do one of the following:

- On the endpoint, click **Configure** > **About** > **Serial Number**.
- On the web interface, click **Home** > **Serial Number**.

Avaya CU360 displays the serial number.

### Related links

[Pexip Provisioning](#) on page 27

## Configuring Avaya CU360 automatically for Pexip meetings

### About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service. The quick setup wizard automatically configures Avaya CU360 for the Pexip meeting.

### Before you begin

You must have a valid subscription with Pexip to use the Pexip meetings.

### Procedure

1. Start Avaya CU360.  
Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.
4. Click **Next**.

5. Click **With Multiple Meeting Services**.
6. Click **Automatic Setup**.
7. Click **Next**.
8. Click **You have a Pexip Provisioning**.
9. Click **Activate**.

### Result

- Avaya CU360 connects to Pexip Cloud Service.
- You can use Avaya CU360 for SIP-based calls.
- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

### Related links

[Pexip Provisioning](#) on page 27

## Configuring Avaya CU360 automatically for Pexip meetings using the quick setup

### About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service.

### Before you begin

You must have a valid subscription with Pexip to use the Pexip meetings.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.On the endpoint, Avaya CU360 displays the Configure window.
2. Click **Quick Setup**.  
Avaya CU360 starts the Quick Setup wizard.
3. **(Optional)** From the list, select your preferred language.
4. Click **With Multiple Meeting Services**.
5. Click **Automatic Setup**.
6. Click **You have a Pexip Provisioning**.
7. Click **Activate**.

### Result

- Avaya CU360 connects to Pexip Cloud Service.
- You can use Avaya CU360 for SIP-based calls.

- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

#### Related links

[Pexip Provisioning](#) on page 27

## Activating the Pexip provisioning for Avaya CU360

### About this task

Configure Avaya CU360 automatically as a video conferencing endpoint in Pexip Cloud Service.

### Before you begin

- You must have a valid subscription with Pexip to use the Pexip meetings.
- Ensure your network can access the external network.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.
2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.
3. **(Optional)** From the list, select your preferred language.
4. Click **With Multiple Meeting Services**.
5. Click **Automatic Setup**.
6. Click **You have a Pexip Provisioning**.
7. Click **Activate**.

### Result

- Avaya CU360 connects to Pexip Cloud Service.
- You can use Avaya CU360 for SIP-based calls.
- Avaya CU360 automatically receives the list of contacts from Pexip Cloud Service.

#### Related links

[Pexip Provisioning](#) on page 27

## Verifying the Avaya CU360 status for Pexip

### About this task

You can verify the Avaya CU360 status and check the Pexip configuration updates.

### Before you begin

Ensure that Pexip provisioning is active on your Avaya CU360.

## Procedure

Do one of the following:

- On the endpoint, click **Configure** > **System Status**.
- On the web interface, click **Home**.

## Related links

[Pexip Provisioning](#) on page 27

# Enabling the automatic synchronization in Avaya CU360

## About this task

Configure Avaya CU360 to enable automatic synchronization.

You can also disable the automatic synchronization.

## Procedure

1. Do one of the following:
  - On the endpoint menu, click **Configure** > **System Status**
  - On the web interface, click **Home**.

On the endpoint, Avaya CU360 displays the System Status window.

2. On the endpoint menu, click **More**.
3. In **Automatic Synchronization**, click **Enabled**.

## Result

The provisioned parameters are updated in every switch-on of Avaya CU360, and periodically, Pexip Server provides time intervals.

# Configuring Avaya CU360 manually

## About this task

Manually configure the Avaya CU360 basic settings, such as the system name, language, and network settings, using the quick setup wizard. Some settings might be customized for your enterprise.

Avaya CU360 automatically displays the quick setup wizard when you switch on Avaya CU360 or log in to the web interface for the first time.

## Procedure

1. Start Avaya CU360.

Avaya CU360 displays the quick setup wizard.
2. From the list, select your preferred language.
3. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

4. Click **Next**.
5. Click **With Multiple Meeting Services**.
6. Click **Next**.
7. Select **Manual Setup**.
8. Configure the following fields:
  - **System Name**
  - **Country**
  - **Language**
  - **Protocol Type**
9. Click **Next**.

Avaya CU360 displays the Configure TCP/IP (GLAN) window.
10. Configure the following fields:
  - **IP Address Mode**
  - **IP Address**
  - **Subnet Mask**
  - **Gateway**
  - **DNS**
11. Click **Next**.

Avaya CU360 displays the Configure more window.
12. **(Optional)** Configure the following features:
  - **Wi-Fi**
  - **Bluetooth**
  - **Graphic Adjustment:** Adjust the graphic to fit your monitor.
13. Click **Next**.

Avaya CU360 displays the Configure Gatekeeper window.
14. Configure the following fields:
  - **Use Gatekeeper**
  - **Mode**
  - **Gatekeeper Address**
  - **E.164**
15. **(Optional)** Click **Next**.

Avaya CU360 displays the SIP settings only if you select **SIP** or **H.323 and SIP** in **Protocol Type**.

Avaya CU360 displays the Configure SIP window.

16. **(Optional)** Configure the following fields:

- **User**
- **Authentication Name**
- **Authentication Password**
- **Use SIP Server**
- **Server Address**

17. Click **Done**.

## Configuring Avaya CU360 manually using the quick setup

### About this task

Manually configure the Avaya CU360 basic settings, such as the system name, language, and network settings. Some settings might be customized for your enterprise.

### Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.

3. Click **With Multiple Meeting Services**.

4. Select **Manual Setup**.

5. Configure the following fields:

Endpoint menu	Web interface menu
<b>System Name</b>	<b>System Name</b>
–	<b>System Name Unicode</b>
<b>Country</b>	<b>Country</b>
<b>Language</b>	<b>Language</b>
<b>Protocol Type</b>	<b>Protocol Type</b>

6. Click **Next**.

On the endpoint, Avaya CU360 displays the Configure TCP/IP (GLAN) window.

7. Configure the following fields:

Endpoint menu	Web interface menu
IP Address Mode	Automatic IP Address
IP Address	IP Address
Subnet Mask	Subnet Mask
Gateway	Gateway IP Address
DNS	DNS Server IP Address

8. Click **Next**.

On the endpoint, Avaya CU360 displays the Configure more window.

9. **(Optional)** Configure the following features:

- **Wi-Fi**
- **Bluetooth**
- **Graphic Adjustment:** Adjust the graphic to fit your monitor.

10. Click **Next**.

On the endpoint, Avaya CU360 displays the Configure Gatekeeper window.

11. Configure the following fields:

Endpoint menu	Web interface menu
Use Gatekeeper	Use Gatekeeper
Mode	Gatekeeper Address Mode
Gatekeeper Address	Gatekeeper Address
E.164	E.164

12. **(Optional)** Click **Next**.

Avaya CU360 displays the SIP settings only if you select **SIP** or **H.323 and SIP** in **Protocol Type**.

On the endpoint, Avaya CU360 displays the Configure SIP window.

13. **(Optional)** Configure the following fields:

- **User**
- **Authentication Name**
- **Authentication Password**
- **Use SIP Server**
- **Server Address**

14. Click **Done**.

## Quick Setup field descriptions

Name	Description
<b>System Name</b>	<p>The name of the Avaya CU360 endpoint.</p> <p>Avaya CU360 also uses the system name as the user name to register for SIP and H.323.</p>
<b>Country</b>	<p>The country where Avaya CU360 is located.</p> <p>The value of <b>Language</b> and the language of the menu automatically changes based on the language of the country you select.</p>
<b>Language</b>	<p>The language of the menu.</p> <p>You can select different languages for the web interface and the endpoint interface.</p>
<b>Protocol Type</b>	<p>The protocol that Avaya CU360 must use.</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: Select this option to register Avaya CU360 to only a gatekeeper.</li> <li>• <b>SIP</b>: Select this option to register Avaya CU360 to only a SIP server. For redundant SIP-based deployments, you can register the endpoint to maximum three SIP servers.</li> <li>• <b>H.323 and SIP</b>: Select this option to register Avaya CU360 to a gatekeeper and a SIP server.</li> </ul> <p>The selection of the protocol, such as SIP or H.323, depends on the protocol that the enterprise network uses.</p>
<b>IP Address Mode</b>	<p>The option to determine whether the IP address is allocated dynamically using DHCP or designated a static IP address.</p> <p>Use static IP addresses for Avaya CU360 deployed on:</p> <ul style="list-style-type: none"> <li>• Public networks.</li> <li>• SIP networks where the endpoint is secured using TLS certificates and the certificate requests need static IP addresses.</li> </ul>
<b>IP Address</b>	<p>The static IP address.</p> <p>If you do not enter a static IP address, this field displays the allocated dynamic IP address.</p>

*Table continues...*

Name	Description
<b>Subnet Mask</b>	The subnet mask associated with the static IP address.  If you use dynamic IP addresses, this field displays the allocated subnet mask.
<b>Gateway</b>	The default gateway static IP address.  If you do not enter a static IP address, this field displays the allocated dynamic gateway IP address.
<b>DNS</b>	The DNS server IP address.  Enter a valid IP address for web collaboration and the cloud-based connection to Avaya Meetings Management.  If you do not enter a static IP address, this field displays the allocated dynamic DNS server IP address.
<b>Use Gatekeeper</b>	The option to choose whether Avaya CU360 is registered to an H.323 gatekeeper.
<b>Mode</b>	The option to choose whether Avaya CU360 automatically detects gatekeepers.
<b>Gatekeeper Address</b>	The IP address or the DNS name of the gatekeeper.
<b>E.164</b>	The H.323-based number of Avaya CU360.
<b>User</b>	The system name.  Avaya CU360 is registered to the SIP server using this name. Avaya CU360 displays this name in conferences.
<b>Authentication Name</b>	The name used to authenticate Avaya CU360 with the SIP server.  This name can be the same as the system name in <b>User</b> . This field is optional.
<b>Authentication Password</b>	The password used to authenticate Avaya CU360 with the SIP server.  This field is optional.
<b>Use SIP Server</b>	The option to enable registration of Avaya CU360 with SIP servers.  For redundant SIP-based deployment, you can register Avaya CU360 with a maximum of three SIP servers.
<b>Server Address</b>	The IP address or the DNS name of the SIP server.

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# Setting up Avaya Cloud Office™ as the default application for Avaya CU360

## About this task

Avaya Cloud Office™ is a cloud-based communication system with enterprise-grade voice, IM or messaging meetings, conferencing, and collaboration.

Configure Avaya CU360 to start Avaya Cloud Office™ as the default conferencing application.

The background image of the Avaya Cloud Office™ page changes according to the time of the day.

## Before you begin

You must have a valid subscription with Avaya Cloud Office™ to use Avaya Cloud Office™ meetings.

## Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.

2. Click **Quick Setup**.

Avaya CU360 starts the Quick Setup wizard.

3. **(Optional)** From the list, select your preferred language.

4. Click **Next**.

5. Click **With Avaya Cloud Office**.

6. Configure the following features:

- Wi-Fi
- Bluetooth
- Graphic Adjustment: Adjust the graphic to fit your monitor.

7. Click **Next**.

Avaya CU360 prompts you that the configuration is complete.

## Result

Avaya CU360 displays the Avaya Cloud Office™ rooms page containing the pairing code.

---

# Pairing the controller with the Avaya Cloud Office™ rooms using controller application

## About this task

You can pair the Avaya Cloud Office™ room with an Android-based tablet 8" (with Android 8.0 or higher) or the Avaya Vantage™ K175 (with Release 3.1 or higher). The suggested usage is with Avaya Vantage™ K175.

## Before you begin

On Avaya Vantage™ K175, the controller application is preinstalled if the Vantage is bundled in your ACO offer.

Install or upgrade the controller (Vantage K175 or tablet) to Avaya Cloud Office™ for Rooms App version 22.3.30 (72), or higher.

## Procedure

1. Open the controller application on your Android-based controller.
2. Enter the pairing code.  
The pairing code is available on the CU360 - Avaya Cloud Office™ rooms page.
3. Log in to the controller Avaya Cloud Office™ rooms application with a valid account.
4. **(Optional)** You could also receive an authentication code for your account. To activate the code:
  - a. Tap **Enter activation code** on the Sign in page.
  - b. Enter the code you received in the email.
  - c. Tap **Done**.

## Result

The controller displays the Avaya Cloud Office™ room page.

## Next steps

After pairing the controller application, you can do the following actions from the controller:

- Join meetings with a single click from the room calendar
- Mute and enable audio
- Enable and disable camera
- Start and stop sharing content
- Invite participants
- View and manage participants
- Start and stop meeting recording
- Change layouts
- Increase and decrease speaker volume

- Select cameras (built-in camera/USB camera)
- Control selected camera (ePTZ)
- Join Zoom meetings
- Invite external participants by email
- Navigate in Gallery view with multiple pages
- Activate close captions, with font size and placement options (More button)
- Show meeting chat on Room display (as overlay or popup notification)
- Join Zoom, Webex meetings through SIP, also if encrypted
- Share Rooms camera full screen in meetings
- Schedule Rooms Host device restart from Admin Web Portal
- Schedule Rooms Host upgrade from Admin Web Portal
- Invite by email in rooms from the controller

For more information or latest updates, refer to <https://support.avaya.com/support/en/products/P1760>.

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## Installing third-party applications from Google Play Store™ in Avaya CU360

### About this task

Avaya does not support or test third-party applications.

You can install third-party applications from Google Play Store™.

This configuration is available only on the Avaya CU360 endpoint.

### Procedure

1. Click **Play Store** application.  
Avaya CU360 displays a list of suggested applications.
2. Do one of the following:
  - Click the application and follow the instructions to install the application.
  - Click **Search** to find the application.
3. Search for an application, click the application to install it.

### Related links

[Third-party applications in Avaya CU360](#) on page 25

# Chapter 4: Initial administration

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## Configuring call answering preferences in Avaya CU360

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure the following fields:
  - **Mute**
  - **Volume**
  - **Video Privacy**
  - **Do not Disturb**
  - **DnD Mode**
  - **Automatic Answer**
  - **Answer after (Rings)**
  - **Ringling Volume**
  - **Confirm Disconnect**
3. On the web interface, click **Save**.

## Calling field descriptions

Name	Description
<b>Automatic Answer</b>	<p>Automatically answer incoming calls. The behavior of this feature depends on the configuration.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes always:</b> Avaya CU360 automatically answers all incoming calls. If the endpoint interface is on the home page, Avaya CU360 does not prompt you before automatically answering calls.</li> <li>• <b>Yes trusted always:</b> Avaya CU360 automatically answers all incoming calls from trusted contacts. If the endpoint interface is on the home page, Avaya CU360 does not prompt you before automatically answering calls.</li> <li>• <b>Never:</b> Avaya CU360 does not automatically answer calls.</li> </ul>
<b>Answer after (Rings)</b>	<p>The option to configure a specific number of rings after which Avaya CU360 automatically answers calls.</p> <p>This optional field is active only if you configure <b>Automatic Answer</b>.</p>

## Enabling the Avaya CU360 advanced settings

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > General**.
  - On the web interface, click **Basic Settings > Preferences > General**.
  - On the endpoint, Avaya CU360 displays the General settings window.
  - On the web interface, Avaya CU360 displays the Preferences - General settings window.
2. Select **Yes** for **Show Advanced Settings**.
3. On the web interface, click **Save**.

### Result

Avaya CU360 displays the advanced settings.

# Configuring the Avaya CU360 advanced calling options


## About this task

Configure advanced settings of calls for new dial strings.



## Procedure

1. Do one of the following:
  - On the endpoint main menu, Select **Call**.
  - On the web interface, **Make your Call**.

On the endpoint, Avaya CU360 displays the Call window.
2. Do one of the following:
  - On the endpoint, click .
  - On the web interface, **Advanced Options > Direct Call**.
  - On the endpoint, Avaya CU360 displays the Advanced Calling Options window.
  - On the web interface, Avaya CU360 displays the Advanced options - Direct Call window.
3. Configure the following fields:
  - **Call Protocol**
  - **Call Type**
  - **Call Rate (Kbps)**

## Advanced Calling Options field descriptions

Name	Description
<b>Call Protocol</b>	<p>The protocol to use in calls.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: The protocol for calls to H.323-based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Meetings Media Server.</li> <li>• <b>SIP</b>: The protocol for calls to SIP-based endpoints.</li> </ul>
<b>Call Type</b>	<p>The type of the call.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Audio-Video</b></li> <li>• <b>Audio-Only</b></li> </ul>
<b>Call Rate (Kbps)</b>	<p>The specific bandwidth to use for calls.</p> <p>This field is optional. If you do not configure a specific bandwidth to use, Avaya CU360 uses the maximum available bandwidth.</p>

## Configuring Avaya CU360 to automatically share content

### About this task

Configure Avaya CU360 to automatically share content when you connect your computer with Avaya CU360 using Avaya Screen Link.

### Before you begin

Your computer:

- Must have Avaya Workplace Client installed.
- Must be connected to the same network as Avaya CU360. If your computer and Avaya CU360 are connected to different networks, NAT or a firewall must not be configured between the two networks.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Select **Presentation**.

- On the endpoint, Avaya CU360 displays the Presentation window.
- On the web interface, Avaya CU360 displays the Presentation - General window.

4. Configure **Local Presentation Mode** to **Automatic**.

### Result

Avaya CU360 automatically displays shared content on the screen to local participants when the endpoint is not participating in meetings. The endpoint also displays alerts for incoming calls.

## Disabling the Avaya CU360 video

### About this task

Configure meetings to start with video disabled.

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure **Video Privacy** to **Yes**.
3. On the web interface, click **Save**.

## Configuring meeting recording in Avaya CU360

### About this task

Avaya CU360 saves meeting recordings in the MP4 format. The video stream is recorded in the H.264 format, while the audio stream is recorded in the AAC-LC format.

You can save meeting recordings on a USB device or on the enterprise network. When you save recordings on a USB device, you can transfer the recordings to an external server, such as a generic FTP server or Avaya Meetings Streaming and Recording. To save recordings on the enterprise network:

- The Avaya Meetings Server deployment must have a recording server.

- The Avaya CU360 endpoint must be managed by Avaya Meetings Management, and Avaya Meetings Management must have remote access to the endpoint.
- The meeting must be hosted on Avaya Scopia® Elite 6000 MCU or Avaya Meetings Media Server.

**\* Note:**

- Long recorded meeting sessions are split into multiple files if the single file size exceeds the size limit supported by the USB file system. Such as, 4GB uses the FAT32 file system format, and 16 GB or more uses the others file system format.
- Do not use FAT32 as a USB file system format if you need to record sessions for several hours.
- If you stop and restart the recording, several seconds could be lost from the recording in the meantime. The recording start warning plays again when the recording resumes.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > Advanced > Utilities > Recording**.
  - On the web interface, click **Administrator Settings > Utilities > Recording > General**.
2. Configure the following fields:
  - **Location**
  - **Resolution**
  - **Bitrate**
  - **Audio Alert**
  - **Ignore Mute on Playback**
  - **Video Upload/Delete:** This option is available only on the endpoint menu.
  - **Digital Signature**
  - **Save to External Server**
  - **External Server Type**
  - **FTP Server URL**
  - **FTP Server User**
  - **FTP Server Password**
  - **FTP Secure Connection**
  - **AESR File Owner**
  - **AESR Server Tenant ID**
3. On the web interface, click **Save**.

## General field descriptions

Name	Description
<b>Location</b>	<p>The location to store meeting recordings.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>No Recording:</b> Disable recording meetings.</li> <li>• <b>Automatic:</b> Choose the location every time you start recording meetings. Avaya CU360 displays the location options when you start recording. This is the default option.</li> <li>• <b>USB Storage:</b> Record meetings in a USB storage device.</li> <li>• <b>Equinox Recording Server:</b> Record meetings in a location on the enterprise network. <ul style="list-style-type: none"> <li>- The Avaya Meetings Server deployment must have a recording server.</li> <li>- The Avaya CU360 endpoint must be managed by Avaya Meetings Management, and Avaya Meetings Management must have remote access to the endpoint.</li> <li>- The meeting must be hosted on Avaya Scopia® Elite 6000 MCU or Avaya Meetings Media Server.</li> </ul> </li> </ul>
<b>Resolution</b>	<p>The video resolution of meeting recordings that are stored on USB storage devices.</p> <p>The default 720p@25fps resolution using the H.264 codec is the best supported resolution. If your media player does not support higher resolutions, choose a lower resolution. When you change the resolution, Avaya CU360 automatically selects the optimal bit rate.</p> <p>You cannot change the resolution of meeting recordings stored on the enterprise network. If you configure <b>Location</b> as <b>Automatic</b>, Avaya CU360 applies the configured resolution only to meeting recordings stored on USB storage devices.</p>

*Table continues...*

Name	Description
<b>Bitrate</b>	<p>The bit rate of the meeting recordings.</p> <p>The bit rate determines the size of the recordings stored on USB storage devices. To use less storage capacity, select a lower bit rate. The bit rate that Avaya CU360 automatically selects when you configure <b>Resolution</b> provides best results.</p> <p>You cannot change the bit rate of meeting recordings stored on the enterprise network. If you configure <b>Location</b> as <b>Automatic</b>, Avaya CU360 applies the configured bit rate only to meeting recordings stored on USB storage devices.</p>
<b>Audio Alert</b>	<p>Plays an alert message to meeting participants that the meeting is recorded.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> <p>You can configure <b>Audio Alert</b> only for the meeting recordings stored on USB storage devices. Avaya CU360 always plays the alert message when meeting recordings are stored on the enterprise network.</p>
<b>Ignore Mute on Playback</b>	<p>Plays audio on the endpoints of remote participants while playing back meeting recordings even when the remote participants mute their audio.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Video Upload/Delete</b>	<p>Uploads videos to USB storage devices from local computers.</p>
<b>Date &amp; Time</b>	<p>Inserts a time stamp in meeting recordings.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> <p>The format of the date and time depend on the configuration of the date and time in Avaya CU360.</p>

*Table continues...*

Name	Description
<b>Digital Signature</b>	<p>Inserts a digital signature to verify the authenticity of meeting recordings.</p> <p>You can upload your digitally signed certificate to authenticate meeting recordings. If you do not upload your certificate, Avaya CU360 inserts a self-signed certificate to authenticate meeting recordings.</p> <p>When you reset Avaya CU360 to factory settings, your uploaded certificate is deleted.</p>
<b>Save to External Server</b>	<p>Saves meeting recordings on external FTP servers.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>External Server Type</b>	<p>The type of the external server where meeting recordings are saved.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>AESR</b>: Select if your Avaya Meetings Server deployment is managed by Avaya Meetings Management with Avaya Meetings Streaming and Recording configured to accept file transfers.</li> <li>• <b>Generic</b>: Select if you want to store meeting recordings in standard FTP servers. The Passive Transfer Mode feature on the FTP server must be enabled.</li> </ul>
<b>FTP Server URL</b>	<p>The URL of the FTP server, which contains:</p> <ul style="list-style-type: none"> <li>• The name or IP address.</li> <li>• The port number, if the port is different from the default port 21.</li> <li>• The path to subdirectories where meeting recordings are stored.</li> </ul> <p>For example,  <code>[ftp://]servername_or_serveraddress[:port][/remotedir/.../]</code></p>
<b>FTP Server User</b>	<p>The user name to log in to the external FTP server where meeting recordings are stored.</p>
<b>FTP Server Password</b>	<p>The password to log in to the external FTP server where meeting recordings are stored.</p>

*Table continues...*

Name	Description
<b>FTP Secure Connection</b>	Encrypts the transfer of meeting recordings to the external FTP server using FTPS.  The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>AESR File Owner</b>	The name of the owner of meeting recordings in Avaya Meetings Streaming and Recording.  Usually, the owner of recordings in Avaya Meetings Streaming and Recording is an Avaya Meetings Management user, so the name of the owner corresponds to a user defined in Avaya Meetings Management
<b>AESR Server Tenant ID</b>	The identification number of the enterprise of the meeting recordings owner defined in <b>AESR File Owner</b> .  The identification number of the user is defined in Avaya Meetings Management. If your deployment is not configured in multi-tenant mode, enter 999.

---

## Configuring the Avaya CU360 screen saver

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > General**.
  - On the web interface, click **Basic Settings > Preferences > General**.
2. Configure one of the following time delay periods for **Screen Saver**:
  - Never
  - 2 minutes
  - 5 minutes
  - 10 minutes
  - 30 minutes

---

## Configuring Avaya CU360 to verify before disconnecting calls

### About this task

Configure Avaya CU360 to ask for confirmation before disconnecting calls to prevent accidentally disconnecting calls.

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure **Confirm Disconnect** to **Yes**.
3. On the web interface, click **Save**.

---

## Configuring LAN connectivity for Avaya CU360

### About this task

Manually configure LAN or modify the LAN connection configured during the initial setup.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. Click **Networks** > **GLAN**.
3. Configure the following fields:

Endpoint menu	Web interface
IP Address Mode	Automatic IP Address
IP Address	IP Address
Subnet Mask	Subnet Mask
Gateway	Gateway IP Address
DNS	DNS Server IP Address

4. On the web interface, click **Save**.

## Configuring an H.323 gatekeeper for Avaya CU360

### About this task

Manually configure an H.323 gatekeeper or modify the H.323 gatekeeper connection configured during the initial setup.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > H.323**.
4. Configure the following fields:

Endpoint menu	Web interface
<b>E.164</b>	<b>H.323 Name</b>
<b>Use Gatekeeper</b>	<b>E.164</b>
<b>Mode</b>	<b>Refuse Calls by IP Address</b>
<b>Gatekeeper Address</b>	<b>Use Gatekeeper</b>
—	<b>Gatekeeper Address Mode</b>
—	<b>Gatekeeper Address</b>
—	<b>Use H.460</b>
—	<b>Re-Registration Interval Time</b>
—	<b>Authentication</b>
—	<b>Mode</b>
—	<b>Gatekeeper ID</b>
—	<b>User Name</b>
—	<b>Password</b>

5. On the web interface, click **Save**.

---

## Configuring Wi-Fi network connectivity from the Avaya CU360 endpoint

### About this task

To connect Avaya CU360 to the Wi-Fi network, you must select the Wi-Fi network and enter the credentials and authentication type.

This configuration is available only on the Avaya CU360 endpoint.

#### **Important:**

Do not connect Ethernet and Wi-Fi networks simultaneously in Avaya CU360.

#### **Note:**

You can permanently disable Wi-Fi on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security. Disabling Wi-Fi also disables Wi-Fi Display.

### Before you begin

Ensure that the Ethernet cable is not connected to Avaya CU360.

### Procedure

1. Click **Configure > Networks**.
2. Click **Wi-Fi**.  
Avaya CU360 displays the Wi-Fi window.
3. Enable Wi-Fi.
4. Select and configure your Wi-Fi network.

If you do not need to install security certificates for your Wi-Fi network, set **CA Certificate** to *Do Not Validate*.

---

## Configuring Wi-Fi network connectivity from the Avaya CU360 web interface

### About this task

To connect Avaya CU360 to the Wi-Fi network, you must select the Wi-Fi network and enter the credentials and authentication type.

This configuration is available only on the Avaya CU360 web interface.

#### **Important:**

Do not connect Ethernet and Wi-Fi networks simultaneously in Avaya CU360.

**\* Note:**

You can permanently disable Wi-Fi on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security. Disabling Wi-Fi also disables Wi-Fi Display.

If you connect the Avaya CU360 web interface using the IP Address through a Wi-Fi network then changing the Wi-Fi network or disconnecting causes the web session to end. A warning message displays on the same web browser.

### Before you begin

Ensure that the Ethernet cable is not connected to Avaya CU360.

### Procedure

1. On the web interface, click **Administrator Settings**.
2. Click **Networks > Wi-Fi > Addresses**.  
Avaya CU360 displays the Wi-Fi window.
3. Select **Yes** to enable the **Use Wi-Fi** option.
4. Select and configure your Wi-Fi network.

---

## Configuring Bluetooth connectivity in Avaya CU360

### About this task

This configuration is available only on the Avaya CU360 endpoint.

**\* Note:**

You can permanently disable Bluetooth on Avaya CU360 using a license. You can use this option in networks that restrict wireless connectivity for security.

### Before you begin

Enable the Avaya CU360 advanced settings.

### Procedure

1. Select **Configure**.  
Avaya CU360 displays the Configure window.
2. Select **Advanced**.  
The default PIN is 1234.  
If your administrator configures a PIN to access the advanced settings, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **System**.

Avaya CU360 displays the System window.

4. Select **Security**.

Avaya CU360 displays the Security window.

5. Select **Settings**.

Avaya CU360 displays the Settings window.

6. Click **Bluetooth**.

Avaya CU360 displays the window to enable Bluetooth.

7. Enable Bluetooth.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Installing Google Play Store™ from the Avaya CU360 wizard

### About this task

You can install Google Play Store™ and Google Services Framework from the quick setup wizard.

After you install Google Play Store™, the Avaya CU360 application launches as hidden by default. If you open the Avaya CU360 application manually, you have to complete the quick setup wizard settings.

This configuration is available only on the Avaya CU360 endpoint.

### Procedure

1. Start Avaya CU360.

Avaya CU360 displays the quick setup wizard.

2. From the list, select your preferred language.

3. Click **Next**.

4. **(Optional)** To configure Wi-Fi, click **Wi-Fi**, and configure your wireless network settings.

5. Click **Next**.

6. **(Optional)** To update the new version, click **Install**.

- Avaya CU360 displays the System updates status.
- When the installation process is completed, Avaya CU360 restarts automatically.

7. Click **With Multiple Meeting Services**.

8. Click **Apps from Google Play Store**.

Avaya CU360 starts the installation wizard.

## Result

Google Play Store™ is installed on your Avaya CU360.

## Next steps

Start Google Play Store™ and sign in with your Google account to complete the Google configuration.

---

# Configuring Google Play Store™ in Avaya CU360

## About this task

Avaya CU360 has the AppsProvider application using which you can install the Google Apps™ package containing Google Play Store™ and Google Services Framework.

You can also install Google Play Store™ and Google Services Framework from the quick setup wizard.

This configuration is available only on the Avaya CU360 endpoint.

## Before you begin

- Get a Google account.
- If your Avaya CU360 file system is encrypted, get an external USB key.

## Procedure

1. Click the Circle icon  on the navigation bar.  
Avaya CU360 displays the desktop.
2. Click .
3. Click the AppsProvider app icon .
- Avaya CU360 starts the installation wizard.
4. **(Optional)** Scan the QR code to start the installation using a web browser on your mobile phone.
5. Click **Got it!**.  
If Avaya CU360 is encrypted, Avaya CU360 displays the `Missing External Storage` message.
6. **(Optional)** Do the following:
  - a. Insert a USB device or SD memory card in Avaya CU360.
  - b. To close AppsProvider, click **Close**.
7. Start AppsProvider.
  - If you inserted a USB device or SD memory card earlier, Avaya CU360 overwrites the `updated.zip` file on the USB device or SD memory card.

- Avaya CU360 displays the Disclaimer for using Google Play Store/Service Framework on CU360 message.
8. Click **Accept**.
    - Avaya CU360 starts the download of the Google Apps™ package and displays a progress bar.
    - After the download completes, Avaya CU360 restarts.
    - If Avaya CU360 is encrypted, Avaya CU360 displays the System Update message.
  9. **(Optional)** Click **Yes**.
  10. Follow the instructions in the wizard, and click the text where indicated.
    - The Google Services Framework Android ID is automatically copied to the clipboard.
    - Avaya CU360 displays the Register CU360 to Google using a valid Google account message.
  11. Click **Continue**.

Avaya CU360 launches the Google sign-in web page in the web browser.
  12. Log in to your Google account.

Google displays the Device registration web page.
  13. Paste the Google Services Framework Android ID automatically copied to the clipboard earlier, and click **Register**.

Google registers Avaya CU360 with your Google account.

You can register an unlimited number of Avaya CU360 devices with your Google account.
  14. Follow the instructions in the wizard, and click the text where indicated.

Avaya CU360 restarts.

## Result

The Google Apps™ package is installed and Avaya CU360 registered with your Google account.

## Next steps

Start Google Play Store™ and sign in with your Google account to complete the Google configuration.

## Related links

[Google Play Store](#) on page 22

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# Installing third-party applications from Google Play Store™ in Avaya CU360

## About this task

Avaya does not support or test third-party applications.

You can install third-party applications from Google Play Store™.

This configuration is available only on the Avaya CU360 endpoint.

## Procedure

1. Click **Play Store** application.  
Avaya CU360 displays a list of suggested applications.
2. Do one of the following:
  - Click the application and follow the instructions to install the application.
  - Click **Search** to find the application.
3. Search for an application, click the application to install it.

## Related links

[Third-party applications in Avaya CU360](#) on page 25

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# Configuration of Microsoft Exchange calendar

## Configuring a Microsoft Exchange calendar in Avaya CU360

### Before you begin

If you want to associate a room resource with Avaya CU360, create a delegate account in Microsoft Exchange calendar that can gain access to all calendar items where the room is added as a participant. You must have administrator-level privileges to create delegate accounts.

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure > Advanced > Calendar**.
  - From the web interface, click **Administrator Settings > Calendar > General**.
2. Configure the following settings:
  - **Exchange Server Enabled**
  - **Exchange Server Address**
  - **Email**

- Password
- Room email
- Automatic Join to Important Meeting
- FQDN List

3. On the web interface, click **Save**.

### Next steps

Map FQDNs of the meeting locations to the number of the virtual room resource.

### Related links

[Microsoft Exchange calendar integration](#) on page 22

## Calendar field descriptions

Name	Description
<b>Exchange Server Enabled</b>	The option to enable the connection with EWS to get the calendar. Avaya CU360 send a query to the EWS every minute to update the calendar. Avaya CU360 displays only the current and future meetings, and removes the expired meetings 15 minutes after the meetings expire.
<b>Exchange Server Address</b>	The Microsoft Exchange Server address in the <code>https://&lt;server name&gt;/EWS/Exchange.asmx</code> format. If your Microsoft Exchange Server is based on Microsoft Office 365, leave this field blank.
<b>Email</b>	The email address in the standard format. Depending on the calendar you configure, you can enter: <ul style="list-style-type: none"> <li>• A personal email address.</li> <li>• A video endpoint email address.</li> <li>• A delegate email address.</li> </ul>
<b>Password</b>	The password for the email account that you entered in <b>Email</b> .
<b>Room email</b>	The email address of the physical room resource to associate with Avaya CU360. This field is applicable only if you use the Room Resource and Delegate Account Mode and have an email account for the room associated with Avaya CU360. To use the Room Resource and Delegate Account Mode, you must configure a delegate account that can gain access to all calendar items where the room is added as a participant.
<b>Automatic Join to Important Meeting</b>	The option to enable Avaya CU360 to automatically join meetings marked with High Importance in Microsoft Outlook.

## Mapping FQDNs with Microsoft Exchange calendar meetings

### About this task

When you map FQDNs of the meeting locations to the number of the virtual room resource, meeting participants can join meetings directly from the Avaya CU360 GUI or web interface with a single click. Avaya CU360 automatically generates the meeting numbers to dial based on the FQDN mapping.

Each FQDN entry in the list represents a mapping rule between the FQDN of the meeting location and the number to dial to join the virtual room specified in the meeting location. By default, the FQDN list contains some FQDNs. You can also add more FQDNs in the list.

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure > Advanced > Calendar**.
  - From the web interface, click **Administrator Settings > Calendar > General**.
2. Click **New FQDN**.
3. Configure the following settings:
  - **Meeting FQDN**
  - **Dialing FQDN**
  - **Prefix**
  - **Call Protocol**
4. On the web interface, click **Save**.

## New FQDN field descriptions

Name	Description
<b>Meeting FQDN</b>	<p>The FQDN in the meeting location.</p> <p>The meeting location is the virtual room associated with Avaya CU360. The meeting location is in the <code>https://&lt;Meeting FQDN&gt;/portal/tenants/default/?ID=&lt;MeetingID&gt;</code> format.</p>
<b>Dialing FQDN</b>	<p>The FQDN of the SIP or H.323 server deployed in your Avaya Meetings Server deployment</p> <ul style="list-style-type: none"> <li>• If the Avaya CU360 is registered to a SIP or H.323 server that can establish calls by adding a prefix to the virtual room number, leave this field blank.</li> <li>• If the Avaya CU360 is located outside the enterprise network and not registered to a SIP or H.323 server, enter the domain address specified after the at (@) symbol in the meeting invitation.</li> </ul>

*Table continues...*

Name	Description
<b>Prefix</b>	The prefix to the virtual room number of Avaya CU360 registered to a SIP or H.323 server that can establish calls by adding a prefix.
<b>Call Protocol</b>	The call protocol that Avaya CU360 uses. The options are: <ul style="list-style-type: none"> <li>• <b>SIP</b></li> <li>• <b>H.323</b></li> </ul>

---

## Avaya CU360 security

### Configuring PIN protection for Avaya CU360 settings

#### About this task

Configure PIN for users to enter the PIN when users change the Avaya CU360 configuration, such as changing the interface language.

#### Before you begin

To configure PIN from:

- The endpoint, enable advanced configuration.
- The web interface, log in to the web interface using HTTPS.

#### Procedure

1. Do one of the following:
  - On the endpoint, click **Configure > Advanced > Utilities > PIN Protect Settings**.
  - On the web interface, click **Administrator Settings > Utilities > Pin Code**.
2. Do one of the following: From the drop-down options, select **Yes** to enable PIN protection for one or both of the following settings:
  - On the endpoint, configure the following fields:
    - **Advanced Settings**
    - **Basic Settings**
  - On the web interface, under **PIN Protect Settings**, configure the following fields:
    - **Administrator**
    - **Basic**

Avaya CU360 displays a window to enter PIN.

3. Do the following to set PIN:
  - a. Enter the current PIN. The default PIN is 1234.
  - b. Enter the new PIN.
4. On the web interface, click **Save**.

## Preventing calls to Avaya CU360 from invalid numbers

### About this task

Prevent calls from invalid numbers to enhance security, especially if users can gain access to Avaya CU360 from public networks. Preventing such calls blocks hackers from attacking your SIP and H.323-based networks.

You can prevent calls from invalid numbers separately for each network interface. If Avaya CU360 is not registered to:

- A SIP server, incoming SIP-based calls using IP addresses are rejected. Calls must be established using:
  - The `user@host` syntax.
  - The `host##user` syntax where *host* is the Avaya CU360 IP address and *user* is the SIP user name.
- A gatekeeper, incoming H323-based calls using IP addresses are rejected. Calls must be established using:
  - The `alias@host` syntax.
  - The `host##alias` syntax where *host* is the Avaya CU360 IP address and *alias* is the H.323 alias.

### Procedure

1. Do one of the following:
  - On the endpoint, click **Configure > Advanced**.  
If you configured a PIN to gain access to the advanced settings, Avaya CU360 prompts you to enter PIN.
  - On the web interface, click **Administrator Settings**.  
On the endpoint, Avaya CU360 displays the Advanced window.
2. Click **Protocols > General**.
3. Do one of the following:
  - On the endpoint, select **Yes** for **Reject SIP/H323 Invalid Number Calls**.
  - On the web interface, select **Yes** for the following fields:
    - **Reject SIP invalid number calls**
    - **Reject H.323 invalid number calls**

## Restricting access to Avaya CU360 features

### About this task

Restricting access to some Avaya CU360 features prevents users from using the Android-based features. Users cannot gain access to the Android-based applications and cannot installed new applications.

Users also cannot minimize the Avaya CU360 video conferencing application to gain access to the Avaya CU360 desktop and the Android settings.

### Procedure

1. Do one of the following:

- On the endpoint, click **Configure > Advanced > System > Security**.

If you configured a PIN to gain access to the advanced settings, Avaya CU360 prompts you to enter PIN.

- On the web interface, click **Administrator Settings > System > Security**.

On the endpoint, Avaya CU360 displays the Advanced window.

2. On the endpoint, click **Restricted Access**.

3. Select **Yes** for **Enabled**.

## Restricting installation of third-party applications to select users on Avaya CU360

### About this task

Prevent users from installation third-party applications from unknown sources. Users will not be able to install applications from application stores, websites, or USB drives.

This configuration is available only on the Avaya CU360 endpoint.

### Procedure

1. Click **Configure**.

2. Click **Advanced**.

If you configured a PIN to gain access to the advanced settings, Avaya CU360 prompts you to enter PIN. After you enter PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Security > Settings**.

Avaya CU360 displays the Settings window.

4. Select one of the following options for **App Installation Restrictions**.

- **None**: Users will not face any restrictions.
- **Pattern**: Users must enter a pattern to be allowed to install applications.
- **PIN**: Users must enter a PIN to be allowed to install applications.

- **Password:** Users must enter a password to be allowed to install applications.

---

## Configuring Avaya CU360 for port-based network authentication

### About this task

Configure the network security authentication for IEEE 802.1X-compliance over the Ethernet.

This configuration is available only on the Avaya CU360 endpoint.



### Before you begin

Ensure that your network components support IEEE 802.1Q.

### Important:

If the components do not support IEEE 802.1Q, and if you enable this feature, Avaya CU360 will not get an IP address.

### Procedure

1. Click  on the navigation bar.  
Avaya CU360 displays the desktop.
2. Click .
3. Click **Settings**.  
Avaya CU360 displays the Settings window.
4. Click **More**.  
Avaya CU360 displays the Wireless & networks window.
5. Click **Ethernet**.  
Avaya CU360 displays the Ethernet window.
6. Click **802.1X (PNAC)**.  
Avaya CU360 displays the Ethernet 802.1X (PNAC) window.
7. Configure the following fields:
  - **Enable:** Select **Yes**.
  - **Authentication:** Select **MD5**.
  - **Username:** Type the username for 802.1X-compliant authentication.
  - **Password:** Type the password for 802.1X-compliant authentication.
8. Click **Save**.

---

# Configuring Avaya CU360 for VLAN tagging

## About this task

If your network is divided into subnetworks to limit the range of broadcasts, known as VLANs, and the network components support IEEE 802.1Q, you can assign a VLAN ID to tag Avaya CU360 to a specific subnetwork.

This configuration is available only on the Avaya CU360 endpoint.



## Before you begin

Ensure that your network components support IEEE 802.1Q.

### Important:

If the components do not support IEEE 802.1Q, and if you enable this feature, Avaya CU360 will not get an IP address.

## Procedure

1. Click  on the navigation bar.  
Avaya CU360 displays the desktop.
2. Click .
3. Click **Settings**.  
Avaya CU360 displays the Settings window.
4. Click **More**.  
Avaya CU360 displays the Wireless & networks window.
5. Click **Ethernet**.  
Avaya CU360 displays the Ethernet window.
6. Click **802.1Q (VLAN)**.  
Avaya CU360 displays the Ethernet 802.1Q (VLAN) window.
7. Configure the following fields:
  - **Enable**: Select **Yes**.
  - **VLAN ID**: The VLAN ID between 0 and 10.
  - **VLAN Name**: vlan. You cannot modify this name.
8. Click **Save**.

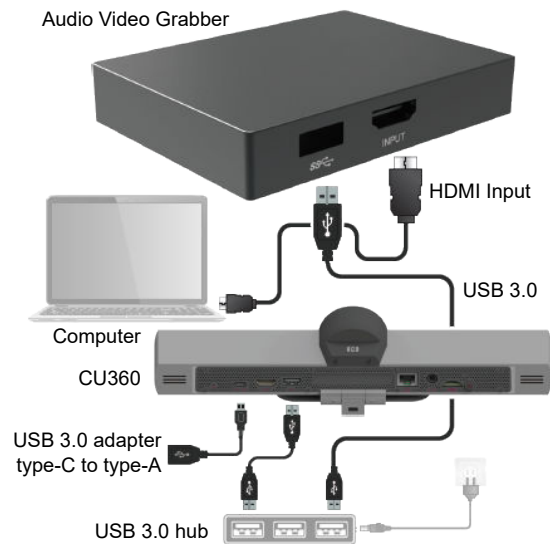
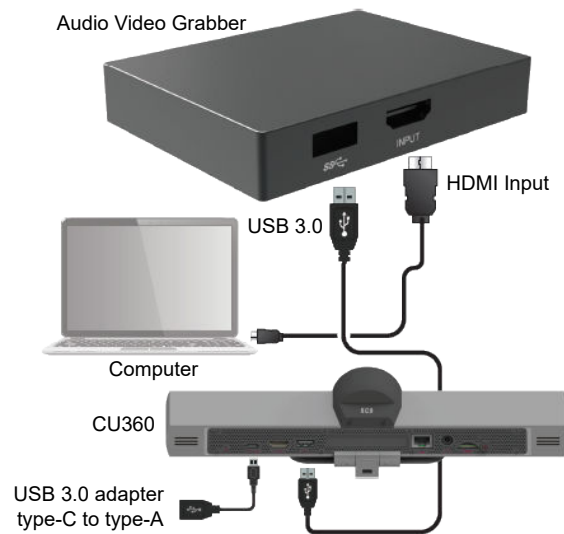
## Connecting Avaya AV Grabber to Avaya CU360

### About this task

Avaya AV Grabber is an optional cable kit for Avaya CU360. Using Avaya AV Grabber, you can connect a computer to Avaya CU360 with a cable and use the computer to share content in meetings.

The Avaya AV Grabber kit contains:

- An Avaya AV Grabber
- A USB 3.0 cable
- A USB 3.0 adapter type A/F to type C/M



When you connect Avaya AV Grabber to Avaya CU360, the video conferencing application detects the video input from Avaya CU360 as an additional USB video input. You can use the USB option to share content from Avaya AV Grabber.

Avaya AV Grabber supports sharing video and content in Avaya CU360 meetings.

**\* Note:**

- Connect the Avaya AV Grabber to the Avaya CU360 USB-A port. The USB-C to USB-A adapter is suitable to connect USB disks or control devices, such as a keyboard, mouse, and touch screen.
- Use the Avaya AV Grabber line-in port only for the audio capture using the mini-jack and not as a microphone.
- The Avaya AV Grabber line-out port is a mixture of the line-in and HDMI.

**Procedure**

1. Using an HDMI cable, connect a computer to the HDMI input connector of Avaya AV Grabber.

The HDMI cable is not included in the optional Avaya AV Grabber kit.

2. Using the USB cable, connect Avaya AV Grabber to the USB port of Avaya CU360.

If you use a USB hub, ensure that the USB hub supports the USB 3.0 standard and is switched on.

---

## Connecting Avaya B109 Conference Phone to Avaya CU360 using Bluetooth

**About this task**

When you pair a Bluetooth device with Avaya CU360, Avaya CU360 automatically disables the default audio output to the HDMI connection.

This procedure is specific to Avaya B109 Conference Phone.

**Before you begin**

Enable Bluetooth on Avaya CU360 and Avaya B109 Conference Phone.

**Procedure**

1. On Avaya B109 Conference Phone, press the Bluetooth button for two seconds.
  - Avaya B109 Conference Phone becomes visible to other Bluetooth devices.
  - The Bluetooth window of Avaya CU360 displays Avaya B109 Conference Phone in the list of available devices.
2. On Avaya CU360, select Avaya B109 Conference Phone to complete the pairing.

## Result

After pairing the Avaya B109 Conference Phone, you can do the following actions from the Avaya B109 Conference Phone:

- Mute and enable audio
- Increase and decrease speaker volume
- Disconnect call

---

# Connecting Avaya B109 Conference Phone to Avaya CU360 using NFC

## About this task

When you pair the Avaya B109 Conference Phone using NFC, Avaya CU360 automatically disables the default audio output to the HDMI connection.

This procedure is specific to Avaya B109 Conference Phone.

You can pair the Avaya CU360 endpoint with any NFC-enabled device.

## Before you begin

Enable NFC on Avaya CU360.

## Procedure

1. On Avaya B109 Conference Phone, tap the NFC logo.
2. On Avaya CU360, tap the NFC logo on the upper side.  
Avaya CU360 displays the NFC message window.
3. Click **Confirm** to complete the pairing.

## Result

After pairing the Avaya B109 Conference Phone, you can do the following actions from the Avaya B109 Conference Phone:

- Mute and enable audio
- Increase and decrease speaker volume
- Disconnect call

---

# Casting your computer display on Avaya CU360 using Wi-Fi

## About this task

Using Wi-Fi Display, you can project the display of a Windows-based computer on Avaya CU360.







You cannot control the computer using the mouse or keyboard connected to Avaya CU360. You might experience video quality degradation if you start Wi-Fi Display while Avaya CU360 is active in a meeting using Wi-Fi.

If the Wi-Fi connectivity is disabled on your Avaya CU360 by license, you cannot use Wi-Fi Display.

## Before you begin

- Ensure that your computer supports Wi-Fi-based display.
- Enable Wi-Fi on your computer and Avaya CU360.
- Connect the computer or mobile device to Avaya CU360 using Wi-Fi or a LAN cable.

## Procedure

1. On the Avaya CU360 desktop, click .  
Avaya CU360 displays the Android settings.
2. Click **Wi-Fi display** .
3. On the Windows computer, click the Notifications icon  on the task bar.
4. Click **Connect** .
- The computer displays a list of available devices.
5. Click the Avaya CU360 name.  
The computer connects Avaya CU360 as an additional display.
6. **(Optional)** To change the desktop projection mode, in the Notifications icon , click **Project** , and select one of the following options:
  - **PC screen only**
  - **Duplicate**
  - **Extend**
  - **Second screen only**

## Related links

[Avaya CU360 Wi-Fi Display](#) on page 27

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## Casting your mobile device display on Avaya CU360 using Wi-Fi

### About this task

Using Wi-Fi Display, you can project the display of mobile devices, such as phones and tablets, on Avaya CU360.


If the Wi-Fi connectivity is disabled on your Avaya CU360 by license, you cannot use Wi-Fi Display.

You can control some Android-based devices using the external keyboard and mouse connected to Avaya CU360. You cannot play DRM-projected videos on the mobile device display cast on Avaya CU360.

### Before you begin

Enable Wi-Fi on your mobile device and Avaya CU360.

### Procedure

1. On the Avaya CU360 desktop, click .

Avaya CU360 displays the Android settings.

2. Click **Wi-Fi display** .

3. On the mobile device, tap **Miracast**.

Different mobile devices use different names for the casting display feature, such as Smart View, Screen Mirror, and Cast.

The mobile device displays a list of available devices.

4. Tap the Avaya CU360 name.

### Result

The mobile device displays its screen on Avaya CU360.

### Related links

[Avaya CU360 Wi-Fi Display](#) on page 27

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## Configuring the Avaya CU360 pre-installed applications

### About this task

Note the IP address of the Avaya CU360 endpoint with a name assigned to the Avaya CU360 endpoint to recognize it later, such as CU\_Room\_xyz.

Change the default login credentials when you log in to the web interface for the first time.

Create a .zip file containing all the favorite applications to install on Avaya CU360. You can install applications for Android 7.1 tablets on Avaya CU360.

The Application to Install file is available on the internet website or use web browser plugins that can download a .apk file directly from the Google Play Store.

This configuration is available only on the Avaya CU360 web interface.

### Before you begin

- Locate the Avaya CU360 endpoint in the facility room.
- Connect Avaya CU360 to the HDMI monitor.
- Ensure that Avaya CU360 is connected to Wi-Fi or LAN cable.
- Configure Avaya CU360 to get an IP Address.
- Configure Avaya CU360 through the web interface using an IP address.
- Log in to the Avaya CU360 web interface using the default login credentials.
- Configure Avaya CU360 for facilities preferences related to the location of the Avaya CU360 endpoint, such as LAN or Wi-Fi configuration, time-zone, language, and SIP or H323 calling configuration.
- Install the Google Play Store application to download additional applications in Avaya CU360.  
Avaya CU360 must install video calling applications, such as Skype and Zoom.

### Procedure

1. Log in to the Avaya CU360 web interface.
2. Click **Basic Settings**.  
Avaya CU360 displays the Preferences - General window.
3. Click **Install your Favorite Apps**.  
Avaya CU360 displays the Install your Favorite Apps window.
4. Click **Upload ‘.zip’ file**.  
Avaya CU360 displays the Upload window.
5. Click **Choose** to select the .zip file.
6. Click **Upload**.  
Avaya CU360 displays the upload status.

### Result

Avaya CU360 displays the list of installed applications.

### Related links

[Avaya CU360 pre-installed applications](#) on page 29

---

## Wiping user data from Avaya CU360

### About this task

Wipe the user data and accounts without affecting the Avaya CU360 initial configuration.

After wiping the user data, log in to the Avaya CU360 web interface using the default user name and password.

If you need to restore the Avaya CU360 application, import the Application to Install file from the Avaya CU360 web interface.

This configuration is available only on the Avaya CU360 web interface.

Avaya CU360 wipes the following data:

- Guest user accounts
- Installed applications
- White-listed applications data
- Pre-installed applications data
- Web browser history
- Avaya CU360 application data, such as personal data and call logs of users
- Avaya Spaces room data, such as personal data and call logs of users
- Avaya Cloud Office™ room data, such as personal data and call logs of users
- User interface customization
- Downloaded files and images
- Images from the gallery
- Android lock screen page

### Procedure

1. Log in to the Avaya CU360 web interface.
2. Click **Basic Settings**.  
Avaya CU360 displays the Preferences - General window.
3. Click **Install your Favorite Apps**.  
Avaya CU360 displays the Install your Favorite Apps window.
4. Click **Custom data system wipe**.

### Result

Avaya CU360 permanently wipes all user data.

### Related links

[Avaya CU360 pre-installed applications](#) on page 29

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# Connecting USB cameras to Avaya CU360

## About this task

You can connect the following USB cameras to the Avaya CU360 endpoint:

- Avaya Huddle Camera HC010
- Avaya Huddle Camera HC020
- Avaya Huddle Camera HC050
- Avaya Room Camera RC100

You can also connect third-party USB cameras to the Avaya CU360 endpoint.

For audio, use the Avaya CU360 endpoint mic when connecting the Avaya CU360 endpoint to a USB camera. Third-party apps also support the USB camera.

When you enable the control camera option, Avaya CU360 does not support Avaya AV Grabber. To use Avaya AV Grabber, disable the control camera option and restart the Avaya CU360 endpoint.

Use the USB camera with an excellent video quality and a maximum resolution of 720p@30fps as an additional live camera in the Avaya CU360 application.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Basic Settings**.

On the endpoint, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > USB**.
4. Configure the following fields:
  - **Enable: Yes**
  - **Control Camera: Yes**
5. On the web interface, click **Save**.

## Connecting additional monitor to Avaya CU360

### About this task

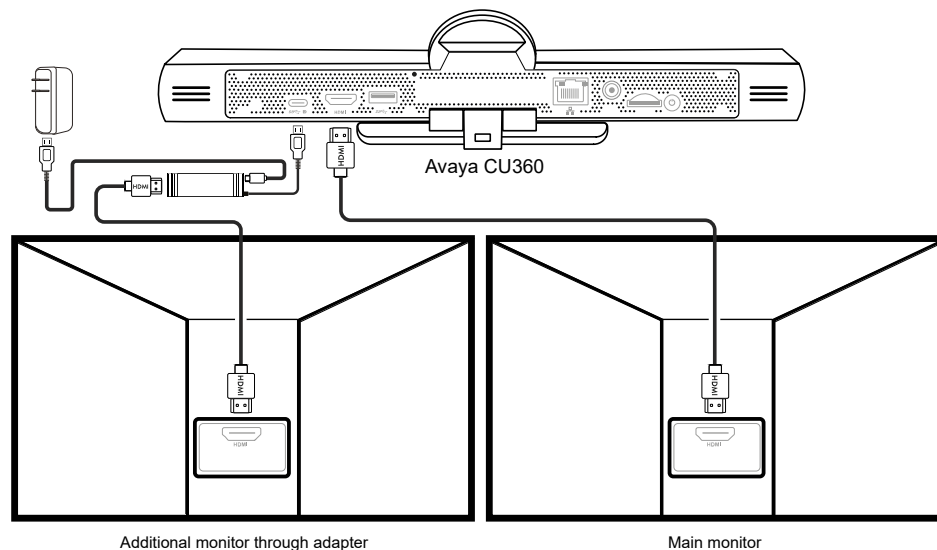
Configure the Avaya CU360 endpoint to connect an additional monitor using a self-powered USB-C to HDMI adapter.

#### + Tip:

Use Avaya adapter or third-party USB-C to HDMI powered adapters to connect the additional monitor.

Always connect the self-powered USB hubs or adapters to prevent unexpected Avaya CU360 turn-off.

Do not disconnect the additional monitor during meetings. Restart the Avaya CU360 endpoint after connecting or disconnecting the additional monitor.



### Procedure

Connect an additional monitor to the USB-C port of the Avaya CU360 endpoint.

### Result

- Avaya CU360 application automatically detects the additional monitor and displays participants list during the meetings on the additional monitor.
- Other applications display as extra content on the additional monitor or duplicate the content of the main monitor.

### Related links

[Avaya CU360 supports additional monitor](#) on page 29

[Configuring the monitor settings in Avaya CU360](#) on page 143

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## Configuring the Avaya CU360 video layout in meetings

### About this task

After you connect the single monitor or dual monitor to the Avaya CU360 endpoint, you can configure the video layouts.

You can also change the video layout from the Avaya CU360 remote control during the meetings.

### Procedure

1. Do one of the following:
  - On the endpoint, click .
  - On the web interface, click **More Actions**.
2. On the endpoint, click  **Participants**.  
Avaya CU360 displays the Participants window.
3. Click **Layouts**.

### Result

- If you connect a single monitor, Avaya CU360 displays the video layouts for a single monitor.
- If you connect dual monitor, Avaya CU360 displays the video layouts for dual monitor.

### Related links

[Avaya CU360 supports additional monitor](#) on page 29

[Avaya CU360 remote control unit](#) on page 16

---

## Configuring the USB AV bar mode in Avaya CU360

### About this task

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

### Procedure

1. Do one of the following:
  - On the endpoint home page, click **Configure**.
  - On the web interface, click **Basic Settings**.
2. Click **Quick Setup**.
3. Select **USB Bar Mode**.

## Result

- Avaya CU360 displays `USB Audio/Video Bar Mode Active` message.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

## Next steps

- You can configure the Avaya CU360 microphone and camera as a USB resource from Audio & Video Settings on the computer.
- Use the Avaya CU360 remote control to control the pan, tilt, and zoom option and the speaker tracking option.
- Use computer volume control or video-calling application volume control to mute Avaya CU360.

## Related links

[Avaya USB AV bar](#) on page 30

---

# Connecting the Avaya CU360 endpoint to the computer as a USB AV bar

## About this task

Connect the Avaya CU360 endpoint to the computer using a USB 3.0 cable to activate the USB AV bar mode.

The computer supports the following operating system to use the USB AV bar mode:

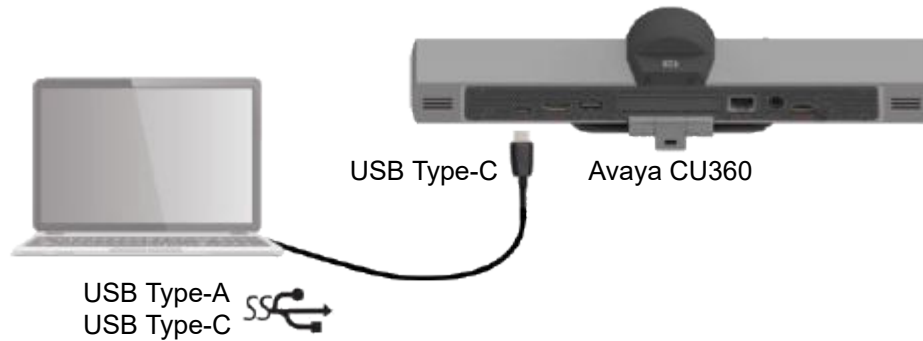
- Computer running Windows 10 or later
- Computer running macOS 10.12 or later

### **Note:**

Use Type-A cable for the computer running macOS to use the USB AV bar mode

Do not connect a USB extra camera or other USB devices on Avaya CU360 if you plan to use the Avaya CU360 endpoint as USB camera.

If you need a USB cable longer than 2.7 meters (8.8 ft), use an active USB booster extension cable to connect the Avaya CU360 endpoint.




### Before you begin

Connect the USB 3.0 cable to the USB-C port of the Avaya CU360 endpoint.

### Procedure

Connect the Avaya CU360 endpoint to the computer.

### Result

- The computer automatically detects the Avaya CU360 endpoint.
- Avaya CU360 displays `Computer detected on USB Press 'Control Camera' to activate USB bar Mode` message.
- Avaya CU360 displays the USB Bar Mode icon  on the top of the information bar.
- Avaya CU360 changes the control camera icon on the home page.

### Related links

[Avaya USB AV bar](#) on page 30

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## Customizing Avaya CU360 for USB AV bar mode

### About this task

Manually activate the USB AV bar mode from Avaya CU360 after connecting to the laptop or computer.

Enable the Always Active option if you need to use the Avaya CU360 endpoint only in USB AV Bar Mode without connecting any monitor.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization**.

Avaya CU360 displays the Customization page.

4. Select **USB Bar Mode**.

5. Configure the following:

- **Manual:** Connect the computer to the Avaya CU360 endpoint through a USB cable then you can activate USB Bar mode through the Avaya CU360 remote control or the Avaya CU360 web interface.
- **Always Active:** Connect your computer to the Avaya CU360 endpoint through a USB cable to start using the Avaya CU360 audio/video peripherals from your computer.

### Result

- Avaya CU360 displays rotating LEDs that become green on the endpoint.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

### Related links

[Avaya USB AV bar](#) on page 30

---

## Activating the USB AV bar mode in Avaya CU360

### About this task

Avaya CU360 supports excellent video quality with a maximum resolution of 1080p@30fps when using as a USB camera.

#### Tip:

You can press the Camera Control key on the remote control of Avaya CU360 to activate the **USB Bar Mode**.

### Before you begin

Connect the USB 3.0 cable to the USB-C port of the Avaya CU360 endpoint.

### Procedure

1. Do one of the following:
  - On the endpoint home page, click **Control Camera**.
  - On the web interface, click **More Actions**.
2. Click **USB Bar Mode**.

**Result**

- Avaya CU360 displays `USB Audio/Video Bar Mode Active` message.
- Avaya CU360 displays rotating LEDs that become green on the endpoint.
- Avaya CU360 automatically rejects incoming calls and changes to the Do not disturb mode.
- Avaya CU360 silences calendar meeting notifications.

**Next steps**

- You can configure the Avaya CU360 microphone and camera as a USB resource from Audio & Video Settings on the computer.
- Use the Avaya CU360 remote control to control the pan, tilt, and zoom option and the speaker tracking option.
- Use computer volume control or video-calling application volume control to mute Avaya CU360.

**Related links**

[Avaya USB AV bar](#) on page 30

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## Enabling the Avaya IP camera

**About this task**

You can configure Avaya CU360 to enable an IP camera. The IP camera does not support audio.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > IP**.
4. Configure the following fields:

- **Enable:** Select **Yes** to enable the IP camera.
- **URL:** The format of the URL depends on the IP camera model.

For example: `rtsp://[username:password@]ip_address[:port]/filename`

- `rtsp://192.168.1.66:8080/h264_pcm.sdp`

- rtsp://admin:1234@192.168.1.66/webcam

5. On the web interface, click **Save**.

#### Related links

[Avaya IP camera](#) on page 30

---

## Configuring the Avaya CU360 endpoint for modern authentication

### About this task

Configure the Avaya CU360 endpoint to use modern authentication for the Exchange Calendar.

If you need to configure a Room Calendar, specify only the room email.

### Procedure

1. On the endpoint main menu, click **Configure**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calendar > Authentication Mode**.
4. Configure the following fields:
  - **Basic**: Enter your calendar credentials.
  - **Modern (O Auth)**: Open the calendar page and authenticate with a personal device.

### Result

Avaya CU360 displays an icon on the home page to authenticate the calendar.

### Next steps

You can scan the QR code with your mobile phone and enter the verification code visible on the Avaya CU360 screen.

#### Related links

[Avaya CU360 calendar with modern authentication \(OAuth\)](#) on page 29

---

## Pairing mobile with personal MS exchange calendar

### Procedure

1. Scan the QR code with your mobile phone.
2. Click the message to open the link in your browser.
3. Enter the pairing code.

The pairing code is available on the Avaya CU360 page.

4. Enter your personal or company mail id managed by Microsoft Account.  
This page redirects to the Single-Sign-On (SSO) page of your company.
5. Click **Continue** to confirm access to the Avaya Devices Calendar Integration service.
6. Close the web page from your mobile phone.

### Result

After a few seconds, on your Avaya CU360 endpoint, you can see the Calendar page populated with your meetings for the current day.

### Related links

[Avaya CU360 calendar with modern authentication \(OAuth\)](#) on page 29

---

## Configuring the Avaya CU360 web interface for modern authentication

### About this task

Configure the Avaya CU360 web interface to use modern authentication for the Exchange Calendar.

This configuration is available only on the Avaya CU360 web interface.

### Procedure

1. On the web interface, click **Administrator Settings > Calendar > General > Authentication Mode**.
2. Configure the following fields:
  - **Basic**: Enter your calendar credentials.
  - **Modern (O Auth)**: Open the MS calendar page and authenticate with your mobile.
3. Click the QR code icon to open the Microsoft login page in the browser.
4. Enter the code that you copied earlier directly on the MS login page.
5. Click **Next**.

6. After confirming access, you can close the MS login page from the web browser and return to the Avaya CU360 web interface.

### Related links

[Avaya CU360 calendar with modern authentication \(OAuth\)](#) on page 29

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## Configuring Avaya Room Camera RC100 as IP camera for Avaya CU360

### About this task

You can use Avaya Room Camera RC100 as an IP camera on Avaya CU360.

Avaya CU360 does not support audio when using Avaya Room Camera RC100 as an IP camera. Use the Avaya Room Camera RC100 remote control to manage audio and control the camera.

Avaya CU360 application supports Avaya Room Camera RC100 as an additional IP camera connected through RTSP. Use the IP camera with a maximum resolution of 1080p for live video.

### Before you begin

- Connect one side of the ethernet cable to the Avaya Room Camera RC100 LAN port and the other side to your IP Network.
- Connect the power supply plug to the DC IN 12V port of the Avaya Room Camera RC100 and turn on the Avaya CU360 endpoint.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > IP**.

4. Configure the following fields:

- **Enable:** Select **Yes** to enable the IP camera.
- **URL:** Enter the IP address of the Avaya Room Camera RC100. The format of the URL depends on the IP camera model.

For example: `rtsp://[username:password@]camera_ip_address[:port]/filename`.

For Avaya Room Camera RC100, the default username is admin, default password is empty: `rtsp://admin:@x.y.z.w/ch1`

- **Control Camera: Yes**
- Configure the following default parameters for Avaya Room Camera RC100:
  - **Username:** admin
  - **Password:** 123456
  - **Port:** 80

The parameters for controlling the camera are different from the parameters to connect to the camera through the URL.

Use the remote control to view the IP address of Avaya Room Camera RC100 from the Network section.

5. On the web interface, click **Save**.

#### Related links

[Avaya CU360 supports Avaya Room Camera RC100](#) on page 31

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## Configuring Avaya Room Camera RC100 as USB camera for Avaya CU360

### About this task

You can use Avaya Room Camera RC100 as a USB camera on Avaya CU360.

Use the USB camera with excellent video quality and a maximum resolution of 720p@30fps as an additional live camera in the Avaya CU360 application.

#### \* Note:

If the camera uses both the USB and ethernet interfaces simultaneously, the stream sent over the ethernet and USB have the same resolutions.



## Before you begin

- Connect one side of the USB cable to the Avaya Room Camera RC100 USB port and the other side to the Avaya CU360 USB port.
- Connect the power supply plug to the DC IN 12V port of the Avaya Room Camera RC100 and turn on the Avaya CU360 endpoint.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > USB**.

4. Configure the following fields:

- **Enable: Yes**
- **Control Camera: Yes**

5. On the web interface, click **Save**.

6. Restart the Avaya CU360 endpoint.

## Related links

[Avaya CU360 supports Avaya Room Camera RC100](#) on page 31

---

# Configuring Avaya Tracking Camera TC220 as IP camera for Avaya CU360

## About this task

You can use Avaya Tracking Camera TC220 as an IP camera on Avaya CU360.

Avaya CU360 does not support audio from IP camera.



### Before you begin

- Connect one end of the ethernet cable to the Avaya Tracking Camera TC220 LAN port and the other end to the router/switch of your Local Area Network. Connect one end of the ethernet cable to the router and other end to the Avaya CU360 or connect the Avaya CU360 to the network through Wi-Fi.
- Connect the power supply plug to the DC IN 12V port of the Avaya Tracking Camera TC220 and turn on the Avaya CU360 endpoint.
- Enable the advanced settings for the Avaya CU360 endpoint.
- Log in to the Avaya CU360 web interface.
- Disable the tracking camera option from the Avaya Tracking Camera TC220.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. On the endpoint and web interface, click **I/O Connections > Cameras > IP**.
4. Configure the following fields:

- **Enable:** Select **Yes** to enable the IP camera.
- **URL:** Enter the IP address of the Avaya Tracking Camera TC220.

To view or set the camera IP address using its remote control inside the menu, enter **System > Network (DHCP or Static)**.

`rtsp://[username:password@]camera_ip_address[:port]/filename`

For Avaya Tracking Camera TC220, default username is **admin**, default password is **empty**:

rtsp://admin:@x.y.z.w/ch1

- **Control Camera: Yes**

The default values for the control protocol are:

- Username: admin
- Password: 123456
- Port: 80

To customize the password for streaming, and control the streaming using the Avaya Tracking Camera TC220 remote control, enter **System > Network Permission**.

The default values are:

- **IP STREAM ID**: admin
- **IP STREAM PW**:

Leave the field empty as default password.

- **IP CONTROL ID**: admin
- **IP CONTROL PW**: 123456

5. On the web interface, click **Save**.
6. To control the PTZ option from the Avaya CU360 endpoint through IP, you need to disable the tracking mode on the Avaya Tracking Camera TC220. Using the Avaya Tracking Camera TC220 remote control, enter **System > MoreParam > Tracking > On/Off**.

#### Related links

[Avaya CU360 supports Avaya Tracking Camera TC220](#) on page 31

---

## Configuring Avaya Tracking Camera TC220 as USB camera for Avaya CU360

### About this task

You can use Avaya Tracking Camera TC220 as a USB camera on Avaya CU360.

Avaya AV Grabber is an optional cable kit for Avaya Tracking Camera TC220. The order part number is 700513898.

Avaya CU360 does not support audio from USB camera.



### Before you begin

- Connect one end of the HDMI cable to the Avaya Tracking Camera TC220 HDMI port and the other end to the Avaya AV Grabber HDMI port.
- Connect one end of the USB cable to the Avaya AV Grabber USB port and the other end to the Avaya CU360 USB port.
- Connect the power supply plug to the DC IN 12V port of the Avaya Tracking Camera TC220 and turn on the Avaya CU360 endpoint.
- Enable the advanced settings for the Avaya CU360 endpoint.
- Log in to the Avaya CU360 web interface.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After you enter the PIN, Avaya CU360 displays the Advanced window.

3. On the endpoint and web interface, click **I/O Connections > Cameras > USB**.

4. Configure the following fields:

- **Enable: Yes**
- **Control Camera: Yes**

To digitally control the PTZ option from the Avaya CU360 endpoint through USB, you need to disable the tracking mode on the Avaya Tracking Camera TC220. Connect the Avaya Tracking Camera TC220 to an HDMI monitor and using the Avaya Tracking Camera TC220 remote control, enter **System > MoreParam > Tracking > On/Off**.

Anyway the full control of the camera (Pan/Tilt/Zoom) is available with the TC220 remote control.

5. On the web interface, click **Save**.

**\* Note:**

When the Control Camera option is enabled (camera used for live video), the presentation through USB (with Avaya AV Grabber) is not available in Avaya CU360.

To switch back to the presentation input through USB, set the Control Camera to **No** and restart the Avaya CU360 endpoint.

**Related links**

[Avaya CU360 supports Avaya Tracking Camera TC220](#) on page 31

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## Configuring the Avaya CU360 camera background

### About this task

Avaya CU360 camera includes Artificial Intelligence-based algorithms that allow users to activate a virtual background for the currently selected camera or blur the real background of the camera.

Avaya CU360 camera uses Artificial Intelligence-based algorithms that enable body recognition. The algorithm recognizes people sitting in front of the Avaya CU360 endpoint and blurs the image background. Users can also replace the background with a customizable picture. The virtual background works on camera speaker-tracking or group framing functionalities.

The layout key on the remote control helps users to activate the virtual background for third-party applications or when in USB Bar Mode.

### Procedure

1. Do the following:
  - On the endpoint main menu, click **Control Camera > OK**.
  - On the web interface, click **More Options**.
2. Select **Virtual Background**.

### Result

Avaya CU360 displays the virtual background during the meeting.

---

## Customizing virtual background image in Avaya CU360

### About this task

Configure Avaya CU360 to change the virtual background image of the camera.

This configuration is available only on the Avaya CU360 web interface.

### Procedure

1. On the web interface, click **Customization > Administrator Settings > System**.
2. Select **Custom Images**.
3. Click the plus icon to select an image on your computer.
4. Click **Upload**.

### Result

Avaya CU360 displays the new image as background during the meeting.

---

## Configuring the Avaya CU360 web proxy for LAN

### About this task

You can configure Avaya CU360 to set a web proxy server for the ethernet network.

### Procedure

1. On the endpoint main menu, click **Configure**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > GLAN > IPv4 Addresses**.

Avaya CU360 displays the IPv4 Addresses window.

4. Click **Proxy**.

Avaya CU360 displays the Ethernet window.

5. Click **Ethernet Proxy**.

Avaya CU360 displays the Ethernet Proxy window.

6. Select one of the following options:

- **None**
- **Manual**
- **Autoconfig**
- If you select **Manual**, Avaya CU360 displays the Ethernet Proxy Manual window.
- If you select **Autoconfig**, Avaya CU360 displays the Ethernet Proxy Auto-Config.

7. Configure the following fields:

Manual	Autoconfig
Proxy Hostname	PAC URL
Proxy Port	-
Bypass Proxy for	-

---

## Configuring the Avaya CU360 web proxy for Wi-Fi

### About this task

You can configure Avaya CU360 to set a web proxy server for the Wi-Fi network.

### Procedure

1. On the endpoint main menu, click **Configure**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Wi-Fi > Configure**.

Avaya CU360 displays all available Wi-Fi networks.

4. Select one of the Wi-Fi network.

Avaya CU360 displays the Wi-Fi window.

5. Click **Advanced Options > Proxy**.

6. Scroll down and select one of the following options:

- **None**
- **Manual**
- **Autoconfig**
- If you select **Manual**, Avaya CU360 displays the Wi-Fi Proxy window.
- If you select **Autoconfig**, Avaya CU360 displays the Wi-Fi Proxy Auto-Config.

7. Configure the following fields:

Manual	Autoconfig
Proxy Hostname	PAC URL

*Table continues...*

Manual	Autoconfig
Proxy Port	-
Bypass Proxy for	-

---

## Configuring the Avaya CU360 NetLog

### About this task

The Netlog tool is available to capture all the TCP or IP network packets received or sent from the Avaya CU360 endpoint.

Configure Avaya CU360 to download the NetLog capture files.

### Procedure

1. On the web interface, Click **Diagnostics > Utilities > Advanced Tools**.

Avaya CU360 displays the NetLog window.

2. Click **Start NetLog**.

3. Establish the call you need and wait for the call to be fully established in audio and video.

4. Click **Stop NetLog**.

Avaya CU360 displays a link to download the NetLog captured files.

5. Click the NetLog captured files.

The NetLog files are saved into your computer for customer support.

### Result

Avaya CU360 prompts you to create the Customer Support Package.

---

## Configuring customer support package in Avaya CU360

### About this task

Configure Avaya CU360 to create and collect the customer support package.

The Avaya customer support package is protected with a password. Provide the same password to the Avaya Support teams for investigation whenever opening a service request at Avaya Support Website.

### Procedure

1. On the web interface, Click **Diagnostics > Customer Support Package**.

Avaya CU360 displays the Customer Support Package window.

2. Click **Create**.

Avaya CU360 displays a link to download the Customer Support Package.

---

## Configuring audio on an HDMI monitor or built-in speakers for Avaya CU360

### About this task

When the Avaya CU360 endpoint connects to an HDMI monitor, users can choose the audio output from the speakers of the HDMI monitor by default or the Avaya CU360 built-in speakers.

Configure Avaya CU360 to use the feature when an HDMI monitor requires external speakers or headsets to hear the audio.

The audio routing policy of the Avaya CU360 endpoint automatically selects microphones and speakers in the following order:

- USB connected speakerphone
- Bluetooth connected speakerphone
- Built-in microphones of the Avaya CU360 endpoint or speakers of the HDMI monitor, if an HDMI monitor is connected.
- Built-in microphones or speakers of the Avaya CU360 endpoint, if a DVI monitor is connected, or there is no monitor.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Do one of the following:
  - On the endpoint main menu, click **I/O Connections > Audio Outputs > Audio on HD Monitor**
  - On the web interface, click **I/O Connections > Audio Outputs > General > Audio on HD Monitor**
4. Select **Yes** to enable the audio.
5. On the web interface, click **Save**.

## **Result**

The Audio on HD Monitor preference is also applicable for third-party applications and when using the Avaya CU360 endpoint in USB Bar mode.

# Chapter 5: Advance administration

---

## Configuring date and time in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Date & Time > General**.
4. Configure the following fields:
  - **Day**
  - **Month**
  - **Year**
  - **Time Format**
  - **Hour**
  - **AM/PM**
  - **Minutes**
  - **Internet Time**
  - **Use Default NTP Servers**
  - **Server 1**
  - **Server 2**
  - **Refresh Time (min.)**

5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Date & Time General field descriptions

Name	Description
<b>Internet Time</b>	The option to synchronize the system clock with the network clock. If you configure <b>Internet Time</b> to <b>Yes</b> , you cannot modify the date and time fields.
<b>Use Default NTP Servers</b>	The option to synchronize the system clock with the NTP server clock. <ul style="list-style-type: none"> <li>• If you select <b>Yes</b> to use an external SNTP server for synchronizing the system clock, Avaya CU360 uses SNTP servers returned by available DHCP. If DHCP is not available, Avaya CU360 uses a list of well-known public servers on the Internet.</li> <li>• If you select <b>No</b> to use one or two internal NTP servers for synchronizing the system clock, provide the IP addresses of <b>Server 1</b> and <b>Server 2</b>.</li> </ul>
<b>Server 1</b>	The IP address of the internal NTP server.
<b>Server 2</b>	The IP address of the internal NTP server.
<b>Refresh Time (min.)</b>	The option refreshes the system clock after the set time period.

---

## Manually configuring time zone in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Date & Time > Time Zone**.
4. Configure the following fields:
  - **Enable Geolocation**
  - **Time Zone**
  - **Enable Daylight Time**
  - **Start (dd/mm)**
  - **Stop (dd/mm)**
5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Time Zone field descriptions

Name	Description
<b>Enable Geolocation</b>	The option to enable Avaya CU360 to automatically detect the correct time zone and to apply the appropriate daylight time value.  The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b>: This is the default option.</li> <li>• <b>No</b>: Select <b>No</b> to manually specify the time zone using the <b>Time Zone</b> list. <b>Start (dd/mm)</b> and <b>Stop (dd/mm)</b> to apply daylight saving adjustment.</li> </ul>
<b>Time Zone</b>	The time zone to which Avaya CU360 belongs.
<b>Enable Daylight Time</b>	The option to enable the daylight savings time.
<b>Start (dd/mm)</b>	The date when the daylight saving time starts.
<b>Stop (dd/mm)</b>	The date when the daylight saving time ends.

## Configuring the advanced system names in Avaya CU360 Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Location**.
4. Configure the following settings:
  - **System Name**
  - **System Name Unicode:** This option is available only on the web interface.
  - **System Name Display Mode**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## System Name field descriptions

Name	Description
<b>System Name</b>	The name of the Avaya CU360 endpoint. This field displays the initial name you entered during the manual setup.
<b>System Name Unicode</b>	The name of the Avaya CU360 endpoint with non-alphanumeric characters. For example, Chinese or Japanese letters.
<b>System Name Display Mode</b>	The title bar of the Avaya CU360 endpoint displays the system name based on the mode that you select. The options are: <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Automatically displays the name based on deployment.</li> <li>• <b>System Name Unicode:</b> Displays the name in <b>System Name Unicode</b>.</li> <li>• <b>SIP:</b> Displays the SIP username.</li> <li>• <b>H.323:</b> Displays the H.323 name.</li> <li>• <b>System Name:</b> Displays the name that you entered in <b>System Name</b>.</li> </ul>

---

# Configuring advanced regional audio and video settings in Avaya CU360

## About this task

After you set the country and language of Avaya CU360 in the quick setup wizard, Avaya CU360 defaults to the audio and video standards of that country.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Location**.
4. Configure the following fields:
  - **Country**
  - **Language**
  - **Audio Coding**
  - **Video Frequency**
  - **International Call Prefix (IDD)**
5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Location field descriptions

Name	Description
<b>Country</b>	The country where Avaya CU360 is located. The value of <b>Language</b> and the language of the menu automatically changes based on the language of the selected country.
<b>Language</b>	The language of the menu. You can select different languages for the web interface and the endpoint interface.
<b>Audio Coding</b>	Specifies the audio format. Configure the <b>European</b> or <b>US</b> audio coding that the audio equipment in your location use.
<b>Video Frequency</b>	The video refresh frequency depends on the country. If you configure the video frequency to <b>&lt;auto&gt;</b> , Avaya CU360 assigns the standard of the chosen country. In countries where the video frequency can vary, you must manually choose the value for your location.
<b>International Call Prefix (IDD)</b>	The numeric code to replace the plus sign (+) prefix for outgoing calls. If you want to disable this option, you must clear the field.

## Configuring external user directories in Avaya CU360

### About this task

You can configure the LDAP directory of Avaya CU360 to store users SIP-based and H323-based call information that integrates with directory and identity management systems.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Do one of the following:
  - On the web interface, click **System > LDAP > Add Server**.
  - On the endpoint menu, click **System > LDAP > Add**.
4. Configure the following settings:
  - **Type**
  - **Preferred**
  - **Address**
  - **Port**
  - **User**: This option is available only on the **Equinox Management, Cloud, and Remote H.350 (generic)** servers.
  - **Password**
  - **Base**: This option is available only on the **Remote H.350 (generic)** server.
  - **RootDN**: This option is available only on the **Equinox Management, Cloud, and Remote H.350 (generic)** servers.
  - **Filter**: This option is available only on the **Remote H.350 (generic)** server.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## LDAP field descriptions

Name	Description
<b>Type</b>	<p>Displays the types of LDAP servers that you can use to view the contacts and call these contacts from Avaya CU360 endpoint.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Avaya XTSeries</b>: Refers to the built-in LDAP server of a different <b>Avaya XTSeries</b>.</li> <li>• <b>Avaya cu360</b>: Refers to the built-in LDAP server of Avaya CU360.</li> <li>• <b>Equinox Management</b>: Refers to the built-in LDAP server of <b>Equinox Management</b>.</li> <li>• <b>Cloud</b>: Refers to the built-in LDAP server in a cloud.</li> <li>• <b>Remote H.350 (third party)</b>: Refers to a third-party LDAP server to support the directories of other video communication vendors. For example, Polycom CMA.</li> <li>• <b>Remote H.350 (generic)</b>: Refers to a generic H.350-compliant LDAP server.</li> </ul>
<b>Preferred</b>	The option to view the LDAP contacts in the <b>Contacts</b> page.
<b>Address</b>	<p>The address of the LDAP server.</p> <p>If you select the LDAP server type as <b>Cloud</b>, Avaya CU360 configures this field automatically.</p>
<b>Port</b>	<p>The port that Avaya CU360 uses to connect to the LDAP server.</p> <p>The default port is 389.</p> <p>If you select the LDAP server type as <b>Cloud</b>, Avaya CU360 configures this field automatically.</p>
<b>User</b>	<p>The username of the LDAP server.</p> <p>The format of the username is in the form of a Distinguished Name.</p>
<b>Password</b>	The password of the LDAP server.
<b>Base</b>	The root node of the LDAP tree under which all the contacts are defined. For example, ou=people.
<b>RootDN</b>	<p>If the LDAP server has a <b>RootDN</b> defined, you must specify the <b>RootDN</b> field when accessing that LDAP server.</p> <p>For example, dc=company and dc=com.</p>
<b>Filter</b>	Applies to the LDAP tree to view only the relevant contacts.

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## Preventing users from modifying the local directory in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > LDAP > Favorites > Lock**.
4. Click one of the following:
  - **Yes**: Prevent users from modifying the local directory.
  - **No**: Allow users to modify the local directory.
5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Automatically displaying contacts from external user directories in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Before you begin

Configure external user directories in Avaya CU360.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization > Search Contacts in Directory**.
4. Click one of the following:
  - **Manual**: To configure manual search. This is the default option.
  - **Automatic**: To configure automatic search.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

[Configuring external user directories in Avaya CU360](#) on page 119

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## Hiding the recent calls list in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **System > Customization**.
4. Select **Yes** for **Hide Recent Calls**.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Hiding the call rate selection list in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization**.
4. Select **Yes** for **Hide Call Rate In Advanced Calling**.
5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Disabling the Avaya CU360 startup tone

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization**.

4. Select **No** for **Play Startup Sound**.
5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring wrap-around navigation in Avaya CU360

**About this task**

You can configure the Avaya CU360 to enable the user to cycle among available menu items in the user interface panels using the arrows.

You can apply wrap-around navigation only to the home screen panel, camera control panel, and call control panel.

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **System > Customization > Wrap Around Menu**.
4. Click one of the following:
  - **Yes**: To enable wrap-around navigation. This is the default option.
  - **No**: To disable wrap-around navigation.
5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Customizing the Avaya CU360 home screen

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization > Home Screen Background**.
4. Click one of the following:
  - **Image**: To show the presentation. This is the default option.
  - **Video**: To show the video.
  - **Calendar**: To show the calendar panel.

5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring Avaya CU360 to remember your favorite layouts

### About this task

You can configure Avaya CU360 to change the default display to your preferred display according to the number of video flows and your multi-image preferences. The available video flows are local video, remote video, local or remote presentation.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.

- On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
  3. Click **System > Customization > Remember Favorite Layouts**.
  4. Click one of the following:
    - **Never**: Avaya CU360 always reverts to the default layout. This is the default option.
    - **During the call**: Avaya CU360 uses the last layout used in the same call for the combination of video flows. When you receive a presentation in the same call next time, Avaya CU360 automatically displays the last layout that you chose.
    - **Yes always**: Avaya CU360 uses the last layout used in the same call for the combination of video flows. When you receive a presentation in the same call or a different call next time, Avaya CU360 automatically displays the last layout that you chose.

Do not use this option for Avaya CU360 that is shared by multiple users.
  5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Hiding calendar panel in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **System > Customization**.

4. Select **Yes** for **Hide Calendar Panel**.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring Avaya CU360 to send the device name as text overlay in video streams

### About this task

Avaya CU360 supports sending the device name as text overlay in video streams in meetings managed by MCUs that do not support displaying the name for meeting participants.

Do not enable this feature for meetings managed by MCUs that support the name overlay feature. If you enable this feature for such meetings, the device name is duplicated in the meetings.

### Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Customization > Local Name Overlay**.

- On the endpoint, Avaya CU360 displays the Local Name Overlay window.
- On the web interface, Avaya CU360 displays the Customization - Local Name Overlay window.

4. Select **Yes** for **Enabled**.

5. Configure the following fields:

- **Background Mode**
- **Background Color**
- **Foreground Color**
- **Text Alignment**

- **Text Size**

6. On the web interface, click **Save**.

---

## Configuring the maximum call bandwidth and preferred codec in Avaya CU360

### About this task

You can specify the maximum bandwidth that Avaya CU360 can use in meetings. The bandwidth is measured in bit rate.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > General**.
4. Configure the following fields:

IP	ISDN
<b>Rate (K)</b>	<b>Rate (K)</b>
<b>Audio Coding</b>	—
<b>Video Coding</b>	—
<b>Dual Video Coding</b>	—
<b>Use Manual Dual Video Bandwidth</b>	—
<b>Dual Video/Live Bandwidth</b>	—

5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Preferences General field descriptions

### IP section

Name	Description
<b>Rate (K)</b>	The maximum bitrate used for a single point-to-point call.
<b>Audio Coding</b>	The preferred audio codec that Avaya CU360 tries to send.
<b>Video Coding</b>	The preferred video codec that Avaya CU360 tries to send.
<b>Dual Video Coding</b>	The preferred video codec that Avaya CU360 tries to send as presentation content.
<b>Use Manual Dual Video Bandwidth</b>	The option allows to change the bandwidth for presentation content and live video.
<b>Dual Video/Live Bandwidth</b>	The bandwidth of live video or presentation content video.

### ISDN section

Name	Description
<b>Rate (K)</b>	The maximum call rate that Avaya CU360 uses for ISDN call.

---

## Setting a time limit for Avaya CU360 video conferences

### About this task

Set a time limit for video conferences to alert users that the time allocated for the meeting is about to end and also to end video conferences that participants did not end.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > General**.
4. Select the **Call Time Limit** from the drop-down list.

The default time limit is **Unlimited**. The maximum limit you can configure is **24 hours**.

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring the Avaya CU360 dual video

**About this task**

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > Dual Video**.

4. Configure the following fields:

- **Dual Video H.323 (H.239)**
- **Dual Video SIP (BFCP)**
- **Dual Video H.264**
- **Web Collaboration (WCS)**

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Dual Video field descriptions

Name	Description
<b>Dual Video H.323 (H.239)</b>	H.239 is a protocol used with H.323 endpoints. The option to define the additional media channel for data sharing such as presentations, with the videoconference, and ensures only one presenter at a time.
<b>Dual Video SIP (BFCP)</b>	BFCP defined in RFC 4582, is a protocol for controlling access to the presentation media resources at a conference. For example, when sharing content with others participants in the meeting, one participant is designated as the presenter, and is granted the floor for presenting. All Avaya CU360 endpoints must be aware that the floor is granted to that participant and react appropriately.
<b>Dual Video H.264</b>	H.264 is a protocol used with SIP and H.323 endpoints, which defines video compression. The default profile is the H.264 baseline profile, but H.264 high profile uses more sophisticated compression techniques.
<b>Web Collaboration (WCS)</b>	Web collaboration is a new optional component that provides advanced content sharing functionality.

## Configuring touch-tone setting in Avaya CU360

### About this task

You can use the touch-tone feature to display menus and change layouts.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > IP**.
4. Configure the following fields:
  - **SIP DTMF**
  - **H.323 DTMF RFC2833**
  - **H.323 DTMF H.245 UII**
  - **Use H.323 Generic Vendor Code**
  - **Dialing Number Format Mode**
  - **Separator**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## IP field descriptions

Name	Description
<b>SIP DTMF</b>	The option to send DTMF audio tones in the RTP stream for SIP calls. This is the default option.
<b>H.323 DTMF RFC2833</b>	The option to send DTMF audio tones in the RTP stream for H.323–based calls.
<b>H.323 DTMF H.245 UII</b>	The option to enable or disable the out-of-band DTMF transmissions in H.323–based calls.
<b>Use H.323 Generic Vendor Code</b>	The option to enable the H.323 application uses a generic vendor code identity instead of its default vendor code. So, the remote H.323 devices do not recognize it as an Avaya endpoint.
<b>Dialing Number Format Mode</b>	The dial number format of the H.323 or SIP gatekeeper. You can use any of the following valid formats: <ul style="list-style-type: none"> <li>• <code>&lt;gatekeeper number&gt;&lt;separator&gt;&lt;extension of the called endpoint&gt;</code></li> <li>• <code>&lt;extension&gt;&lt;separator&gt;&lt;number&gt;</code></li> </ul>
<b>Separator</b>	The option is used when dialing to the gatekeeper. The default separator is the pound sign ( <b>##</b> ).

---

## Configuring the Avaya CU360 calls encryption

### About this task

You can encrypt SIP-based and H.323-based calls on Avaya CU360 for greater security. Avaya CU360 can secure video conference sessions through encrypted connections in point-to-point calls and video conferences.

- For SIP connections, you can encrypt the media of SIP connections using SRTP.
- For H.323 connections, you can enable the encryption using H.235.

### Important:

Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Encryption**.
4. Select **Yes** for **Enable Encryption**.
5. Configure the following fields for securing calls:
  - **Accept Protected Calls**
  - **Unprotected Calls**
  - **Length of AES key**
  - **Minimum Key Size for DH**
  - **SIP Proprietary Encryption**
  - **Audio Alert**
6. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Enabling the RTP firewall in Avaya CU360

### About this task

Configure Avaya CU360 to check the source of the received audio, video, and presentation (RTP packets) to verify that the source matches the remote endpoint's IP address.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > IP**.
4. Select **Yes** to enable **RTP Firewall**.
5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Encryption field descriptions


Name	Description
<b>Accept Protected Calls</b>	The option to enable or disable encryption when receiving an encrypted call.

*Table continues...*

Name	Description
<b>Unprotected Calls</b>	The option to specify the policy for unprotected calls. Select the policy to apply when a remote endpoint does not support protected calls: <ul style="list-style-type: none"> <li>• <b>Disconnect:</b> Automatically disconnects the call.</li> <li>• <b>Ask Conformation:</b> Asks permission to accept the unprotected call.</li> <li>• <b>Inform:</b> Displays a warning message on the endpoint and web interface.</li> <li>• <b>Show status:</b> Displays a notification message on the endpoint and web interface.</li> </ul>
<b>Length of AES key</b>	The length of the AES key. The options are: <ul style="list-style-type: none"> <li>• 128, 256 bits</li> <li>• 128 bits</li> <li>• 256 bits</li> </ul>
<b>Minimum Key Size for DH</b>	The minimum key size for the Diffie-Hellman encryption. The options are: <ul style="list-style-type: none"> <li>• <b>Very High Security (2048):</b> Accepts 2048 bits and larger key sizes.</li> <li>• <b>High Security (1024):</b> Accepts 1024 bits and larger key sizes.</li> </ul>
<b>SIP Proprietary Encryption</b>	The option to use the encryption for SIP calls. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Audio Alert</b>	An audio jingle for the encryption status of the call or the meeting.

## Configuring calling number in Avaya CU360

### About this task

Configure a number to call automatically by pressing . You can also specify the call protocol. This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Predefined Party**.

4. Configure the following fields:

- **Enabled**
- **Number**
- **Call Protocol**

5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Predefined Party field descriptions

Name	Description
<b>Enabled</b>	The option to enable or disable the predefined party feature in Avaya CU360.
<b>Number</b>	The number that Avaya CU360 calls.
<b>Call Protocol</b>	<p>The protocol to use in calls.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: The protocol for calls to H.323–based endpoints.</li> <li>• <b>SIP</b>: The protocol for calls to SIP-based endpoints.</li> <li>• <b>ISDN</b>: The protocol for calls to ISDN-based endpoints.</li> </ul>

---

## Configuring the Avaya CU360 gallery layout

### About this task

Configure Avaya CU360 to use the gallery layout when meeting participants to present content in video conferences. Avaya CU360 uses the gallery layout only in video conferences that support the gallery layout.

Using this feature, Avaya CU360 endpoints can receive and change the gallery layout.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Do one of the following:
  - On the web interface, click **Presentation > General > Gallery Layout**.
  - On the endpoint main menu, click **Presentation > Gallery Layout**.

4. Click one of the following:

- **Automatic**: Avaya CU360 automatically provides the gallery layout. This is the default option.
- **Always**: Avaya CU360 always displays the gallery layout.
- **Never**: Avaya CU360 never displays the gallery layout.

5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

---

# Configuring the Avaya CU360 camera

## About this task

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > General**.
4. Configure the following fields:
  - **Default Camera**
  - **Camera Control by Far Site**
  - **Bring Back to Place**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

[Avaya CU360 camera and LED indicators](#) on page 19

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## Cameras General field descriptions

Name	Description
<b>Default Camera</b>	Avaya CU360 connects the default camera through <b>HD 1</b> or <b>USB</b> port. To configure the <b>Default Camera</b> , the options are: <ul style="list-style-type: none"> <li>• <b>HD 1</b>: The built-in camera.</li> <li>• <b>USB</b>: Select if you connect the Avaya video grabber to the USB port.</li> </ul>
<b>Camera Control by Far Site</b>	The option to control the Avaya CU360 camera from remote endpoint.
<b>Bring Back to Place</b>	Avaya CU360 stores the camera positions when the camera is turned off and restores this position when the camera is turned on.

---

## Configuring the Avaya CU360 HD1 port

### About this task

Configure the settings of each camera that you connect to the HD1 port of Avaya CU360.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > HD1**.

4. Select **Yes** for **Enable** the camera.

You cannot disable **Default Camera**.

5. Configure the following fields:

- **Control Camera**
- **Tracking**
- **White Balance Mode**
- **Exposure Compensation**

6. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## HD1 port field descriptions

Name	Description
<b>Control Camera</b>	The option to control the digital pan, tilt, and zoom functions of the camera.
<b>Tracking</b>	The option to focus on the active speaker or auto framing in the room.
<b>White Balance Mode</b>	The option to adjust the white balance of the camera to control color tint in the room.  The options are: <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Automatically determine any color tint and adjust colors to compensate.</li> <li>• <b>Indoor:</b> Sets the color compensation for artificial light.</li> <li>• <b>Outdoor:</b> Set the color compensation for natural sunlight.</li> <li>• <b>Fluorescent Light:</b> Reflects more green color wash than the conventional colors.</li> </ul>
<b>Exposure Compensation for end points</b>	The option to enable the camera to compensate the exposure level manually, when the camera image is too bright or dark.
<b>Exposure Level for web interface</b>	The option to enable the camera to compensate the exposure level manually, when the camera image is too bright or dark.

---

# Configuring the Avaya CU360 camera to automatically focus on active speakers in conferences

## About this task

Avaya CU360 detects four faces for the speaker tracking feature in the meeting room. You can also use the Bluetooth or USB microphone for the speaker tracking feature.

When the automatic tracking mode of the camera is active, you cannot manually pan, tilt, and zoom the camera or use the camera preset settings.

By default, the automatic tracking mode of the Avaya CU360 camera is disabled.

### Tip:

- You can press the Enable/Disable Tracking Camera key on the remote control to activate or deactivate the auto-tracking functionality of the camera on Avaya CU360.
- You can also enable or disable the camera auto-tracking mode from the Control Camera panel on the Avaya CU360 endpoint or the More actions options on the Avaya CU360 web interface.

## Before you begin

- Manually adjust the camera tilt angle to focus on the face of the participants.
- Ensure that the Avaya CU360 microphone is unmuted.
- Ensure that the privacy mode of the Avaya CU360 camera is disabled.

## Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > HD1**.

- On the endpoint, Avaya CU360 displays the HD1 window.
- On the web interface, Avaya CU360 displays the Camera - HD1 window.

4. Select **Yes** for **Tracking**.

5. On the web interface, click **Save**.

## Result

Avaya CU360 displays the Tracking icon  on the top of the information bar.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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# Configuring the Avaya CU360 tracking

## About this task

This configuration is available only on the Avaya CU360 endpoint.

## Before you begin

Enable the camera tracking option.

## Procedure

1. Click **Configure**.  
Avaya CU360 displays the Configure window.
2. Click **Customization**.  
Avaya CU360 displays the Customization window.
3. Click **Tracking Mode**.
4. Configure the following fields:
  - **Track Speaker**: Automatically detects the face of the active speaker in the huddle room and zooms to it.
  - **Auto Framing**: Automatically detects a group of people in the room and zooms to them.

## Related links

[Avaya CU360 camera automatic tracking](#) on page 32

[Avaya CU360 camera automatic framing](#) on page 33

---

# Configuring the Avaya CU360 USB port

## About this task

Configure the settings of each camera that you connect to the USB port of Avaya CU360.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Cameras > USB**.
4. Select **Yes** for **Enable** the camera.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring the monitor settings in Avaya CU360

### About this task

After you connect the single monitor or dual monitor to the Avaya CU360 endpoint, you can configure the monitor settings.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.
 

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **I/O Connections > Monitors > General**.
4. Configure the following fields:
  - **Number of Monitors**
  - **Resolution HD1**
  - **Resolution HD2**
  - **CEC – Select as Source on Incoming Calls**
5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

[Connecting additional monitor to Avaya CU360](#) on page 94

## Monitors General field descriptions

Name	Description
<b>Number of Monitors</b>	<p>The option to display available monitors that are connected to Avaya CU360.</p> <p>Activate the HDMI port on Avaya CU360 which connects to a monitor through the HD1 port.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>&lt;auto&gt;</b>: Avaya CU360 automatically detects the connected monitor. This is the default option.</li> </ul> <p>Always select the <b>Number of Monitors</b> setting to <b>&lt;auto&gt;</b>. If you need Avaya CU360 to work with a single monitor, do not connect the additional monitor.</p> <ul style="list-style-type: none"> <li>• <b>HD1</b>: Avaya CU360 accepts input only from the monitor connected through the HD1 port.</li> <li>• <b>HD2</b>: Avaya CU360 accepts input only from the additional monitor connected through the USB-C port.</li> </ul>
<b>Resolution HD1</b>	The option to define the resolution of the connected monitor through the HD1 port.
<b>Resolution HD2</b>	The option to define the resolution of the connected additional monitor through the USB-C port.
<b>CEC – Select as Source on Incoming Calls</b> for endpoint only	<p>The option to use a video source for the monitor which is different from the Avaya CU360 connected monitor.</p> <p>For an incoming call, if you select the option to <b>Yes</b>, the monitor is automatically switched to Avaya CU360 video source.</p>

## Configuring the Avaya CU360 video layouts

**About this task**

After you connect the single monitor or dual monitor to the Avaya CU360 endpoint, you can configure the video layouts.

You can also change the video layout from the Avaya CU360 remote control during the meetings.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Monitors > PIP-PaP-PoP**.

4. Configure the following fields:

- **Multimage Mode**
- **Multimage Type**
- **PIP – Position**
- **PIP – Rotation**
- **PIP – Size**

5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## PIP-PaP-PoP field descriptions

Name	Description
<b>Multimage Mode</b>	<p>The option to enable or disable PIP, PaP, or PoP video layouts, depending on the number of video streams available on the monitor.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>&lt;auto&gt;</b>: Enables PiP, PaP, or PoP automatically when the number of video streams is greater than the number of available monitors.</li> </ul> <p>The order of the video streams is set automatically with precedence to the presentation video streams.</p> <ul style="list-style-type: none"> <li>• <b>Off</b>: Always disables PIP, PaP, or PoP.</li> <li>• <b>On</b>: Always enables PiP, PaP or PoP with two video streams.</li> </ul>

*Table continues...*

Name	Description
<b>Multimage Type</b>	<p>The option to configure the video layouts available to users.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>&lt;auto&gt;</b>: Automatically enables PIP, PaP and PoP layouts.</li> <li>• <b>PIP</b>: Enables only PiP.</li> <li>• <b>PaP</b>: Enables only PaP.</li> <li>• <b>PoP</b>: Enables only PoP.</li> </ul> <p>If you use a 4K UHD or 2160p (3840x2160) monitor, by default <b>Multimage Type</b> is set to PaP .</p>
<b>PIP – Position</b>	The option to configure the position of the small overlapped image on the monitor.
<b>PIP – Rotation</b>	The option to enable or disable image rotation and controls the direction of the image rotation.
<b>PIP – Size</b>	The option to select the size of the small overlapped image on the monitor.

---

## Configuring echo canceler on external microphones in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **I/O Connections > Audio > Echo Canceler**.
4. Configure the following fields:
  - **AGC**
  - **Noise Reduction**

- **Audio Delay Automatic Estimation**
- **Delay**

5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Echo Canceler field descriptions

Name	Description
<b>AGC</b>	Automatic Gain Control adjusts audio signals to equalize the average volume.  This setting effectively lowers the volume if the audio signal is strong and raises the volume when the audio signal is weak.
<b>Noise Reduction</b>	Reduces the background noise of the conference room.
<b>Audio Delay Automatic Estimation</b>	Improves the echo canceler performance and the audio delay automatically when you connect a new monitor to Avaya CU360. <ul style="list-style-type: none"> <li>• <b>Yes</b>: Enables the echo cancellation performance automatically.</li> <li>• <b>No</b>: Disables the automatic echo cancellation performance and you can configure <b>Delay</b> manually for better performance.</li> </ul>
<b>Delay</b>	Avaya CU360 estimates the audio delay introduced by the monitor.  You can calculate the audio delay in milliseconds and use the value to calculate the audio delay and improve the echo cancellation performance.

---

## Configuring support for IPV6 addresses in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Preferences > General**.
  - On the endpoint menu, Avaya CU360 displays the General window.
  - On the web interface menu, Avaya CU360 displays the Networks - Preferences window.
4. Click **Use IPv6**.
5. Select **Yes** to enable the IPv6 support.
6. Configure the following fields:
  - **H.323 Preferred IP Signaling**
  - **SIP Preferred IP Signaling**
  - **SIP ANAT**
  - **SIP ANAT Preferred IP Media**
7. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Use IPv6 addresses field descriptions

Name	Description
<p><b>H.323 Preferred IP Signaling</b></p>	<p>The option to define the preferred IP version for signaling in the H.323-based calls.</p> <p>You can configure this field only if :</p> <ul style="list-style-type: none"> <li>• You enable <b>Use IPv6</b> to Yes.</li> <li>• The destination IP address is an FQDN.</li> </ul> <p>The preferred IP version for signaling are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>IPv4</b></li> <li>• <b>IPv6</b></li> </ul> <p>The default value for JITC Mode is <b>IPv4</b>.</p>

*Table continues...*

Name	Description
<b>SIP Preferred IP Signaling</b>	<p>The option to define the preferred IP version for signaling in the SIP-based calls.</p> <p>You can configure this field only if :</p> <ul style="list-style-type: none"> <li>• You enable <b>Use IPv6</b> to Yes.</li> <li>• The destination IP address is an FQDN.</li> </ul> <p>The preferred IP version for signaling are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>IPv4</b></li> <li>• <b>IPv6</b></li> </ul> <p>The default value for JITC Mode is <b>IPv4</b>.</p>
<b>SIP ANAT</b>	<p>The option to enable Avaya CU360 to offer different types of alternative addresses in a Session Description Protocol as specified in RFC 4091 and RFC 4092.</p> <p>You can configure this field only if you enable <b>Use IPv6</b> to Yes.</p>
<b>SIP ANAT Preferred IP Media</b>	<p>The option to define the preferred IP version order to use ANAT for declaring media addresses, such as audio, video, and data.</p> <p>You can configure this field only if you enable <b>Use IPv6</b> to Yes.</p> <p>The preferred IP version for media are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>IPv4</b></li> <li>• <b>IPv6</b></li> </ul> <p>The default value for JITC Mode is <b>IPv4</b>.</p>

---

## Configuring LAN for IPv4 address settings in Avaya CU360

### About this task

After you save the settings on Avaya CU360 web interface, you must log in to Avaya CU360 web interface again.

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > GLAN > IPv4 Addresses**.

- On the endpoint menu, Avaya CU360 displays the IPv4 Addresses window.
- On the web interface menu, Avaya CU360 displays the GLAN window.

4. Configure the following fields:

- **IP Address Mode**
- **IP Address**
- **Subnet Mask**
- **Gateway**
- **DNS**

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## IPv4 Addresses field descriptions

Name	Description
<b>IP Address Mode</b>	The option to determine whether the IP address is allocated dynamically using stateless address autoconfiguration (SLAAC) or designated a static IP address.  The options are: <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>Manual</b></li> </ul> The default <b>IP Address Mode</b> is <b>Automatic</b> .

*Table continues...*

Name	Description
<b>IP Address</b>	The static IPv4 network address for Avaya CU360. If you do not enter a static IP address, this field displays the allocated dynamic IP address.
<b>Subnet Mask</b>	The subnet mask associated with the static IP address. If you use dynamic IP addresses, this field displays the allocated subnet mask.
<b>Gateway</b>	The default gateway static IP address. If you do not enter a static IP address, this field displays the allocated dynamic gateway IP address.
<b>DNS</b>	The DNS server IP address. If you do not enter a static IP address, this field displays the allocated dynamic DNS server IP address.

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## Configuring LAN for IPv6 address settings in Avaya CU360

### About this task

After you save the settings on Avaya CU360 web interface, you must log in to Avaya CU360 web interface again.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > GLAN > IPv6**.
  - On the endpoint menu, Avaya CU360 displays the IPv6 window.
  - On the web interface menu, Avaya CU360 displays the GLAN - IPv6 window.

4. Configure the following fields:
  - **IP Address Mode**
  - **IP Address**
  - **Prefix Length**
  - **Gateway**
  - **Ignore Redirect Messages**
  - **Generate Destination Unreachable Messages**
  - **Respond Echo Requests**
  - **DAD Transmit Count**
  - **Auto Flow Labels**
5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## IPv6 addresses field descriptions

Name	Description
<b>IP Address Mode</b>	The option to determine whether the IP address is allocated dynamically using stateless address autoconfiguration (SLAAC) or designated a static IP address.  The options are: <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>Manual</b></li> </ul> The default <b>IP Address Mode</b> is <b>Automatic</b> .
<b>IP Address</b>	The static IPv6 network address for Avaya CU360.  Avaya CU360 discards local loopback, IPv4 mapped, IPv4 compact, and IPv6 multicast addresses.  If you do not enter a static IP address, this field displays the allocated dynamic IP address.
<b>Prefix Length</b>	A decimal value indicates the number of leftmost contiguous bits of the address.  The option to identify the prefix that is the network portion of the address.

*Table continues...*

Name	Description
<b>Gateway</b>	The default gateway static IP address.  Avaya CU360 discards local loopback, IPv4 mapped, IPv4 compact, and IPv6 multicast addresses.  If you do not enter a static IP address, this field displays the allocated dynamic gateway IP address.
<b>Ignore Redirect Messages</b>	The option to enable Avaya CU360 to ignore ICMP redirect messages.
<b>Generate Destination Unreachable Messages</b>	The option to generate an unreachable message if a packet cannot deliver to its destination other than network congestion.
<b>Respond Echo Requests</b>	The option to send an echo reply message in response to an echo request.
<b>DAD Transmit Count</b>	The option to specify the amount of duplicate address detection probes to transmit before acquiring an IPv6 address.  The options are: <ul style="list-style-type: none"> <li>• <b>DAD disabled</b></li> <li>• <b>1 Probe Sent</b></li> <li>• <b>2 Probes Sent</b></li> <li>• <b>3 Probes Sent</b></li> </ul> The default value is <b>1 Probe Sent</b> .
<b>Auto Flow Labels</b>	The option to generate flow labels automatically based on a flow hash of the IPv6 packet.

---

## Configuring network priority settings in Avaya CU360

### About this task

Configure Avaya CU360 to prioritize a specific network connection when Avaya CU360 cannot determine the network port from the destination address in the call signal.

When Avaya CU360 cannot determine the route of a call by matching the destination address, Avaya CU360 uses the preferred network port.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.

- On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Preferences > General > Priority**.
4. Click one of the following:
  - **GLAN**: To use the LAN as preferred network.
  - **Wi-Fi**: To use the Wi-Fi as preferred network.
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring bandwidth threshold for LAN in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > GLAN > Bandwidth**.
4. Select **Yes** for **Enable** the bandwidth limit.
5. Configure the following fields:
  - **Max. Bandwidth Rx (KB)**: The incoming bandwidth limit.
  - **Max. Bandwidth Tx (KB)**: The outgoing bandwidth limit.
6. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring bandwidth threshold for Wi-Fi in Avaya CU360

**About this task**

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Wi-Fi > Bandwidth**.
4. Select **Yes** for **Enable** the bandwidth limit.
5. Configure the following fields:
  - **Max. Bandwidth Rx (KB)**: The incoming bandwidth limit.
  - **Max. Bandwidth Tx (KB)**: The outgoing bandwidth limit.
6. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring advanced LAN connectivity in Avaya CU360

**About this task**

Configure advanced properties of the network connections in each network port which include the network speed and packet size.

**Before you begin**

Enable the Avaya CU360 advanced settings and Avaya CU360 network priority.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.  
 The default PIN for Advanced settings on the endpoint is 1234.  
 If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **Networks > GLAN > Parameters**.
4. Configure the following fields:
  - **MTU**
  - **Speed\Duplex Mode**
  - **Speed**
  - **Duplex Mode**
5. On the web interface, click **Save**.

**Related links**

- [Enabling the Avaya CU360 advanced settings](#) on page 62
- [Configuring network priority settings in Avaya CU360](#) on page 153

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## GLAN Parameters field descriptions

Name	Description
<b>MTU</b>	The maximum size of data packets sent around the network. The default MTU size is 1360. If you transmit data packet of a larger MTU size, the network drops or fragments the packet. To avoid packet loss or fragmentation, all network components must use the same MTU size. For IPv4 address, set the MTU size in the range of 576 through 1500. For IPv6 address, set the MTU size in the range of 1280 through 1500.

*Table continues...*

Name	Description
<b>Speed\Duplex Mode</b>	<p>The option to select the speed of the network port that defines the data transmission speed in the network.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Avaya CU360 selects the speed and duplex mode automatically. This is the default option.</li> <li>• <b>Auto - up to 100/Full:</b> Semi-automatic mode with a specified maximum speed and data transmission.</li> <li>• <b>Auto - up to 100/Half:</b> Semi-automatic mode with a specified maximum speed and data transmission.</li> <li>• <b>Auto - up to 10/Full:</b> Semi-automatic mode with a specified maximum speed and data transmission.</li> <li>• <b>Auto - up to 10/Half:</b> Semi-automatic mode with a specified maximum speed and data transmission.</li> <li>• <b>Manual:</b> Configure the speed and duplex mode manually for the network.</li> </ul>
<b>Speed</b>	<p>The speed of the network port.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>10 Mbps</b></li> <li>• <b>100 Mbps</b></li> </ul>
<b>Duplex Mode</b>	<p>The data transmission mode that is defined for the network router or switch.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Half:</b> The half duplex mode provides communication in both directions, but only in one direction at a time.</li> <li>• <b>Full:</b> The full duplex mode provides communication in both directions simultaneously.</li> </ul>

---

## Configuring advanced Wi-Fi network connectivity in Avaya CU360

### Before you begin

Enable the Avaya CU360 advanced settings and Avaya CU360 network priority.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.

- On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Wi-Fi > Parameters**.
4. Configure **MTU**.
5. On the web interface, click **Save**.

**Related links**

- [Enabling the Avaya CU360 advanced settings](#) on page 62
- [Configuring network priority settings in Avaya CU360](#) on page 153

## Wi-Fi Parameters field descriptions

Name	Description
<b>MTU</b>	<p>The maximum size of data packets sent around the network.</p> <p>The default MTU size is 1360.</p> <p>If you transmit data packet of a larger MTU size, the network drops or fragments the packet. To avoid packet loss or fragmentation, all network components must use the same MTU size.</p> <p>For IPv4 address, set the MTU size in the range of 576 through 1500.</p> <p>For IPv6 address, set the MTU size in the range of 1280 through 1500.</p>

## Configuring the Avaya CU360 port ranges

**About this task**

You can configure the base port to any value between 1024 and 65535.

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Preferences > Dynamic Ports**.
4. Configure the following fields:

TCP	UDP	BFCP UDP
<b>Automatic</b>	<b>Automatic</b>	<b>Automatic</b>
<b>Ports</b>	<b>Ports</b>	<b>Ports</b>

If you select **No** in the **Automatic** field, you should manually configure the TCP, UDP, or BFCP UDP base ports in **Ports**.

5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Configuring NAT and firewall in Avaya CU360

### About this task

Configure a NAT router and firewall for Avaya CU360.

This configuration is available only if your administrator enables the advanced settings for users.

### Before you begin

Configure the Avaya CU360 port ranges.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.
 

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **Networks > Preferences > NAT**.

4. Configure the following fields:

- **NAT Traversal**
- **NAT Discovery**
- **Public IP Address:**

This option is available when you select **Manual**.

- **Server:**

This option is available when you select **STUN autodiscovery**.

- **Port:**

This option is available when you select **STUN autodiscovery**.

- **Pinhole Refresh Time (sec.)**
- **Pinhole Keepalive**

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

[Configuring the Avaya CU360 port ranges](#) on page 158

## NAT field descriptions

Name	Description
<b>NAT Traversal</b>	The option to enable a NAT router and firewall for Avaya CU360. Configure the Avaya CU360 port ranges. Select <b>No</b> if Avaya CU360 has a public IP address.
<b>NAT Discovery</b>	The options to discover the public IP address of Avaya CU360. The options are: <ul style="list-style-type: none"> <li>• <b>Manual:</b> Enter the public IP address manually in <b>Public IP Address</b>.</li> <li>• <b>HTTP autodiscovery:</b> Uses a public HTTP server to get the Avaya CU360 public IP address.</li> <li>• <b>STUN autodiscovery:</b> Uses a public STUN server to get the Avaya CU360 public IP address. If you select this option, enter the server name and port number of the STUN server in the <b>Server</b> and <b>Port</b> fields respectively.</li> </ul>
<b>Pinhole Refresh Time (sec.)</b>	The number of seconds to open a pinhole through the firewall.
<b>Pinhole Keepalive</b>	The connection is kept open by sending periodic pings to the remote control unit.

## Defining the priority of media in Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Networks > Preferences > QoS**.
4. Configure the following fields:
  - **Use QoS**
  - **Quality of Service**
  - **Precedence/TOS**
  - **DiffServ**.
5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## QoS field descriptions

Name	Description
<b>Use QoS</b>	The option to enable QoS.  If you enable with QoS, Avaya CU360 provides the configured priority to different data streams and guarantees a certain level of performance to the data streams.

*Table continues...*

Name	Description
<b>Quality of Service</b>	The option to select network priorities. Network components such as routers or switches use the following two methods to implement QoS settings: <ul style="list-style-type: none"> <li>• <b>Precedence/TOS:</b></li> <li>• <b>DiffServ.</b></li> </ul>
<b>Precedence/TOS</b>	The option to define network components as a designated type of service (TOS) and an assign precedence ranking for each type of data.
<b>DiffServ.</b>	The option to define priority values for network components and different data types.

---

## Registering Avaya CU360 with SIP servers

### About this task

Register Avaya CU360 endpoints with SIP servers to maintain the mapping list of names or numbers and successfully establish call routes.

This configuration is available only if your administrator enables the advanced settings for users.

### Before you begin

Verify the following information about your SIP environment:

- The DNS name or IP address of the SIP server. You can define up to three servers.
- The transport protocol and port used in your SIP environment.
- For the SIP infrastructure that requires a SIP user authentication, the credentials for authenticating Avaya CU360 with the SIP server.
- The model of the SIP server.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > SIP**.

4. Configure the following fields:

- **User**
- **Authentication Name**
- **Authentication Password**
- **Use Server 1**
- **Server 1 DNS Name**
- **Use Server 2**
- **Server 2 DNS Name**
- **Use Server 3**
- **Server 3 DNS Name**
- **Server Model**

5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## SIP field descriptions

Name	Description
<b>User</b>	The system name or number. You register Avaya CU360 with SIP servers using this name or number.
<b>Authentication Name</b>	The name for authenticating Avaya CU360 with SIP servers.
<b>Authentication Password</b>	The password for authenticating Avaya CU360 with SIP servers.
<b>Use Server 1</b> <b>Use Server 2</b> (Optional) <b>Use Server 3</b> (Optional)	The SIP servers to which Avaya CU360 registers for calls. For redundant SIP deployments, you can enter information for maximum three SIP servers. <ul style="list-style-type: none"> <li>• Avaya CU360 uses the Server 1 as the default SIP server.</li> <li>• If the Server 1 fails, Avaya CU360 uses the Server 2 and Server 3.</li> </ul>
<b>Server 1 DNS Name</b> <b>Server 2 DNS Name</b> (Optional) <b>Server 3 DNS Name</b> (Optional)	The DNS name or IP address of each SIP server.
<b>Server Model</b>	Change the model of the SIP server to solve interoperability issues. If you are not sure or it is not listed, select <b>Auto</b> .

# Configuring TLS in Avaya CU360

## About this task

With TLS, network devices can communicate securely by using certificates. TLS provides device authentication and communications encryption.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > SIP > Advanced**.
4. Configure the following fields:
  - **Transport Outbound Call**
  - **Use TLS**
  - **Verify Certificate**
  - **Certificate Hostname Validation**
  - **Verify Certificate Key Usage**
  - **Verify Certificate Revocation**
5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

# Advanced SIP field descriptions

Name	Description
Transport Outbound Call	The option to configure the protocol to use for the outgoing calls. You can use <b>TLS</b> to secure the calls.

*Table continues...*

Name	Description
<b>Use TLS</b>	The option to configure Avaya CU360 to enable the TLS functionality.
<b>Verify Certificate</b>	The option to configure Avaya CU360 to use only TLS to connect to other devices. These devices must have security certificates that Avaya CU360 can verify.
<b>Certificate Hostname Validation</b>	The option to configure the host name validation level. <ul style="list-style-type: none"> <li>• <b>Accept Validated Only:</b> Avaya CU360 only processes security certificates with validates host names. This is the default policy for certificate host name and key use validation.</li> <li>• <b>Accept Validated or same default certificate:</b> Avaya CU360 processes certificates that are validated or are the same as the certificates that Avaya CU360 uses.</li> <li>• <b>Accept All:</b> Avaya CU360 processes all security certificates and does not validate host names.</li> </ul>
<b>Verify Certificate Key Usage</b>	The option to configure the certificate key use level. If you enable this option, Avaya CU360 processes only certificates that contain values for the key use parameters — Key Usage or Extended Key Usage.
<b>Verify Certificate Revocation</b>	The option to configure Avaya CU360 to verify security certificate revocation. <ul style="list-style-type: none"> <li>• <b>Yes always:</b> Avaya CU360 checks all certificates for revocation. Avaya CU360 rejects certificates for which it cannot verify revocation.</li> <li>• <b>Yes if possible:</b> Avaya CU360 checks all certificates for revocation. Avaya CU360 rejects revoked certificates, but processes certificates for which it cannot verify revocation.</li> <li>• <b>No:</b> Avaya CU360 does not check certificates for revocation.</li> </ul>

---

## Configuring the presence status of Avaya CU360 users

### About this task

Register Avaya CU360 to an XMPP server to publish its presence status and view the presence status of other contacts such as other Avaya CU360 and devices registered to the presence server.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > Presence**.

4. Configure the following fields:

- **Use XMPP**
- **User Name**
- **Password**
- **Domain**
- **Port**
- **IP Address**
- **Server Type**
- **Always Accept Subscriptions**
- **Automatic Mutual Subscription**
- **Automatic Favorites Subscription**
- **Show Advanced Subscription Options**

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Presence field descriptions

Name	Description
<b>Use XMPP</b>	The option to configure Avaya CU360 to use the XMPP presence server.
<b>User Name</b>	The user name of the presence account.
<b>Password</b>	The password of the presence account.
<b>Domain</b>	The domain name of the presence server. This is a mandatory field.
<b>Port</b>	The XMPP server port. The default port is 5222.

*Table continues...*

Name	Description
<b>IP Address</b>	The IP address of the presence server. IP address of the presence server is optional. You require the IP address only when DNS cannot resolve the domain name of the presence server.
<b>Server Type</b>	The type of server for the presence account. The options are: <ul style="list-style-type: none"> <li>• <b>Avaya Aura</b></li> <li>• <b>Generic</b>: The default server type</li> <li>• <b>Avaya One-X Portal for IP Office</b></li> </ul>
<b>Always Accept Subscriptions</b>	The option to configure Avaya CU360 to accept all subscription requests automatically. By default, this option is enabled state. If you disable this option, Avaya CU360 users can choose to accept or reject subscription requests. If you select <b>Avaya Aura</b> in <b>Server Type</b> , you do not need to configure this option. <b>Avaya Aura</b> always accepts subscription requests. This option is available when you select <b>Generic</b> and <b>Avaya One-X Portal for IP Office</b> .
<b>Automatic Mutual Subscription</b>	The option to ensure that if a user receives a subscription request, the access is reciprocated. Both users can see their status. By default, this option is in enabled state. This option is available when you select <b>Generic</b> and <b>Avaya One-X Portal for IP Office</b> .
<b>Automatic Favorites Subscription</b>	The option to configure Avaya CU360 to automatically subscribe users to other users added as favorite users. By default, this option is in enabled state.
<b>Show Advanced Subscription Options</b>	The option to configure Avaya CU360 to provide users with the following advanced subscription request settings: <ul style="list-style-type: none"> <li>• Subscribe or unsubscribe users.</li> <li>• Grant or revoke operations for users.</li> </ul> By default, this option is in enabled state.

---

## Disabling SIP-based calls in Avaya CU360

### About this task

Configure Avaya CU360 to disable SIP-based calls on GLAN, Wi-Fi, or both network interfaces.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > General > Reject SIP calls**.
4. Select one of the following options in the **Reject SIP calls** field:
  - **No**
  - **GLAN & Wi-Fi**
  - **GLAN**
  - **Wi-Fi**
5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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# Disabling H.323–based calls in Avaya CU360

## About this task

Configure Avaya CU360 to disable H.323-based calls on GLAN, Wi-Fi, or both network interfaces.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Protocols > General > Reject H.323 calls**.
4. Select one of the following options in the **Reject H.323 calls** field:
  - **No**
  - **GLAN & Wi-Fi**
  - **GLAN**
  - **Wi-Fi**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Activating the Avaya CU360 licenses

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Before you begin

Get the Avaya CU360 license keys.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **Utilities > Licenses**.
4. Do one of the following:
  - On the endpoint, enter the license keys in the **Serial Number** field.
  - On the web interface, enter the license keys in the License Codes field.
5. Do one of the following:
  - On the endpoint, click **Activate Licenses**.
  - On the web interface, click **Enable License**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Generating certificate signing requests for Avaya CU360

### About this task

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Certificates > General**.
4. Configure the following fields:
  - **Certificates Key Length**
  - **Warning days before expiration**
5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Certificates General field descriptions

Name	Description
<b>Certificates Key Length</b>	The number of bits in a key. The options are: <ul style="list-style-type: none"><li>• <b>Very High Security (2048)</b>: Accepts 2048 bits.</li><li>• <b>High Security (1024)</b>: Accepts 1024 bits.</li></ul>

*Table continues...*

Name	Description
<b>Warning days before expiration</b>	<p>The option to configure Avaya CU360 to send alerts a specified number of days before security certificates expire.</p> <p>The minimum is 30 days.</p> <p>The default is 60 days.</p>

---

## Configuring web access for Avaya CU360

### About this task

You can configure remote web access either from any IP address or restrict access from only a specific range of IP addresses.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Web**.

4. Configure the following fields:

- **Web Management**
- **Enable All Addresses**
- **Address**
- **Subnet Mask**
- **Basic Access Authentication**
- **User Name**
- **Password**
- **Disconnection due to inactivity**
- **Enable Login Attempts**
- **Login Denied Time**

- **Disable TLS 1.0/1.1**

5. On the web interface, click **Save**.

### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Web field descriptions

Name	Description
<b>Web Management</b>	The option to enable remote access to Avaya CU360 using the web interface.
<b>Enable All Addresses</b>	The option to allow remote access to Avaya CU360 using all IP addresses or restrict remote access to a specific range of IP addresses. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b>: Enables remote access from any IP address.</li> <li>• <b>No</b>: Restricts remote access to a specific range of IP addresses. You can define the range of IP addresses in <b>Address</b> and <b>Subnet Mask</b>.</li> </ul>
<b>Address</b>	The IP addresses of the devices that you allow to gain access Avaya CU360 remotely through the web interface. You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Subnet Mask</b>	The range of addresses that you allow to gain access Avaya CU360 remotely through the web interface. You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Basic Access Authentication</b>	The option to configure the webserver to automatically accept username and password for login. The option allows inserting the username and password in HTTPS URLs. You can save bookmarks to your favorite Avaya CU360 endpoint and log in every time without entering the username and password configured for the web access in the URL: <code>https://username:password@xxx.xxx.xxx.xxx/web/basicauth/basicauth.php</code>
<b>User Name</b>	The user name for the remote web access. The default user name is Admin.
<b>Password</b>	The password for the remote web access. The default password is 1234.

*Table continues...*

Name	Description
<b>Disconnection due to inactivity</b>	The duration after which the web interface disconnects inactive users. The options are: <ul style="list-style-type: none"> <li>• <b>Never</b></li> <li>• <b>5 minutes</b></li> <li>• <b>10 minutes</b></li> <li>• <b>15 minutes</b></li> <li>• <b>30 minutes</b></li> </ul>
<b>Enable Login Attempts</b>	The option to block users after five consecutive incorrect login attempts within a ten-minute time span. Avaya CU360 blocks users for the duration specified in <b>Login Denied Time</b> . Avaya CU360 displays a message inviting the user to retry later.
<b>Login Denied Time</b>	The period during which Avaya CU360 blocks users from logging in to the web interface. The options are: <ul style="list-style-type: none"> <li>• <b>30 minutes</b></li> <li>• <b>1 hour</b></li> <li>• <b>2 hours</b></li> <li>• <b>4 hours</b></li> </ul>
<b>Disable TLS 1.0/1.1</b>	The option to enable or disable the TLS 1.0 and TLS 1.1 protocol.

---

## Configuring the Avaya CU360 web-video

### About this task

Use the web-video feature to define the video refresh rate and zoom. With this feature, you can take video snapshots and save the snapshots to your computer.

You can monitor local and remote video from the Avaya CU360 web interface.

You cannot change **Web Video** settings using the web interface.

This configuration is available only if your administrator enables the advanced settings for users.

This configuration is available only on the Avaya CU360 endpoint.

### Procedure

1. On the endpoint main menu, click **Configure**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Web Video**.
4. Configure the following fields:
  - **Web Video Management**
  - **Enable All Addresses**
  - **Address**
  - **Subnet Mask**
  - **Password Protect**
  - **Password**

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Web Video field descriptions

Name	Description
<b>Web Video Management</b>	The option to enable or disable web-video remote access to Avaya CU360 using TCP.
<b>Enable All Addresses</b>	The option to allow web-video remote access to Avaya CU360 from all IP addresses or restrict web-video access to Avaya CU360 using TCP through a specific range of IP addresses.  The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b>: Enables web-video remote access from any IP address.</li> <li>• <b>No</b>: Restricts web-video remote access to Avaya CU360 using TCP through a specific range of IP addresses. You can define the range of IP addresses in <b>Address</b> and <b>Subnet Mask</b>.</li> </ul>
<b>Address</b>	The IP addresses of the devices that you allow to gain access Avaya CU360 remotely through the web interface.  You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Subnet Mask</b>	The range of addresses that you allow to gain access Avaya CU360 remotely through the web interface.  You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Password Protect</b>	The option to configure Avaya CU360 to add password protection.
<b>Password</b>	The password for the web-video access.

---

## Live streaming using Avaya CU360

Avaya CU360 supports live streaming to streaming servers of Facebook, Periscope, YouTube and Adobe Media Server.

Using live streaming, also called webcast sessions, Avaya CU360 sends the audio, video, and presentation to the streaming servers at 720p\*25fps resolution.

You must have an account with the streaming services to configure live streaming in Avaya CU360.

## Configuring Avaya CU360 for live streaming

### About this task

Configure the RTMP URL and key of the streaming service in Avaya CU360.

The combination of the RTMP URL and key represents the unique destination where the live stream produced by Avaya CU360 is delivered.

This configuration is available only on the Avaya CU360 endpoint.

### Important:

Your key of the streaming platform is personal data. Delete your key from Avaya CU360 when you disable live streaming.

### Before you begin

Get the RTMP URL and key of the streaming service.

### Procedure

1. Click **Configure**.  
Avaya CU360 displays the Configure window.
2. Click **RTMP**.  
Avaya CU360 displays the RTMP window.
3. Configure the following fields:
  - **URL**: Enter the RTMP URL.
  - **Key**: Enter the stream key.

## Enabling and disabling live streaming in Avaya CU360

### About this task

By default, live streaming is enabled in Avaya CU360.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.

- On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Streaming**.

Avaya CU360 displays the RTMP window.

4. Select one of the following values in **Enabled**:

- **No**: Disable
- **Yes**: Enable

5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Starting live streaming in Avaya CU360

### About this task



View live streaming on your screen, including the local menu or the Android desktop.

If you incorrectly configured live streaming, Avaya CU360 does not display the More option on the home page to start live streaming.

You cannot start live streaming when you are recording conferences in a local USB.

### Procedure

1. Do one of the following:

- On the endpoint, click .
- On the web interface, click **More Actions > Streaming**.
- On the endpoint, Avaya CU360 displays the Menu window.
- On the web interface, Avaya CU360 displays the Streaming icon  on the top of the information bar.

2. On the endpoint, click **Meeting options**

Avaya CU360 displays the Meeting Options window.

3. On the endpoint, click **Streaming**.

### Result

Avaya CU360 displays the live streaming on the screen.

---

# Configuring remote updates for Avaya CU360

## About this task

You can remotely upgrade Avaya CU360 with new firmware from a remote computer running the Avaya CU360 upgrade program.

The Avaya Certificate Root Authority signs Avaya CU360 software packages. Avaya CU360 accepts verified signed software packages.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Download**.

4. Configure the following fields:

- **Download Management**
- **Enable All Addresses**
- **Address**
- **Subnet Mask**
- **Password Protect**
- **Password**
- **Verify Signature**
- **OTA Update Enable**

5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Download field descriptions

Name	Description
<b>Download Management</b>	The option to enable or disable remote upgrade to Avaya CU360.
<b>Enable All Addresses</b>	The option to allow remote upgrade of Avaya CU360 using all IP addresses or restrict remote upgrade to a specific range of IP addresses. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b>: Enables remote upgrade from any IP address.</li> <li>• <b>No</b>: Restricts remote upgrade to a specific range of IP addresses. You can define the range of IP addresses in <b>Address</b> and <b>Subnet Mask</b>.</li> </ul>
<b>Address</b>	The IP addresses of the devices that you allow to make the upgrade. You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Subnet Mask</b>	The range of addresses that you allow to make the upgrade. You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b> .
<b>Password Protect</b>	The option to configure Avaya CU360 to add password protection.
<b>Password</b>	The password for remote upgrade.
<b>Verify Signature</b>	The option to enable or disable the signature verification.
<b>OTA Update Enable</b>	The option to enable or disable remote access to the Over the Air upgrade information on the public internet, and to alert users that a new software version is available to upgrade Avaya CU360.

## Controlling Avaya CU360 with AT commands

### About this task

You can use AT commands to control the functions of Avaya CU360 on the endpoint and web interface.

Avaya CU360 can receive AT commands from:

- The device network connection to the controller's IP address through the 55003 port.
- The device USB connection to the controller's serial port through a standard RS232 cable.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > AT Commands**.
4. Click one of the following in the **AT Commands Management** field.
  - **No**: Disables the remote access to Avaya CU360 using AT commands through the TCP, SSH and RS232 serial port.
  - **IP only**: Restricts the remote access to Avaya CU360 using AT commands to only the TCP connection.
5. Configure the following fields:

IP	SSH	RS232 Serial Port
<b>Enable All Addresses</b>	<b>Enabled</b>	<b>Always Initialized</b>
<b>Address</b>	<b>User Name</b>	<b>Baud Rate</b>
<b>Subnet Mask</b>	<b>Password</b>	—

6. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## AT Commands field descriptions

### AT Commands section

Name	Description
<b>AT Commands Management</b>	<p>The option to enable or disable remote access to Avaya CU360 using AT commands through the TCP, SSH and RS232 serial ports.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>No</b>: Disables the remote access to Avaya CU360 using AT commands through the TCP, SSH and RS232 serial port.</li> <li>• <b>IP only</b>: Restricts the remote access to Avaya CU360 using AT commands to only the TCP connection.</li> </ul>

### IP section

Name	Description
<b>Enable All Addresses</b>	<p>The option to allow remote access to Avaya CU360 using AT commands from all IP addresses or restrict the AT commands access to a specific range of IP addresses.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> Enables the remote access to Avaya CU360 using AT commands from any IP address.</li> <li>• <b>No:</b> Restricts the remote access to Avaya CU360 using AT commands to a specific range of IP addresses. You can define the range of IP addresses in <b>Address</b> and <b>Subnet Mask</b>.</li> </ul>
<b>Address</b>	<p>The IP addresses of the devices that you allow to send AT command.</p> <p>You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b>.</p>
<b>Subnet Mask</b>	<p>The range of addresses that you allow to send AT command.</p> <p>You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b>.</p>

### SSH section

Name	Description
<b>Enabled</b>	The option to enable the AT commands API through SSH.
<b>User Name</b>	<p>The user name for the SSH management.</p> <p>The default user name is Admin.</p>
<b>Password</b>	<p>The password for the SSH management.</p> <p>The default password is 1234.</p>

### RS232 Serial Port section

Name	Description
<b>Always Initialized</b>	<p>The option to accept an AT initialization command before accepting other commands, when required by the API.</p> <p>Use this option when the controlling device cannot detect whether Avaya CU360 restarted.</p>
<b>Baud Rate</b>	<p>The baud rate of the devices that you allow to remotely gain access to Avaya CU360.</p> <p>The baud rate must be the same as the baud rate of the controlling device.</p>

# Configuring telnet in Avaya CU360

## About this task

With telnet, you can control Avaya CU360 by using CLI commands.

This configuration is available only if your administrator enables the advanced settings for users.

## Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Telnet**.

4. Configure the following fields:

- **Telnet Management**
- **Enable All Addresses**
- **Address**
- **Subnet Mask**
- **Password**

5. On the web interface, click **Save**.

## Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Telnet field descriptions

Name	Description
<b>Telnet Management</b>	The option to enable or disable remote access to Avaya CU360 through the telnet.

*Table continues...*

Name	Description
<b>Enable All Addresses</b>	<p>The option to allow remote access through telnet to Avaya CU360 using all IP addresses or restrict the remote access to a specific range of IP addresses.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>: Enables remote access through telnet from all IP addresses.</li> <li>• <b>No</b>: Restricts remote access through telnet to a specific range of IP addresses. You can define the range of IP addresses in <b>Address</b> and <b>Subnet Mask</b>.</li> </ul>
<b>Address</b>	<p>The IP addresses of the devices that you allow to gain access Avaya CU360 remotely through the telnet.</p> <p>You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b>.</p>
<b>Subnet Mask</b>	<p>The range of addresses that you allow to gain access Avaya CU360 remotely through the telnet.</p> <p>You can enter a value in this field only if you configure <b>Enable All Addresses</b> to <b>No</b>.</p>
<b>Password</b>	<p>The password for the telnet access.</p>

## Managing Avaya CU360 from Avaya Meetings Management

### About this task

With Avaya Meetings Management, you can manage all the endpoints, including Avaya CU360 in a video network.

You must enable AT commands to work with Avaya Meetings Management. You can select the cloud mode to manage Avaya CU360.

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Equinox Management**.

4. Configure the following fields:
  - **Mode**
  - **Automatic IP Address**
  - **IP Address**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

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## Equinox Management field descriptions

Name	Description
<b>Mode</b>	<p>The option to configure Avaya CU360 to gain remote access using the local server or cloud server.</p> <ul style="list-style-type: none"> <li>• <b>Local</b>: To provision Avaya CU360 using local server.</li> <li>• <b>Cloud</b>: To automatically provision Avaya CU360 from Avaya Meetings Management.</li> </ul>
<b>URL</b>	<p>The URL of Avaya Meetings Management that Avaya CU360 displays when you move from local management to cloud management.</p> <p>This is a read-only field.</p>
<b>Automatic IP Address</b>	<p>The option to enable Avaya CU360 to automatically display the Avaya Meetings Management IP address.</p> <p>This option is available when you select <b>Local</b> in <b>Mode</b>.</p>
<b>IP Address</b>	<p>The IP address of the Avaya Meetings Management server.</p> <p>You can enter a value in this field only if you configure <b>Automatic IP Address</b> to <b>No</b>.</p> <p>This option is available when you select <b>Local</b> in <b>Mode</b>.</p>

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## Configuring screen link and mobile link in Avaya CU360

### About this task

You can configure the screen link and mobile link to share your desktop automatically.

When you connect your computer to Avaya CU360, by default Avaya CU360 requests you to enter a PIN. You can disable the PIN request.

You can also configure how the Avaya CU360 endpoint can remove a connected screen link client.

This configuration is available only if your administrator enables the advanced settings for users.

**Procedure**

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Screen Link/Mobile Link**.

4. Configure the following fields:

- **Mode**
- **Remote Presentation Mode**
- **Screen Link Unpair Mode**

5. On the web interface, click **Save**.

**Related links**

[Enabling the Avaya CU360 advanced settings](#) on page 62

## Screen Link/Mobile Link field descriptions

Name	Description
<b>Mode</b>	The option to enable or disable the screen link and mobile link. The options are: <ul style="list-style-type: none"> <li>• <b>Enable - No PIN:</b> Enables the screen link and mobile link without a PIN.</li> <li>• <b>Enable - Ask PIN (manual pairing):</b> Enables the screen link and mobile link, and requires a PIN to select Avaya CU360 other than the automatically-paired device.</li> <li>• <b>Enable - Ask PIN (always):</b> Enables the screen link and mobile link and requires a PIN for automatic pairing and manual pairing.</li> <li>• <b>Disable:</b> Disables the screen link and mobile link.</li> </ul>

*Table continues...*

Name	Description
<b>Remote Presentation Mode</b>	<p>The option to enable remote access to view, send, and download presentations in meetings.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Sends presentations automatically in meetings when you activate the screen link and mobile link.</li> <li>• <b>Manual:</b> Sends presentations in meetings when you click <b>Present</b>.</li> </ul>
<b>Screen Link Unpair Mode</b>	<p>The option to configure the mode of removing linked devices.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Automatically removes devices linked during meeting when the meeting ends but only if the pairing was started during the meeting.</li> <li>• <b>Manual:</b> Removes linked devices only when you manually initiate the removal .</li> <li>• <b>When the meeting ends:</b> Removes linked devices when meeting ends.</li> </ul>

# Chapter 6: Using Avaya CU360 with Avaya Spaces

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## Avaya Spaces meeting on Avaya CU360

Avaya Spaces is a cloud-based team collaboration and meeting tool with messaging, audio and video conferencing, file sharing, and an easy-to-use application that you can access from anywhere. You can use Avaya Spaces on your laptop at work, your tablet at home, or your phone on the go. Avaya Spaces provides the right balance of features and simplicity for teams that need an effective way to enable communications, manage tasks, and be more productive.

- **Persistent Cloud Spaces:** You can chat, meet, organize, and manage through a web browser or mobile application.
- **Chat:** Use the chat feature when you are offline and pick up the conversation on any device such as smartphone, tablet, or laptop with the security and management benefits of a business application.
- **Meet:** Boost productivity and enhance relationships with face-to-face HD definition audio, video, and content sharing from virtually any location, any device. Phone dial-in is also available with local access in 40 countries.
- **Organize:** Stop searching through email or multiple applications for the latest updates and files.
- **Post:** Post files, chat, and meet in your organized, subject-oriented team spaces.
- **Manage:** Coordinate work across teams, assign tasks, and track project progress, all in your persistent spaces.

Avaya Spaces application is pre-installed with Avaya CU360.

In the Spaces tab of the menu bar, you can create your space. To invite participants to your space, you can enter their email addresses. You can set different permissions for each participant based on the type of actions to take within your space. If you have many spaces, you can categorize them as favorites.

### Integration with Avaya CU360 built-in UC experience

Avaya Spaces integrates with the Avaya CU360 built-in UC experience (Avaya CU360 application). You can use the Avaya CU360 built-in UC experience:

- To open the Avaya Spaces application.
- To join an Avaya Spaces meeting from the **Calendar** tab of the built-in UC experience.

### Interaction with Avaya CU360 built-in UC experience

When you make or answer a call on the Avaya CU360 built-in UC experience, an active call on the Avaya Spaces application ends.

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## Joining Avaya Spaces meetings with Avaya CU360 as Room or Personal device

You can join an Avaya Spaces meeting in different ways using your Avaya CU360 device.

You can configure your Avaya CU360 endpoint as a Room or Personal device for Avaya Spaces.

- A Room device does not use personal information, and you do not need to log in with an Avaya Spaces account. You can join as a guest or an authorized member if a member invites you through a QR or verification code.
- A Personal device requires you to log in with an Avaya Spaces account using the Avaya Spaces application pre-installed in Avaya CU360.

### Avaya CU360 configurations for Avaya Spaces

You can join Avaya Spaces with your Avaya CU360 endpoint used as a Room device. The Avaya Spaces application provides a personal experience whenever you join Avaya Spaces by providing you access to all your personal spaces, including instant messaging and posts.

Avaya CU360 configuration for Avaya Spaces	Join Meeting through QR Code or Verification Code	Join Meeting through Calendar/Contacts/Direct Calls
<b>As Room Device</b> (Use with Spaces account = No)	Avaya CU360 application	Avaya CU360 application
<b>As Personal Device</b> (Use with Spaces account = Yes)	Avaya CU360 application	Avaya Spaces application

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## Enabling Avaya Spaces for the Room or Personal device in Avaya CU360

### About this task

Configure Avaya CU360 to start Avaya Spaces as a Room or Personal device.

You can complete the initial Quick Setup configuration to select Avaya CU360 as a Personal or Room device for Avaya Spaces . Alternatively, you can perform the following steps:

## Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Avaya Spaces > Use with Spaces account**.

4. Select one of the following:

- **Yes**: For Personal device
- **No**: For Room device

## Related links

[Working with Avaya CU360 for Avaya Spaces as a Room Device](#) on page 188

[Working with Avaya CU360 for Avaya Spaces as a Personal Device](#) on page 198

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# Working with Avaya CU360 for Avaya Spaces as a Room Device

## Joining Avaya Spaces meetings using QR code or verification code in Avaya CU360

### About this task

You can use the Avaya Spaces mobile application or the Avaya Spaces Web client to invite your Avaya CU360 to join an Avaya Spaces meeting.

### Procedure

On the Avaya CU360 application homepage, there is a QR code and a string verification code:

- To invite Avaya CU360 as a Room in Avaya Spaces using the Avaya Spaces mobile application, scan the QR code.
- To invite Avaya CU360 as a Room in Avaya Spaces using the Avaya Spaces Web client, type the string verification code.

## Joining Avaya Spaces meetings from the Avaya CU360 calendar

### About this task

Join Avaya Spaces meetings from the Avaya CU360 calendar with a single click.

The Avaya CU360 application can parse meeting invitations that contain the Avaya Spaces URL.

### Procedure

1. Do one of the following:

- On the endpoint main menu, click **Calendar**.
- On the web interface, click **Make your Call > Calendar**.

Avaya CU360 displays the Calendar window.

2. Click **Join Now** next to the Avaya Spaces meeting invitation.

A limited number of calendar meetings are also displayed on the Avaya CU360 application main menu or on the home page of the web interface.

### Related links

[Configuring a Microsoft Exchange calendar in Avaya CU360](#) on page 78

## Joining Avaya CU360 in Avaya Spaces meetings using the mobile application

### About this task

Your Avaya CU360 can join an Avaya Spaces meeting limited to members-only if a member invites this Avaya CU360 using the pairing code or the QR code displayed in the home page of the Avaya CU360 application.

If you join these Avaya Spaces directly through calendar invitations or other ways, your attempt may be declined.

If you want to join Avaya Spaces with a Room endpoint and the Avaya Spaces is password protected for guest users, you can join the Avaya Spaces without inserting a PIN if an authorized member invites you through a pairing code or QR code. Otherwise, you can insert a numeric password through the Avaya CU360 endpoint or web interface.

You cannot redial to the Avaya Spaces meetings for which you are invited through a QR Code or Pairing Code.

### Procedure

1. Log in to the Avaya Spaces mobile application.
2. Navigate to the Space.
3. Click **Join Spaces Room**.

Avaya Spaces prompts you to scan the QR code.

4. Scan the QR code that Avaya CU360 displays on the home page.

## Result

Avaya CU360 joins the Avaya Spaces meeting as a guest.

# Joining Avaya CU360 in Avaya Spaces meetings using the web browser

## About this task

Your Avaya CU360 can join an Avaya Spaces meeting limited to members-only if a member invites this Avaya CU360 using the pairing code or the QR code displayed in the home page of the Avaya CU360 application.

If you join these Avaya Spaces directly through calendar invitations or other ways, your attempt may be declined.

If you want to join Avaya Spaces with a Room endpoint and the Avaya Spaces is password protected for guest users, you can join the Avaya Spaces without inserting a PIN if an authorized member invites you through a pairing code or QR code. Otherwise, you can insert a numeric password through the Avaya CU360 endpoint or web interface.

## Before you begin

Get the system room verification code that Avaya CU360 application displays on the home page.

## Procedure

1. Log in to the Avaya Spaces web browser.
2. Navigate to the Space.
3. Click **Join Spaces Room**.  
Avaya Spaces prompts you to enter the verification code.
4. Enter the verification code, and click **Connect**.

## Result

Avaya CU360 joins the Avaya Spaces meeting as a guest.

# Joining Avaya Spaces meetings from the Avaya CU360 web interface

## About this task

You can copy and paste an Avaya Spaces meeting URL in your Avaya CU360 web interface to place a direct call.

## Procedure

1. Log in to the Avaya CU360 web interface.
2. Click **Make your Call > Basic Options > Direct Call**.  
Avaya CU360 displays the Call page.
3. Enter the Avaya Spaces meeting URL in **Number/Name to Call**.

4. Click **Call**.

## Configuring Avaya Spaces integration in the Avaya CU360 application

### About this task

You can disable Avaya Spaces integration or change the default Avaya Spaces domain address (only if you are using a test or internal solution). Avaya CU360 endpoint can accept invitations and calls only in the same cloud domain as specified in the configuration.

### Procedure

1. Do one of the following:

- On the endpoint main menu, click **Configure**.
- On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Avaya Spaces**.

4. Select **Yes** to enable Avaya Spaces integration.

5. Configure the following fields:

- **URL:** Enter the Avaya Spaces domain. By default, the integration with Avaya Spaces is enabled for the official domain: <https://spaces.avayacloud.com>.
- **Use with Spaces account:** Select **No** for Room Device. Select **Yes** for your Personal Device.
- **AI Noise Removal:** By default, AI Noise Removal is disabled when using the Avaya CU360 application (Room device). This is because the performance of the Avaya Spaces AI Noise Removal is optimized for microphones that are placed very close to the speaker.
- **Predefined Party:** You can enable this to configure a specific Avaya Spaces URL as a predefined party. After you configure the predefined party, the Call key on the remote control or on the UX or web interface automatically joins this Avaya Spaces URL.

6. On the web interface, click **Save**.

## Automating password insertion when dialing into an Avaya Spaces URL

### About this task

You can automate password insertion, when you dial to a meeting manually or through a saved contact or a predefined party URL.

### Before you begin

Ensure that you have an account on Avaya Spaces.

### Procedure

If the password of your Avaya Spaces is 123456, prefix a “?” or “&” to the password at the end of the URL.

- The Prefix “?”, for example, <https://spaces.avayacloud.com/spaces/5e.....e69?pwd=123456>.
- The Prefix “&”, for example, <https://spaces.avayacloud.com/spaces/5e.....e69&pwd=123456>.

## Avaya Spaces supports the password-embedded link for meetings

The Avaya CU360 application supports meetings with password-embedded links.

If an Avaya Spaces URL that you are using to make a manual call or saved favorite contact or predefined Avaya Spaces URL or received as a calendar invite contains an embedded password, you can join the meeting through the Avaya CU360 application using the embedded password. Otherwise, the Avaya CU360 application requires that you enter the password manually when joining.

The Avaya CU360 application does not require a password when you join a password-protected meeting through a QR code or a Verification Code, or when invited by an Avaya Spaces Mobile application or a web client.

## Configuring the advanced system names in Avaya CU360

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **System > Location**.

4. Configure the following settings:
  - **System Name**
  - **System Name Unicode:** This option is available only on the web interface.
  - **System Name Display Mode**
5. On the web interface, click **Save**.

#### Related links

[Enabling the Avaya CU360 advanced settings](#) on page 62

## System Name field descriptions

Name	Description
<b>System Name</b>	The name of the Avaya CU360 endpoint. This field displays the initial name you entered during the manual setup.
<b>System Name Unicode</b>	The name of the Avaya CU360 endpoint with non-alphanumeric characters. For example, Chinese or Japanese letters.
<b>System Name Display Mode</b>	The title bar of the Avaya CU360 endpoint displays the system name based on the mode that you select. The options are: <ul style="list-style-type: none"> <li>• <b>Automatic:</b> Automatically displays the name based on deployment.</li> <li>• <b>System Name Unicode:</b> Displays the name in <b>System Name Unicode</b>.</li> <li>• <b>SIP:</b> Displays the SIP username.</li> <li>• <b>H.323:</b> Displays the H.323 name.</li> <li>• <b>System Name:</b> Displays the name that you entered in <b>System Name</b>.</li> </ul>

## Saving your favorite Avaya Spaces in the Avaya CU360 contacts

### About this task

Assign customized names to your favorite Avaya Spaces saved as contacts in Avaya CU360.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Contacts**.
  - On the web interface, click **Make your Call**.
  - On the endpoint, Avaya CU360 displays the Contacts page.
  - On the web interface, Avaya CU360 displays the Basic Options page.
2. On the web interface, click **Contacts**.

Avaya CU360 displays the Basic Options - Contacts page.

3. Click **New Favorite**.

Avaya CU360 displays the New Favorite window.

4. Configure the following fields:

- **Name**: Customized name for the Space.
- **Number**: The Space URL.
- **Group**
- **Type**: Select SIP.
- **Call Type**
- **Rate**
- **Trusted**
- **Prior**

5. Click **Save**.

## New Favorite field descriptions

Name	Description
<b>Name</b>	The name of the contact.
<b>Number</b>	The dial string of the contact.  Dial strings can be another endpoint's number, an H.323 alias such as john_smith, or a URI address such as john@company.com. You can also add multiple numbers to the contact after you save the new contact entry.
<b>Group</b>	The group name to associate the contact to a particular group of contacts.  If you add the name of a new group name, Avaya CU360 creates the new group. This field is optional.

*Table continues...*


Name	Description
<b>Type</b>	<p>The protocol to use in calls.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: The protocol for calls to H.323-based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Meetings Media Server.</li> <li>• <b>SIP</b>: The protocol for calls to SIP-based endpoints or to Avaya Spaces.</li> <li>• <b>ISDN</b>: The protocol for calls to ISDN-based endpoints. Calls to ISDN-based endpoints need an ISDN gateway.</li> </ul>
<b>Call Type</b>	<p>The type of the call.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Audio-Video</b></li> <li>• <b>Audio-Only</b> (ignored for Avaya Spaces calls)</li> </ul>
<b>Rate</b>	<p>The specific bandwidth to use for calls.</p> <p>This field is optional. If you do not configure a specific bandwidth to use, Avaya CU360 uses the maximum available bandwidth.</p>
<b>Trusted</b>	<p>The option to indicate whether the contact is trusted.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> <p>You can configure Avaya CU360 to automatically accept calls only from trusted contacts.</p>
<b>Prior</b>	<p>The option to mark a contact with high priority.</p> <p>Avaya CU360 displays prioritized contacts on the top of the contact list marked with a yellow star. Avaya CU360 also displays all meeting rooms as prioritized contacts.</p>

## Preventing Avaya Spaces meetings participants from unmuting audio

### About this task

Configure Avaya Spaces to prevent meeting participants from unmuting audio. When participants need to speak, the participants must request permission to speak, and only the moderator can unmute the participants.

## Procedure

1. Log in to Avaya Spaces through the web interface.
2. Click  or the arrow near the Spaces name.
3. Select **Edit Space**.  
Avaya Spaces displays the settings window.
4. Click **Meeting**.
5. Enable the **Prevent unmuting**.
6. Click **Apply Changes**.

## Result

- The participant can use the Raise Hand option to ask a question or to draw the attention of the moderator during the meeting.
- The Raise Hand icon replaces the Mute icon.
- The Mute key on the remote control of the Avaya CU360 endpoint changes to the Raise Hand or Lower Hand option.

# Raising hand in the Avaya CU360 application to seek permission from the moderator to speak

## About this task

In Avaya Spaces, as a participant, you can virtually raise your hand to ask a question or to draw the attention of the moderator during the meeting.

If the moderator accepts your request, you can unmute yourself. The Lower Hand icon replaces the Unmute icon, and you can use the Mute key button from the remote control or web interface and graphical interface of the Avaya CU360 application.

If the moderator denies the request, you cannot unmute yourself and can only click Raise Hand option again. You can use the Lower Hand option to notify the moderator that they do not need to ask a question or draw attention.

You can use the Mute key button from the remote control to change the Raise Hand or Lower Hand option.

## Procedure





1. Start the Avaya Spaces meeting.
2. Do one of the following:
  - On the endpoint, click **Call Panel > Participants > Local Participant**.
  - On the web interface, click **Participants > Local Participant**.
3. Click **Raise Hand**.

A hand icon displays next to your name in the participant list or roster.

4. **(Optional)** Click **Raise Hand** again to lower your hand.

The hand icon does not display next to your name in the participant list.

## Result

Icon Status	Prevent Unmute = OFF	Prevent Unmute = ON	Available Actions
	The participant is unmuted	<ul style="list-style-type: none"> <li>The moderator did not mute the participant. The participant is unmuted.</li> <li>The moderator muted the participant. The participant can use the Raise Hand option to draw attention and unmute themselves.</li> </ul>	The participant can click the Mute icon or press the Mute key on the remote control.
	Not applicable	The moderator muted the participant. The participant is muted.	The participant can click the Raise Hand icon or press the Mute key on the remote control.
	Not applicable	<p>The moderator muted the participant. The participant can use the Raise Hand option to ask questions or draw the attention of the moderator.</p> <p>The request is not yet granted or denied.</p>	The participant can click the Lower Hand icon or press the Mute key on the remote control.
	The participant is muted	<ul style="list-style-type: none"> <li>The moderator did not mute the participant, but the participant has muted themselves.</li> <li>The moderator muted the participant. The participant can use the Raise Hand option to draw attention and unmute themselves.</li> </ul>	The participant can click the Mute icon or press the Mute key on the remote control.


## Changing the audio device during a call in the Avaya Spaces application

### About this task

By default, Avaya CU360 uses speakers to transmit audio. If you have a headset or handset connected to your Avaya CU360 endpoint, you can select which audio device to use in a call.


Configure the Avaya Spaces application to select a different audio device during your call.

### Procedure

1. On the active call screen, click .
2. From the list of connected audio devices, select the one to use.

## Leaving an Avaya Spaces meeting

### Procedure

1. On the active call screen, click .
2. Click **OK**.

Avaya Spaces disconnects you from the call.

The call continues in your absence until all participants exit the call.

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# Working with Avaya CU360 for Avaya Spaces as a Personal Device

## Avaya Spaces calls and meetings

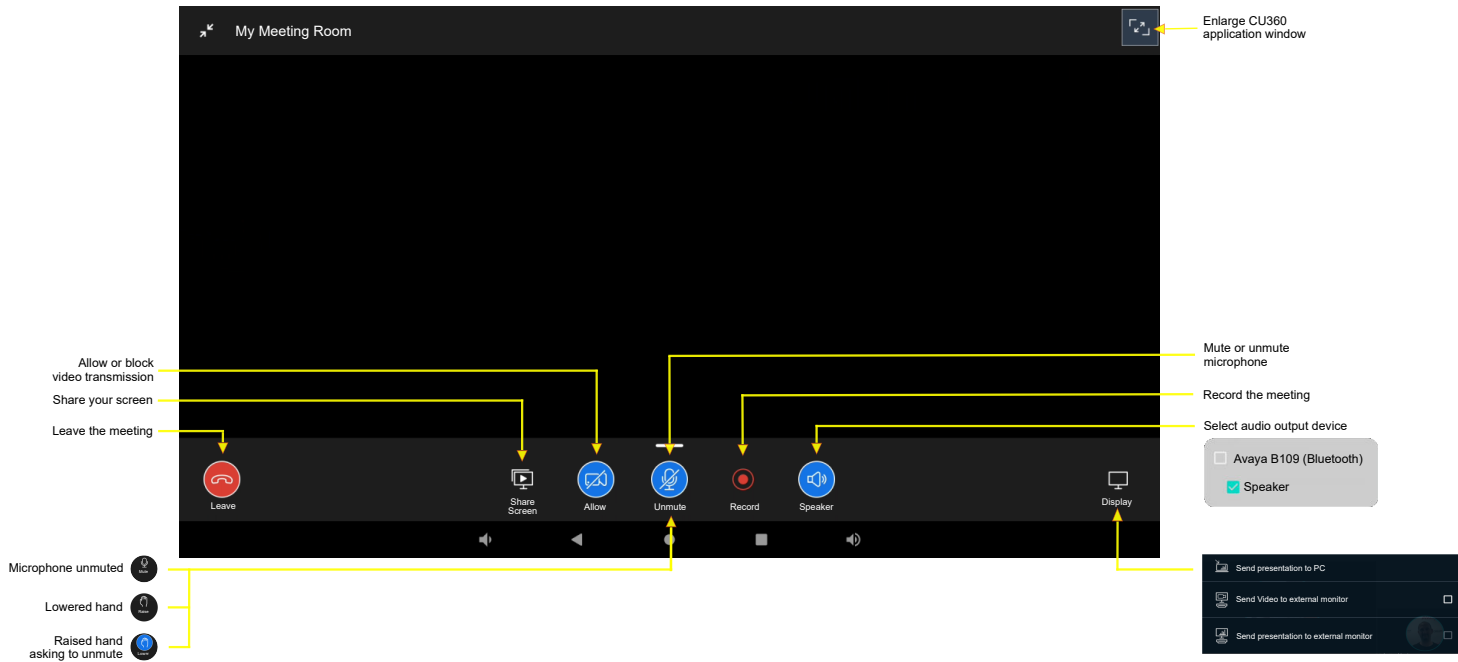
On Avaya CU360, you can use Avaya Spaces application to:

- Start a meeting.
- Join a meeting.
- Join a meeting using the Avaya CU360 Calendar.
- Make a digital call to an Avaya Spaces contact.
- Call an Avaya Spaces contact number using the Avaya CU360 endpoint.
- Mark Spaces and contacts as favorites.

On Avaya CU360, the Avaya Spaces application supports the following call and meeting features:

- Meeting controls, such as mute or unmute audio, block or unblock video, select your audio device, share screen, record a meeting, and end a call.
- Use the advanced option to send a presentation to your computer and share content from your computer screen during an Avaya Spaces call or meeting. For this, log in to Avaya Spaces and your computer using the same enterprise account.

## Avaya Spaces meeting room



### Related links

[Using Avaya Spaces in-meeting controls](#) on page 201

## Opening Avaya Spaces from the Avaya CU360 endpoint

### About this task

You can access the Avaya Spaces application from the Home screen on your Avaya CU360 endpoint.

### Before you begin

To view the Avaya CU360 home screen, press the home button on the remote control or the round icon on the bottom bar (move the mouse to the bottom of the screen if it is not visible).

### Procedure

Do one of the following:

- Swipe up from the little white arrow with the remote-control mouse pointer to open the App Drawer, click the Avaya Spaces icon (🚀).
- Press Apps on the Avaya CU360 application menu and select the Avaya Spaces icon (🚀).

## Signing up for Avaya Spaces

### Before you begin

You should have an Avaya Spaces account to use Avaya Spaces as a personal experience. Use a web browser to create your Avaya Spaces account.

## Procedure

1. In a web browser, navigate to Avaya Spaces.
2. Click **Yes, Sign me Up!**.
3. Enter your work email address.

Alternatively, if you have Google, Office365, Salesforce, or Avaya account, you can click the corresponding icon to log in to Avaya Spaces with your account credentials.

You receive an email to confirm your email address.

4. Follow the steps in the email to complete your account setup.

## Logging in to Avaya Spaces

### Before you begin

Ensure that you have an Avaya Spaces account.

### Procedure

1. In a web browser, navigate to Avaya Spaces.
2. Click **Sign In or Create Account**.
3. Enter your email address.

Alternatively, if you have Google, Office365, Salesforce, or Avaya account, you can click the corresponding icon to log in to Avaya Spaces with your account credentials.

4. In **Password**, enter your password.
5. **(Optional)** To enable the application or browser to store your account credentials, select the **Keep me Signed in** check box.
6. Click **Sign in**.

## Joining Avaya Spaces meetings from the Avaya CU360 calendar

### About this task

Join Avaya Spaces meetings from the Avaya CU360 calendar with a single click.

The Avaya CU360 application can parse meeting invitations that contain the Avaya Spaces URL.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Calendar**.
  - On the web interface, click **Make your Call > Calendar**.

Avaya CU360 displays the Calendar window.

2. Click **Join Now** next to the Avaya Spaces meeting invitation.

A limited number of calendar meetings are also displayed on the Avaya CU360 application main menu or on the home page of the web interface.

### Related links

[Configuring a Microsoft Exchange calendar in Avaya CU360](#) on page 78





## Using Avaya Spaces in-meeting controls

### About this task









Use the in-meeting controls to manage the call at the start or during an Avaya Spaces meeting or call. If you are an administrator of a meeting room, you can mute all participants and prevent a participant from unmuting audio at the start or during a meeting. An administrator must use the desktop or web version of Avaya Spaces to configure the meeting settings.

### Before you begin

You must be in an active Avaya Spaces meeting on Avaya CU360.

- To mute or unmute your audio, on the active Avaya Spaces meeting screen, click  or .
- To notify the administrator to unmute you, on the active Avaya Spaces meeting screen, click . Alternatively, click  next to your name in the **People** tab and select **Raise hand**.

If the administrator permits you to unmute, click  to unmute your audio.

- To stop notifying the administrator to unmute you, on the active Avaya Spaces meeting screen, click . Alternatively, click  next to your name and select **Lower hand**.
- To block or unblock your video, on the active Spaces meeting screen, click  or .
- To share your Avaya CU360 screen, click .
- To access advanced display controls, such as sending a presentation to a PC or an external monitor, on the active Avaya Spaces meeting screen, click .
- To view the tabs of Avaya Spaces and access the chat window or view participants, do the following:
  1. On the active Avaya Spaces meeting screen, click the converging arrows icon ().  
By default, Avaya Spaces displays the team or personal space view at the Chat tab. The meeting continues in the background.
  2. To send a message to all participants, click the **Chat** tab.
  3. To view participants, click the **People** tab.
  4. To return to the live meeting screen, click the thumbnail screen of the active meeting or the frame icon () at the top right corner.

### Related links

[Avaya Spaces calls and meetings](#) on page 198

## Sending video and presentation to an external monitor during an Avaya Spaces meeting


### About this task

You can send the video and presentation to an external screen during an Avaya Spaces call or meeting on the Avaya CU360 endpoint.

### Before you begin

You must be in an active Avaya Spaces meeting on the Avaya Spaces application.

### Procedure



1. On the active Avaya Spaces meeting screen on the Avaya Spaces application, click .
2. Select one of the following:
  - **Send presentation to PC:** The main screen splits in half. Half of the screen displays the presentation, and the other half displays the video with all call participants.
  - **Send Video to external monitor:** The additional screen displays the video with all call participants.
  - **Send presentation to external monitor:** The additional screen displays the presentation, and the Avaya CU360 endpoint displays the video with all call participants.

## Recording an Avaya Spaces meeting in the Avaya Spaces application

### About this task

You can record an Avaya Spaces live meeting if you are a member or administrator of the meeting room. If you join the Avaya Spaces meeting as a guest, you cannot record the meeting.

### Procedure


1. On the active Avaya Spaces meeting, click .  
Avaya Spaces starts recording the meeting.
2. To stop recording during the meeting, click  again.  
During a meeting, you can stop and restart the recording at any time.  
The recordings become available on the Chat section of the Avaya Spaces. If you stop and restart recording during a meeting, Avaya Spaces saves two recordings for the meeting.

## Avaya Spaces digital calling in the Avaya Spaces application

The Avaya CU360 endpoint supports digital calling capability on Avaya Spaces as a part of its cloud solution, complementing its built-in UC experience. Avaya Spaces digital calling provides you with an enhanced call experience that includes audio device selection and integration with the Avaya CU360 endpoint.

The digital calling feature in Avaya Spaces works as an over-the-top, point-to-point communication between two Avaya Spaces contacts, independent of the built-in UC experience. You can make a video call to an Avaya Spaces contact.

Additionally, if you have a phone number associated with a contact on the Avaya Spaces account, you can call the contact line number, leveraging the built-in UC experience from the Avaya Spaces application.

You can use the speaker option  to select your preferred audio device at the start or during an Avaya Spaces call.

If you are on an active call on the Avaya CU360 endpoint and accept an incoming Avaya Spaces call, the call on the Avaya CU360 endpoint is put on hold. Conversely, if you accept a call on the Avaya CU360 endpoint during an Avaya Spaces call, the Avaya Spaces call gets disconnected.

## Making a digital call to an Avaya Spaces contact

### About this task

Using the Avaya Spaces application to do one of the following:

- Make a digital call to an Avaya Spaces contact.
- Call an Avaya Spaces contact line number using the Avaya CU360 endpoint.


### Before you begin


Ensure that you log in to your Avaya Spaces account.

### Procedure

1. On Avaya Spaces, click **Direct Messages**.

Avaya Spaces displays a list of contacts with whom you communicated recently.

2. **(Optional)** Click the search  option to find an Avaya Spaces contact in the list of your recent contacts.
3. To call an Avaya Spaces contact who is not on the list of your recent contacts, do the following:

- a. On the **Direct Messages** option, click .
- b. In the dialog box, type the name of the contact.

Avaya Spaces displays a list of matching names.


4. From the contacts list, select the person to call.


Avaya Spaces displays the direct space of the selected person.

5. Click one of the following:

- : To make an Avaya Spaces digital video call to the selected person.

The call recipient gets an Avaya Spaces call alert on the devices where they are logged in to Avaya Spaces.

- : To call the selected person line number using the Avaya CU360 application.

The audio call option  is only available if the contact has a phone number associated with their Avaya Spaces account.

You can call a favorite contact directly from the **Direct Messages** option without opening the direct space of the contact.

## Accepting or declining an Avaya Spaces digital call

### Before you begin

Ensure that you log in to Avaya Spaces.

### Procedure

Select one of the following when you receive an Avaya Spaces digital call alert:

- **Accept:** To answer the call.
- **Decline:** To reject the call.

# Chapter 7: Maintenance

---

## Exporting the Avaya CU360 contact details

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click
  - On the web interface, click **Make your Call**.
2. Click **Export Contacts**.

### Result

Avaya CU360 generates an LDAP directory file in the LDAP Data Interchange Format.

### Next steps

Save the LDAP directory file on your computer.

---

## Importing the Avaya CU360 contact details

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click
  - On the web interface, click **Make your Call**.
2. Click **Choose File**
3. Click **Import Contacts**.

### Result

Avaya CU360 imports the contacts to the endpoint.

---

## Avaya CU360 software upgrades

Avaya provides upgrades to the Avaya CU360 software, OS, and the web interface through an auto-extracting software package.

Avaya CU360 software packages are signed by the Avaya Certificate Root Authority. You can update the Avaya CU360 software using only Avaya-verified software packages.

Before the software upgrades, Avaya CU360 verifies that the software package:

- Is verified by the Avaya Certificate Root Authority.
- Is not tampered.

You can upgrade Avaya CU360 using:

- The endpoint
- A computer
- A USB drive
- A web browser
- Avaya Meetings Management

## Enabling Avaya CU360 software upgrades using the endpoint

### About this task

Avaya CU360 displays a green icon to notify that a software upgrade is available.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

On the endpoint menu, Avaya CU360 displays the Configure window.

2. Select **Advanced**.

The default PIN is 1234.

If your administrator configures a PIN to access the advanced settings, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Download**.
4. Configure **OTA Update Enable** to **Yes**.
5. On the web interface, click **Save**.

## Upgrading Avaya CU360 using the endpoint

### About this task

Avaya CU360 displays a green icon to notify that a software upgrade is available. Avaya CU360 displays the notification only if you enable the option to automatically upgrade the software from the endpoint.

Do not switch off Avaya CU360 till the software upgrade process is complete. If the upgrade process is interrupted, repeat the upgrade procedure. Do not restart Avaya CU360.

During the upgrade process, Avaya CU360 displays rotating LEDs on the endpoint.

### **Before you begin**

Do the following:

- Download the software upgrade package from the Avaya PLDS at <https://plds.avaya.com/>.
- Back up the current Avaya CU360 configuration.

### **Procedure**

1. Click **Configure**.  
Avaya CU360 displays the Configure window.
2. Click **System Status > Software Update**.
3. Click **Install**.

### **Result**

Avaya CU360 starts the software upgrade process.

### **Next steps**

After the software upgrade process is complete, if Avaya CU360 cannot connect to the LAN or Wi-Fi network, repeat the upgrade process using a USB drive.

## **Upgrading Avaya CU360 using a USB drive**

### **About this task**

The file name of the upgrade package is in the CU-360\_vx\_y\_z.exe format. Do not change the file name.

Do not switch off Avaya CU360 until the software upgrade process is complete.

### **Before you begin**

- Save the Avaya CU360 software upgrade package in the USB drive.
- Ensure that Avaya CU360 is not active in a meeting.

### **Procedure**

Plug in the USB drive in the USB port of Avaya CU360.

### **Result**

Avaya CU360 automatically detects the USB drive and starts the software upgrade process. After the upgrade process is complete, the Avaya CU360 restarts the video conferencing application.

## **Upgrading Avaya CU360 using a computer**

### **About this task**

Use a computer connected to LAN to upgrade Avaya CU360. If you use a wireless network, the upgrade process might be very slow.

The file name of the upgrade package is in the CU-360\_Vx\_y\_z.exe format. Do not change the file name.

### Before you begin

- Save the Avaya CU360 software upgrade package in the computer.
- Ensure that the computer is connected to LAN.

### Procedure

1. Run the Avaya CU360 software upgrade executable file.  
Avaya CU360 starts the software upgrade application.
2. Accept the terms and conditions of the software license.
3. Type the IP address of Avaya CU360, and click **Start**.

### Result

Avaya CU360 starts the software upgrade process. After the upgrade process is complete, the Avaya CU360 restarts the video conferencing application.

If the Avaya CU360 video conferencing application does not restart, the software upgrade application might indicate that the upgrade process must be repeated.

## Upgrading Avaya CU360 using the web interface

### About this task

You can use a computer or a mobile device to upgrade Avaya CU360 using the web interface.

The file name of the upgrade package is in the CU-360\_Vx\_y\_z.exe format. Do not change the file name.

### Before you begin

Save the Avaya CU360 software upgrade package in the computer.

### Procedure

1. Click **Administrator Settings**.
2. Click **Utilities > Software Update**.
3. Accept the terms and conditions of the software license, and click **Next**.
4. Click **Browse file**, and select the Avaya CU360 software upgrade package file.  
Avaya CU360 uploads the software upgrade package file to the endpoint.
5. Click **Upload-Install**.

### Result

Avaya CU360 starts the software upgrade process. After the upgrade process is complete, the web interface restarts. You might need to log in again.

# Chapter 8: Troubleshooting

---

## Verifying the status of the Avaya CU360 network connections

### About this task

You can view the following system information:

- Software version
- Host ID or MAC address
- IP addresses
- Serial number
- System name and model
- Licenses
- Network, gatekeeper, and SIP settings

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure** > **System Status**.
  - On the web interface, click **Home**.
2. **(Optional)** Click **More** for the status of the following connections:
  - Presence server
  - Cloud server
  - Calendar

### Result

Avaya CU360 displays the status of the network connections.

---

## Testing the Avaya CU360 network connections

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > System Status > Diagnostics > Network > Tests**.
  - On the web interface, click **Diagnostics > Network**.
2. Do one of the following:
  - On the endpoint, enter an IP address, and click **Ping**.
  - On the web interface, click **Ping**.
3. On the web interface, enter the IP address, and click **Ping**.

---

## Verifying acoustic pairing in Avaya CU360

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > System Status > Diagnostics > I/O Connections > Audio > Streams**.
  - On the web interface, click **Diagnostics > I/O Connections > Audio > Streams**.
2. Select one of the following streams to view the status:
  - **Tx**: Transmitting audio stream
  - **Rx**: Receiving audio stream

---

## Testing the Avaya CU360 endpoint as USB bar mode after connecting to computer or laptop

Test the Avaya CU360 endpoint as USB bar mode after connecting to a computer or laptop.

- The computer supports the following operating system to use the USB AV bar mode:
  - Computer running Windows 10 or later
  - Computer running macOS 10.12 or later
- If your laptop is not detected, connect the USB 3.0 cable to the USB-C port of the Avaya CU360 endpoint.

If you need a USB cable longer than 2.7 meters (8.8 ft), use an active USB booster extension cable to connect the Avaya CU360 endpoint. Do not use a USB cable suitable only for charging the Avaya CU360 endpoint.

- Avaya CU360 does not support any additional USB camera if the USB bar mode is active.
- Use the default Apple Thunderbolt cable for macOS devices. The Avaya CU360 endpoint does not detect the Apple Thunderbolt cable, reconnect the cable and configure the Always Active mode.
- In the Always Active mode, the Avaya CU360 works as a gadget when connected to the USB-C port of the computer. For this reason, when you use the Type-C USB cable, configures Avaya CU360 in Always Active mode.

USB Bar Mode	Computer or Laptop port	Avaya CU360 declaration to computer	Result
Always Active	USB Type-A or USB Type-C	Avaya CU360 works as a gadget	Gadget: Computer detected
Manual	USB Type-A	Avaya CU360 works as a gadget	Gadget: Computer detected
Manual	USB Type-C	Avaya CU360 works as a host or gadget	<ul style="list-style-type: none"> <li>• Host: Computer not detected</li> <li>Unplug and retry</li> <li>• Gadget: Computer detected</li> </ul>

### Related links

[Avaya USB AV bar](#) on page 30

---

## Testing acoustic pairing in Avaya CU360

### About this task

Test acoustic pairing between Avaya CU360 and other devices to check for interference from ambient noises.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > System Status > Diagnostics > I/O Connections > Audio > Tests**.
  - On the web interface, click **Diagnostics > I/O Connections > Audio > Tests**.
2. Click the Play button next to one of the following tests:
  - **Local Tone**: The audio input that Avaya CU360 receives.

- **Tx Tone:** The audio output sent that Avaya CU360 sends.

---

## Testing the monitor image of Avaya CU360

### About this task

Test the monitor image of Avaya CU360 to check for the optimization of the aspect ratio and color rendering of the monitor display.

You can use the test image to finely tune monitor colors and aspect ratio using the remote control of the monitor provided by the vendor.

### Procedure

1. Click **Configure > System Status > Diagnostics > I/O Connections > Monitor > Tests**.
2. Click the Play button to generate the test image.

---

## Verifying the status of the equipment connected to Avaya CU360

### About this task

Check the status of the external monitor and other equipment connected to Avaya CU360, such as Avaya AV Grabber and Avaya USB cameras.

### Procedure

Do one of the following:

- On the endpoint main menu, click **Configure > System Status > Diagnostics > I/O Connections > Status**.
- On the web interface, click **Diagnostics > I/O Connections > Status**.

### Result

Avaya CU360 displays the status of the connected equipment.

---

## Retrieving the Avaya CU360 logs

When reporting a problem to customer support, you need to retrieve and send logs of Avaya CU360. Avaya CU360 logs are the following:

- Logs for analyzing network traffic.

- Internal system activities and memory dump logs, offering a snapshot of Avaya CU360 status of an error. Customer support only analyzes the log files.

## Enabling the Avaya CU360 logs

### About this task

Use Avaya Meetings Management to restore and take a backup of the Avaya CU360 endpoint remotely. You can use configuration files to duplicate the same settings across multiple Avaya CU360 endpoints in an organization.

Enable Avaya Meetings Management to retrieve or apply configuration files remotely.

### Before you begin

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > Configurations**.
4. Configure the following fields:
  - **Enable Import**
  - **Enable Export**
5. On the web interface, click **Save**.

## Avaya CU360 logs field descriptions

Name	Description
<b>Enable Import</b>	The option to enable or disable import of configuration files from Avaya Meetings Management.
<b>Enable Export</b>	The option to enable or disable export of configuration files from Avaya Meetings Management.

## Enabling the Avaya CU360 remote initialization

### About this task

Use Avaya Meetings Management to restore and take a backup of the Avaya CU360 endpoint remotely. You can use configuration files to duplicate the same settings across multiple Avaya CU360 endpoints in an organization.

Enable Avaya Meetings Management to retrieve or apply configuration files remotely.

### Before you begin

This configuration is available only if your administrator enables the advanced settings for users.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Utilities > Remote Access > NetLog**.
4. Configure the following fields:
  - **Enabled**
  - **User Name**
  - **Password**
  - **FTP Enabled**
5. On the web interface, click **Save**.

## Avaya CU360 remote initialization field descriptions

Name	Description
<b>Enabled</b>	Enables the functionality to create a net log. The net log provides a trace of the Avaya CU360 network status and traffic when you act or during a call. You can start the trace log from the Avaya CU360 web interface.
<b>User Name</b>	The username of the web interface. Use the username to retrieve the log from the web interface.
<b>Password</b>	The password of the web interface. Use the password to retrieve the log from the web interface.
<b>FTP Enabled</b>	When a customer service representative configures FTP Enabled from a command-line console, the log files are exported to a remote FTP server.

## Enabling the Avaya CU360 system logs

### Before you begin

This configuration is available only if your administrator enables the advanced settings for users.

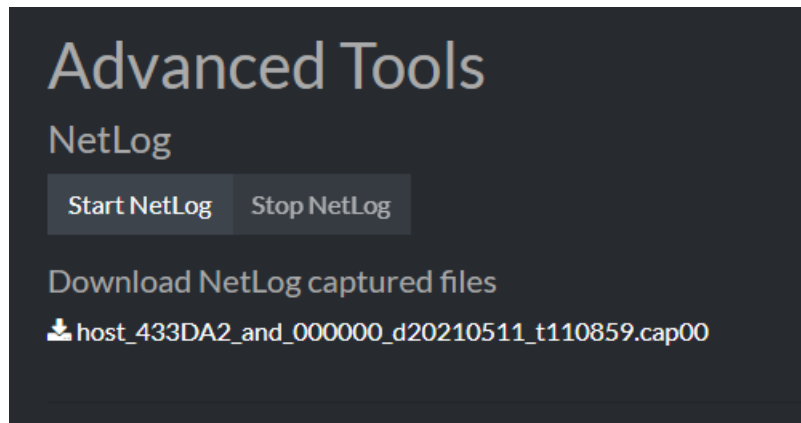
### Procedure

1. On the web interface, click **Administrator Settings > Utilities > Remote Access > SystemLog**.
2. Configure the **Enabled** field to enable creating a system log that records internal system activities and a memory dump.
3. On the web interface, click **Save**.

## Retrieving Avaya CU360 network traffic logs

### About this task

Retrieve log files that provide information about network status as you act or during a specific call. You need to retrieve log files when contacting customer support with network traffic problems, such as poor video quality caused by increased packet loss.



### Before you begin

- Connect the computer to the Avaya CU360 web interface for retrieving logs.
- Ensure that the NetLog option is enabled on Avaya CU360.

### Procedure

1. On the web interface, select **Diagnostics > Utilities > Advanced Tools**.
2. Select **Start NetLog**.  
Establish the call you need and wait for the call to be fully established in audio and video.
3. Select **Stop Netlog**.
4. Select the **Download NetLog captured files** to save them into your computer for customer support.

## Retrieving the Avaya CU360 customer support packages

### Before you begin

Enable the Avaya CU360 logs and the Avaya CU360 remote initialization options.

### Procedure

1. On the web interface, click **Diagnostics > Utilities > Customer Support Package**.
2. Select **Create**.
  - Avaya CU360 creates the log package file.
  - Avaya CU360 displays the link for downloading the file.
3. Select the link to download the log package file.

When downloading an existing log package file, Avaya CU360 displays an alert and prompts the user to create a new file if the existing file is outdated. A two hours older file is considered outdated.

4. Send the file to your customer support.

## Viewing Avaya CU360 statistics for network interfaces

### About this task

You can view Avaya CU360 statistics for each network interfaces.

### Procedure

1. On the web interface, click **Diagnostics > Network > Stats**.
2. Click **Stats**.

---

## Resolving problems connecting calls

### Problem

Avaya CU360 does not connect calls.

### Outgoing SIP or H.323 video call

Cannot dial out or connect to an outgoing SIP or H.323 video call.

### Solution

- Check that you use the correct conference number.
- Check the following options:
  - **Network Configuration**
  - **Network Preferences**

### - H.323/SIP Proxy

#### Incoming SIP or H.323 video call

Cannot receive a SIP or H.323 video call.

##### **Solution**

- Check the number or address.
- Check the following options:
  - **Network Configuration**
  - **Network Preferences**
  - **H.323/SIP Proxy**
- Ensure that the DND option is not enabled. If the DND option is enabled, the icon displays in the top bar on the menu screens.

#### Video conference

Cannot connect to a video conference.

##### **Solution**

- Check that you use the correct conference number.
- Check that you register to the correct gatekeeper or SIP Proxy.

#### Meeting participants are not able to view or hear the meeting moderator

##### **Solution**

Ensure the **Video Privacy** and **Mute** options are not enabled.

1. Disconnect the call.
2. Select **Call > Advanced OptionsDirect Call**.
3. Check that **Call Type** is configured to **Audio & Video**.
4. Redial the same contact number.

---

## Verifying the Avaya CU360 audio

### Avaya CU360 volume settings

##### **Solution**

Ensure the Avaya CU360 endpoint volume is not set to zero on the Avaya CU360 remote control unit.

## Headset connection

### *Solution*

If you are using a USB headset, check that the USB headset is connected to the Avaya CU360 endpoint.

If you are using a BT headset, ensure that the BT headset is paired with Avaya CU360.

---

## Verifying echo canceler on external microphones in Avaya CU360

### About this task

You can generate the audio delay manually and train the echo cancellation to use the manual estimation.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.
2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.
3. Click **I/O Connections > Audio > Echo Canceler > Audio Delay Automatic Estimation**.
4. Select **Yes** to enable **Audio Delay Automatic Estimation**.
5. On the web interface, click **Save**.

---

## Adjusting the Avaya CU360 monitor zoom

### About this task

Configure the OS menu to adjust the Avaya CU360 screen to fit your monitor.

### Procedure

1. Select **Android Settings > HDMI > Screen Zoom**.
2. Adjust the monitor zoom.

---

## Verifying the Avaya CU360 camera for video conference

### About this task

Verify the Avaya CU360 camera before the video conference for better video resolution.

### Before you begin

Ensure that you remove the protective cover of the camera and disable the camera privacy option.

Ensure the network connection to the remote Avaya CU360 endpoint has enough bandwidth. Low bandwidth conditions result in a reduction of resolution at the Avaya CU360 endpoint.

Enable the control camera option to operate the Avaya CU360 camera from a remote location.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > Video**.
4. Select **Yes** to enable the **HD 1080** option.
5. On the web interface, click **Save**.

---

## Verifying the video in the Avaya CU360 meetings

### About this task

Check the Avaya CU360 video if users do not send or receive video files during the meeting.

### Before you begin

Enable the web video option to view the video remotely from the Avaya CU360 web interface.

Ensure that you disable the privacy mode to send any video during the meeting.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure**.
  - On the web interface, click **Administrator Settings**.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Click **Calls > Preferences > Video Quality**.

4. Configure the following fields:

- **NetSense**
- **Flow Control**
- **TMMBR RFC5104**
- **Lip-Sync Automatic**
- **Delay**
- **Sharpness**
- **Presentation Sharpness**
- **Live Video on Presentation**

5. On the web interface, click **Save**.

---

## Restoring the Avaya CU360 default user settings

### About this task

This configuration is available only on the Avaya CU360 endpoint.

### Procedure

1. Click **Configure**.

Avaya CU360 displays the Configure window.

2. On the endpoint, click **Advanced**.

The default PIN for Advanced settings on the endpoint is 1234.

If your administrator configures a PIN to access the advanced settings on the endpoint, Avaya CU360 prompts you to enter the PIN. After entering the PIN, Avaya CU360 displays the Advanced window.

3. Select **Utilities > Restore System > Load Default Values**.

4. Select **Yes** to remove all configurations.

Avaya CU360 restores all default values.

---

## Verifying Avaya CU360 screen link resolution

### Condition

Check Avaya CU360 to change the screen link resolution.

### Cause

In the Avaya Conference Client, you cannot change the screen resolution while **Screen Link** is active.

### Solution

1. Stop Screen Link.
2. Change the resolution.
3. Restart Screen Link.

---

## Configuring access to Avaya CU360

Avaya has developed a method for service personnel to access Avaya CU360 securely. Using this method, service personnel can identify any issues of Avaya CU360 remotely or from an onsite location. Avaya CU360 and other Avaya products support Enhanced Access Security Gateway (EASG).

## Enabling EASG in Avaya CU360

### About this task

Configure Avaya CU360 to enable EASG to securely access customer endpoints and provide support for troubleshooting.

This configuration is available only on the Avaya CU360 web interface.

### Procedure

1. Click **Administrator Settings > Utilities > Remote Access > Enhanced Access Security Gateway (EASG)**.
2. Select **Yes** to **Enable** the Enhanced Access Security Gateway (EASG) option.
3. On the web interface, click **Save**.

## Accessing the Avaya CU360 endpoint from onsite

### About this task

Avaya service personnel can access the Avaya CU360 endpoint when there is no network access to the Avaya network from the customer site.

## Procedure

1. Generate the site certificate from the Avaya network and provide the certificate to the customer for loading onto Avaya CU360.
2. Click **Administrator Settings > Utilities > Certificates > Enhanced Access Security Gateway (EASG)**.
3. Enter the Mandatory Site Authentication Factor (SAF) password.
4. Upload the site certificate.

Avaya CU360 automatically loads the site certificate.

## Next steps

Customers can delete the certificate from the Avaya CU360 when the Avaya Service Personnel no longer require access. Customers can display information about the certificates using Command Line Interface.

# Chapter 9: Resources

---

## Documentation

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

Title	Use this document to:	Audience
Avaya Collaboration Unit CU360 Quick Setup Guide	Understand the features of and use Avaya CU360	Customers
Avaya Collaboration Unit CU360 Quick Tips Guide	Understand the features of and use Avaya CU360	Customers
<i>Using Avaya Collaboration Control for iOS</i>	Understand the features of and use Avaya Collaboration Control	Customers
<i>Using Avaya Collaboration Control for Android</i>	Understand the features of and use Avaya Collaboration Control	Customers
<i>User Guide for Avaya XT Series</i>	Understand the features of and use Avaya XT Series	Customers

## Finding documents on the Avaya Support website

### Procedure

1. Go to <https://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 the appropriate release number.

The **Choose Release** field is not available if there is only one release for the product.

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 only displays the documents for the selected category.

7. Click **Enter**.

## Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

### Important:

For documents that are not available on Avaya Documentation Center, click **More Sites > Support** on the top menu to open <https://support.avaya.com>.



Using the Avaya Documentation Center, you can:

- Search for keywords.

To filter by product, click **Filters** and select a product.


- Search for documents.

From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** (  ) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** (  ).

Navigate to the **Manage Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add topics from various documents to a collection.
- Save a PDF of the selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive collection that others have shared with you.

- Add yourself as a watcher using the **Watch** icon (  ).

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

**\* Note:**

Some functionality is only available when you log in to the website. The available functionality depends on your role.

## Accessing the port matrix document

### Procedure

1. Go to <https://support.avaya.com>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
3. On the Avaya Support page, click **Support by Product > Documents**.
4. In **Enter Your Product Here**, type the product name, and then select the product from the list of suggested product names.
5. In **Choose Release**, select the required release number.
6. In the **Content Type** filter, select one or both the following categories:
  - **Application & Technical Notes**
  - **Design, Development & System Mgt**The list displays the product-specific Port Matrix document.
7. Click **Enter**.

---

## Support

Go to the Avaya Support website at <https://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.

## 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

## Numerics

802.1x-compliant authentication ..... [84](#)

## A

accepting or declining a call  
    using Spaces ..... [204](#)

accessing  
    endpoint from onsite ..... [221](#)

accessing port matrix ..... [225](#)

accessing the endpoint from onsite ..... [221](#)

acoustic pairing  
    testing ..... [211](#)  
    verification ..... [210](#)

activating  
    licenses ..... [169](#)  
    Pexip provisioning ..... [51](#)  
    Pexip provisioning for Avaya CU360 ..... [51](#)  
    USB AV bar mode ..... [98](#)

additional monitor connection ..... [94](#)

additional monitor support ..... [29](#)

adjusting  
    monitor zoom ..... [218](#)

advanced calling options configuration ..... [63](#)

Advanced Calling Options field descriptions ..... [64](#)

advanced regional audio and video settings configuration ..... [118](#)

advanced settings  
    enabling ..... [62](#)

advanced system name configuration ..... [116](#), [192](#)

advanced system name settings configuration ..... [116](#), [192](#)

applications  
    overview ..... [25](#)

AT commands ..... [178](#)

AT commands configuration ..... [178](#)

audio device  
    changing ..... [197](#)

audio on an HDMI monitor configuration ..... [112](#)

audio on built-in speakers configuration ..... [112](#)

automatic configuration ..... [45](#)  
    for Avaya Meeting Server ..... [43](#)  
    for Avaya Meeting Server using the quick setup ..... [44](#)  
    for Pexip Meeting ..... [49](#)  
    for Pexip meetings using the quick setup ..... [50](#)

automatic configuration using the quick setup ..... [46](#)

automatic synchronization configuration ..... [52](#)

automatically focusing camera on active speakers ..... [141](#)

automatically sharing content ..... [64](#)

automating password insertion  
    Spaces URL ..... [192](#)

Avaya AV Grabber connecting ..... [86](#)

Avaya Cloud Office  
    setting as default application ..... [58](#)

Avaya Cloud Office configuration ..... [41](#)

Avaya Cloud Office rooms  
    pairing phones ..... [59](#)  
    pairing tablets ..... [59](#)

Avaya CU360  
    opening Avaya Spaces ..... [199](#)

Avaya CU360 additional monitor support ..... [29](#)

Avaya CU360 pre-installed  
    applications ..... [29](#)

Avaya CU360 pre-installed applications ..... [29](#)

Avaya Spaces  
    adding favorite Spaces as contacts ..... [193](#)  
    digital calling ..... [202](#)  
    exit meeting ..... [198](#)  
    logging in ..... [200](#)  
    meeting controls ..... [201](#)  
    opening ..... [199](#)  
    overview ..... [186](#)  
    recording meetings ..... [202](#)  
    signing up ..... [199](#)

Avaya Spaces integration ..... [23](#)

Avaya Spaces integration for CU360 ..... [191](#)

Avaya Spaces meetings ..... [188](#)

    adding in meetings using the Avaya Spaces mobile  
        application ..... [189](#)

    adding in meetings using the Avaya Spaces web  
        client ..... [190](#)

        joining from the calendar ..... [189](#), [200](#)

        joining from the web interface ..... [190](#)

Avaya Spaces mobile application  
    adding in Avaya Spaces meetings ..... [189](#)

Avaya Spaces web client  
    adding in Avaya Spaces meetings ..... [190](#)

Avaya support website ..... [225](#)

## B

B109 Conferencing Phone connecting ..... [87](#), [88](#)

bandwidth threshold configuration for LAN ..... [154](#)

bandwidth threshold configuration for Wi-Fi ..... [155](#)

bandwidth threshold for LAN ..... [154](#)

bandwidth threshold for Wi-Fi ..... [155](#)

basic settings overview ..... [37](#)

Bluetooth  
    configuration ..... [74](#)  
    connecting B109 Conferencing Phone ..... [87](#)

## C

calendar  
    modern authentication ..... [29](#)

calendar integration  
    configuring Microsoft Exchange calendar ..... [78](#)

## Index

calendar integration ( <i>continued</i> )		
configuring Microsoft Exchange calendar field		
descriptions	<a href="#">79</a>	
mapping FQDNs with Microsoft Exchange calendar meetings	<a href="#">80</a>	
New FQDN field descriptions	<a href="#">80</a>	
overview	<a href="#">22</a>	
call answering preferences configuration	<a href="#">61</a>	
call bandwidth	<a href="#">129</a>	
call bandwidth configuration	<a href="#">129</a>	
calling		
configuring advanced options	<a href="#">63</a>	
Calling field descriptions	<a href="#">62</a>	
calling number	<a href="#">136</a>	
calling number configuration	<a href="#">136</a>	
calls		
accepting or declining a call on Spaces	<a href="#">204</a>	
Avaya Spaces	<a href="#">198</a>	
making a digital call on Spaces	<a href="#">203</a>	
calls encryption enabled	<a href="#">134</a>	
camera automatic framing		
overview	<a href="#">33</a>	
camera automatic tracking		
configuring	<a href="#">141</a>	
overview	<a href="#">32</a>	
camera background configuration	<a href="#">108</a>	
camera configuration	<a href="#">138</a>	
camera overview	<a href="#">19</a>	
certificate signing requests	<a href="#">170</a>	
certificates general field descriptions	<a href="#">170</a>	
changing audio device	<a href="#">197</a>	
checklists		
setting up	<a href="#">34</a>	
collection		
delete	<a href="#">224</a>	
edit name	<a href="#">224</a>	
generating PDF	<a href="#">224</a>	
sharing content	<a href="#">224</a>	
configuring		
802.1x-compliant authentication	<a href="#">84</a>	
advanced calling options	<a href="#">63</a>	
advanced LAN connectivity	<a href="#">155</a>	
advanced regional audio settings	<a href="#">118</a>	
advanced system name	<a href="#">116</a> , <a href="#">192</a>	
advanced video settings	<a href="#">118</a>	
advanced video settings field descriptions	<a href="#">119</a>	
advanced Wi-Fi network connectivity	<a href="#">157</a>	
AT commands	<a href="#">178</a> , <a href="#">179</a>	
audio on an HDMI monitor	<a href="#">112</a>	
audio on built-in speakers	<a href="#">112</a>	
automatically	<a href="#">45</a>	
automatically for Avaya Meeting Server	<a href="#">43</a>	
automatically for Avaya Meeting Server using the quick setup	<a href="#">44</a>	
automatically for device enrollment services	<a href="#">46</a>	
automatically for device enrollment services using the quick setup	<a href="#">48</a>	
configuring ( <i>continued</i> )		
automatically for Pexip Meeting	<a href="#">49</a>	
automatically for Pexip meetings using the quick setup	<a href="#">50</a>	
automatically sharing content	<a href="#">64</a>	
automatically using the quick setup	<a href="#">46</a>	
Avaya Cloud Office	<a href="#">41</a>	
Avaya RC100 camera	<a href="#">102</a> , <a href="#">103</a>	
Avaya RC100 camera for IP camera	<a href="#">102</a>	
Avaya RC100 camera for USB camera	<a href="#">103</a>	
Avaya Spaces as a personal endpoint	<a href="#">40</a>	
Avaya Spaces as a room endpoint	<a href="#">39</a>	
Avaya Spaces integration	<a href="#">191</a>	
Avaya Tracking camera for USB camera	<a href="#">106</a>	
Avaya Tracking camera TC220	<a href="#">106</a>	
Avaya Tracking Camera TC220	<a href="#">104</a>	
Avaya Tracking Camera TC220 for IP camera	<a href="#">104</a>	
bandwidth threshold for LAN	<a href="#">154</a>	
bandwidth threshold for Wi-Fi	<a href="#">155</a>	
Bluetooth	<a href="#">74</a>	
call answering preferences	<a href="#">61</a>	
call bandwidth	<a href="#">129</a>	
call bandwidth field descriptions	<a href="#">130</a>	
call predefined number	<a href="#">137</a>	
calling number	<a href="#">136</a>	
calls encryption	<a href="#">134</a>	
calls encryption field descriptions	<a href="#">135</a>	
camera	<a href="#">138</a> , <a href="#">139</a>	
camera automatic tracking	<a href="#">141</a>	
camera background	<a href="#">108</a>	
camera to automatically focus on active speakers	<a href="#">141</a>	
camera tracking	<a href="#">142</a>	
certificate signing requests	<a href="#">170</a>	
cs package	<a href="#">111</a>	
customer support package	<a href="#">111</a>	
date	<a href="#">114</a>	
date and time	<a href="#">114</a> , <a href="#">115</a>	
DTMF setting	<a href="#">132</a>	
dual video	<a href="#">131</a>	
echo canceler	<a href="#">146</a> , <a href="#">147</a> , <a href="#">218</a>	
echo canceler on external microphones	<a href="#">146</a>	
enabling advanced settings	<a href="#">62</a>	
Equinox Management field descriptions	<a href="#">183</a>	
external user directories	<a href="#">119</a>	
external user directories field descriptions	<a href="#">121</a>	
favorite layouts	<a href="#">126</a>	
favorite pre-installed applications	<a href="#">90</a>	
from Avaya Meeting Management	<a href="#">182</a>	
gallery layout	<a href="#">137</a>	
GLAN parameters field descriptions	<a href="#">156</a>	
Google Play Store	<a href="#">76</a>	
H.323 gatekeeper	<a href="#">72</a>	
HD1 port	<a href="#">139</a> , <a href="#">140</a>	
home screen	<a href="#">126</a>	
IP camera	<a href="#">102</a> , <a href="#">104</a>	
IP camera for CU360	<a href="#">102</a> , <a href="#">104</a>	
IP field descriptions	<a href="#">133</a>	

configuring ( <i>continued</i> )		configuring ( <i>continued</i> )	
LAN	<a href="#">71</a>	time zone	<a href="#">115</a> , <a href="#">116</a>
LAN connectivity	<a href="#">155</a> , <a href="#">156</a>	TLS connection	<a href="#">164</a>
LAN for IPv4 address settings	<a href="#">149</a>	TLS connection field descriptions	<a href="#">164</a>
LAN for IPv6 address settings	<a href="#">151</a>	to remember favorite layouts	<a href="#">126</a>
LDAP field descriptions	<a href="#">121</a>	touch-tone setting	<a href="#">132</a>
local name to display in meetings	<a href="#">128</a>	touch-tone setting field descriptions	<a href="#">133</a>
location field descriptions	<a href="#">119</a>	tracking	<a href="#">142</a>
manually	<a href="#">52</a>	updates	<a href="#">177</a>
manually using the quick setup	<a href="#">54</a>	USB AV bar mode	<a href="#">38</a> , <a href="#">95</a>
meeting recording	<a href="#">65</a>	USB AV bar mode for always active	<a href="#">38</a>
modern authentication for endpoint	<a href="#">100</a>	USB camera	<a href="#">103</a> , <a href="#">106</a>
modern authentication for web interface	<a href="#">101</a>	USB camera for CU360	<a href="#">103</a> , <a href="#">106</a>
monitor settings	<a href="#">143</a> , <a href="#">144</a>	USB port	<a href="#">142</a>
monitors	<a href="#">144</a>	use of IPV6 addresses	<a href="#">152</a>
name settings	<a href="#">116</a> , <a href="#">192</a>	verification before disconnecting calls	<a href="#">71</a>
NAT	<a href="#">159</a>	video layout	<a href="#">95</a>
NAT and firewall traversal	<a href="#">159</a>	video layout in meetings	<a href="#">95</a>
NAT field descriptions	<a href="#">160</a>	video layouts	<a href="#">144</a> , <a href="#">145</a>
netlog	<a href="#">111</a>	VLAN tagging	<a href="#">85</a>
network priority	<a href="#">153</a>	web access	<a href="#">171</a> , <a href="#">172</a>
network priority settings	<a href="#">153</a>	web field descriptions	<a href="#">172</a>
personal endpoint	<a href="#">40</a>	web proxy	<a href="#">109</a> , <a href="#">110</a>
PIN protection for settings	<a href="#">81</a>	web proxy for LAN	<a href="#">109</a>
PIP-PaP-PoP	<a href="#">145</a>	web proxy for wi-fi	<a href="#">110</a>
port ranges	<a href="#">158</a>	web video	<a href="#">174</a>
port-based authentication	<a href="#">84</a>	web video field descriptions	<a href="#">174</a>
pre-installed applications	<a href="#">90</a>	web-video	<a href="#">173</a>
preferences general field descriptions	<a href="#">130</a>	Wi-Fi network	<a href="#">73</a>
preferred codec	<a href="#">129</a>	Wi-Fi network connectivity	<a href="#">157</a> , <a href="#">158</a>
presence status	<a href="#">165</a>	Wi-Fi parameters field descriptions	<a href="#">158</a>
presence status field descriptions	<a href="#">166</a>	wrap-around menu	<a href="#">125</a>
presence status of users	<a href="#">165</a>	wrap-around navigation	<a href="#">125</a>
preventing calls from invalid numbers	<a href="#">82</a>	connecting	
priority of media	<a href="#">161</a>	additional monitor	<a href="#">94</a>
QoS priority	<a href="#">161</a>	Avaya AV Grabber	<a href="#">86</a>
regional audio settings	<a href="#">118</a>	Avaya CU360 endpoint as a USB AV bar	<a href="#">96</a>
regional audio settings field descriptions	<a href="#">119</a>	Avaya CU360 endpoint to the computer	<a href="#">96</a>
remote access for web	<a href="#">171</a>	Avaya Huddle Cameras	<a href="#">93</a>
remote updates	<a href="#">177</a>	endpoint	<a href="#">34</a>
restricting access to features	<a href="#">83</a>	external USB cameras	<a href="#">93</a>
restricting installation of third-party applications	<a href="#">83</a>	connecting B109 Conference Phone	<a href="#">87</a> , <a href="#">88</a>
room endpoint	<a href="#">39</a>	connections	
RTP firewall	<a href="#">135</a>	testing acoustic pairing	<a href="#">211</a>
screen	<a href="#">126</a>	testing endpoint as UDB bar mode	<a href="#">210</a>
screen link and mobile link	<a href="#">183</a> , <a href="#">184</a>	testing network connections	<a href="#">210</a>
screen saver	<a href="#">70</a>	verifying acoustic pairing	<a href="#">210</a>
SIP server field descriptions	<a href="#">163</a>	verifying equipment connections	<a href="#">212</a>
SIP servers	<a href="#">162</a>	verifying network connections	<a href="#">209</a>
streaming live sessions	<a href="#">175</a>	contacts	
support for IPV6 addresses	<a href="#">147</a>	exporting details	<a href="#">205</a>
system name	<a href="#">116</a> , <a href="#">192</a>	importing details	<a href="#">205</a>
system name field descriptions	<a href="#">117</a> , <a href="#">193</a>	content	
TCP, UDP, or BFCP UDP port ranges	<a href="#">158</a>	publishing PDF output	<a href="#">224</a>
telnet	<a href="#">181</a>	searching	<a href="#">224</a>
time	<a href="#">114</a>	sharing	<a href="#">224</a>
time limit for video conferences	<a href="#">130</a>	sort by last updated	<a href="#">224</a>

## Index

content ( <i>continued</i> )		
watching for updates .....	<a href="#">224</a>	
customer support package configuration .....	<a href="#">111</a>	
customer support packages .....	<a href="#">216</a>	
customizing		
calendar panel .....	<a href="#">127</a>	
disabling startup tone .....	<a href="#">124</a>	
hiding call rate selection list .....	<a href="#">124</a>	
hiding recent call list .....	<a href="#">123</a>	
USB AV bar mode .....	<a href="#">97</a>	
USB AV bar mode for manual activation .....	<a href="#">97</a>	
virtual background .....	<a href="#">108</a>	
<b>D</b>		
date and time configuration .....	<a href="#">114</a>	
defining		
priority of media .....	<a href="#">161</a>	
device enrollment services automatic configuration .....	<a href="#">46</a>	
device enrollment services automatic configuration using		
the quick setup .....	<a href="#">48</a>	
digital calling .....	<a href="#">202</a>	
disabling		
H.323-based calls .....	<a href="#">168</a>	
SIP-based calls .....	<a href="#">167</a>	
disabling live streaming .....	<a href="#">175</a>	
disabling startup tone .....	<a href="#">124</a>	
disabling video .....	<a href="#">65</a>	
displaying		
external directory contacts .....	<a href="#">122</a>	
document changes .....	<a href="#">13</a>	
documentation center .....	<a href="#">224</a>	
finding content .....	<a href="#">224</a>	
navigation .....	<a href="#">224</a>	
documentation portal .....	<a href="#">224</a>	
finding content .....	<a href="#">224</a>	
navigation .....	<a href="#">224</a>	
dual video configuration .....	<a href="#">131</a>	
<b>E</b>		
email integration		
configuring Microsoft Exchange calendar .....	<a href="#">78</a>	
configuring Microsoft Exchange calendar field		
descriptions .....	<a href="#">79</a>	
mapping FQDNs with Microsoft Exchange calendar		
meetings .....	<a href="#">80</a>	
New FQDN field descriptions .....	<a href="#">80</a>	
overview .....	<a href="#">22</a>	
enabling		
automatic synchronization .....	<a href="#">52</a>	
EASG .....	<a href="#">221</a>	
IP camera .....	<a href="#">99</a>	
personal endpoint .....	<a href="#">187</a>	
remote initialization .....	<a href="#">214</a>	
room endpoint .....	<a href="#">187</a>	
system logs .....	<a href="#">213, 215</a>	
enabling ( <i>continued</i> )		
upgrades .....	<a href="#">178</a>	
video conference encryption .....	<a href="#">134</a>	
enabling advanced settings .....	<a href="#">62</a>	
enabling live streaming .....	<a href="#">175</a>	
enabling software upgrades from endpoint .....	<a href="#">206</a>	
endpoint setup .....	<a href="#">34</a>	
Equinox Management field descriptions .....	<a href="#">183</a>	
equipment connections verification .....	<a href="#">212</a>	
exit Spaces meeting .....	<a href="#">198</a>	
exporting contact details .....	<a href="#">205</a>	
external directory contacts automatic search .....	<a href="#">122</a>	
external microphones configuration for echo cancellation .....	<a href="#">146</a>	
external microphones verification for echo cancellation .....	<a href="#">218</a>	
external user directories configuration .....	<a href="#">119</a>	
<b>F</b>		
favorite layouts configuration .....	<a href="#">126</a>	
field descriptions		
Advanced Calling Options .....	<a href="#">64</a>	
advanced SIP .....	<a href="#">164</a>	
advanced SIP server .....	<a href="#">164</a>	
AT commands .....	<a href="#">179</a>	
call bandwidth .....	<a href="#">130</a>	
call predefined number .....	<a href="#">137</a>	
Calling .....	<a href="#">62</a>	
calls encryption .....	<a href="#">135</a>	
cameras general .....	<a href="#">139</a>	
certificate signing request .....	<a href="#">170</a>	
certificates general .....	<a href="#">170</a>	
date and time general .....	<a href="#">115</a>	
download .....	<a href="#">178</a>	
dual video .....	<a href="#">132</a>	
echo canceler .....	<a href="#">147</a>	
encryption .....	<a href="#">135</a>	
Equinox Management .....	<a href="#">183</a>	
external user directories .....	<a href="#">121</a>	
General .....	<a href="#">67</a>	
GLAN parameters .....	<a href="#">156</a>	
HD1 port .....	<a href="#">140</a>	
IP .....	<a href="#">133</a>	
IPv4 Addresses .....	<a href="#">150</a>	
LAN connectivity .....	<a href="#">156</a>	
LDAP .....	<a href="#">121</a>	
location .....	<a href="#">119</a>	
monitors general .....	<a href="#">144</a>	
NAT .....	<a href="#">160</a>	
New Favorite .....	<a href="#">194</a>	
PIP-PaP-PoP .....	<a href="#">145</a>	
predefined party .....	<a href="#">137</a>	
preferences general .....	<a href="#">130</a>	
presence .....	<a href="#">166</a>	
presence status .....	<a href="#">166</a>	
QoS .....	<a href="#">161</a>	
Quick Setup .....	<a href="#">56</a>	
regional audio and advanced video settings .....	<a href="#">119</a>	

field descriptions (*continued*)

- remote initialization ..... [214](#)
- screen link and mobile link ..... [184](#)
- SIP ..... [163](#)
- SIP server ..... [163](#)
- system logs ..... [213](#)
- system name ..... [117](#), [193](#)
- telnet ..... [181](#)
- time zone ..... [116](#)
- touch-tone setting ..... [133](#)
- Use IPV6 addresses ..... [148](#)
- use of IPV6 addresses ..... [148](#), [152](#)
- use IPV6 addresses ..... [152](#)
- video layouts ..... [145](#)
- web ..... [172](#)
- web video ..... [174](#)
- Wi-Fi network connectivity ..... [158](#)
- Wi-Fi parameters ..... [158](#)

finding content on documentation center ..... [224](#)

finding port matrix ..... [225](#)

**G**

- gallery layout configuration ..... [137](#)
- General field descriptions ..... [67](#)
- generating
  - certificate signing request ..... [170](#)
  - certificate signing requests ..... [170](#)
- Google Play Store
  - installing ..... [42](#), [75](#)
  - installing from Avaya CU360 quick setup ..... [42](#)
  - installing from Avaya CU360 wizard ..... [75](#)
  - installing from quick setup ..... [42](#)
  - installing from quick setup wizard ..... [75](#)
  - overview ..... [22](#)
- Google Play Store)
  - configuring ..... [76](#)

**H**

- H.323 gatekeeper configuration ..... [72](#)
- H.323-based calls disabling ..... [168](#)
- HD1 port configuration ..... [139](#), [140](#)
- HD1 port field descriptions ..... [140](#)
- hiding calendar panel ..... [127](#)
- hiding call rate selection list ..... [124](#)
- hiding recent call list ..... [123](#)
- home screen background customization ..... [126](#)

**I**

- importing contact details ..... [205](#)
- InSite Knowledge Base ..... [225](#)
- installing
  - Google Play Store from Avaya CU360 quick setup ..... [42](#)
  - Google Play Store from Avaya CU360 wizard ..... [75](#)

- installing (*continued*)
  - Google Play Store from quick setup ..... [42](#)
  - Google Play Store from quick setup wizard ..... [75](#)
- installing third-party applications ..... [60](#), [78](#)
- installing third-party applications from Google Play Store ..... [60](#), [78](#)
- interfaces ..... [15](#)
- IP camera ..... [99](#)
- IP camera configuration ..... [99](#)
- IPv4 Addresses field descriptions ..... [150](#)
- IPv4 settings
  - configuring LAN ..... [149](#)
- IPv6 settings
  - configuring LAN ..... [151](#)
- IPv6 support
  - configuring ..... [147](#)
  - field descriptions ..... [148](#)

**J**

- joining
  - Avaya Spaces meetings ..... [188](#)
  - personal device ..... [187](#)
  - room device ..... [187](#)
- joining Avaya Spaces meetings
  - adding in meetings using the Avaya Spaces mobile application ..... [189](#)
  - adding in meetings using the Avaya Spaces web client ..... [190](#)
  - from the web interface ..... [190](#)
  - joining meetings from the calendar ..... [189](#), [200](#)
- joining in Avaya Spaces meetings
  - using the Avaya Spaces mobile application ..... [189](#)
  - using the Avaya Spaces web client ..... [190](#)

**K**

- kiosk mode ..... [83](#)

**L**

- LAN configuration ..... [71](#), [149](#), [151](#)
- LAN connectivity configuration ..... [155](#)
- leave Spaces meeting ..... [198](#)
- LED indicators overview ..... [19](#)
- legal notices ..... [169](#)
- licenses activation ..... [169](#)
- live sessions ..... [175](#)
  - disabling ..... [175](#)
  - enabling ..... [175](#)
  - starting ..... [176](#)
  - stopping ..... [176](#)
- live streaming
  - overview ..... [175](#)
- local directory modification prevention ..... [122](#)
- local name configuration ..... [128](#)

## Index

local name to display in meetings		
configuring .....	<a href="#">128</a>	
logging in		
web interface .....	<a href="#">36</a>	
<b>M</b>		
making a digital call		
using Spaces .....	<a href="#">203</a>	
making a Spaces call .....	<a href="#">203</a>	
managing		
from Avaya Meeting Management .....	<a href="#">182</a>	
manual configuration .....	<a href="#">52</a> , <a href="#">54</a>	
manually configuring time zone .....	<a href="#">115</a>	
meeting		
personal device .....	<a href="#">187</a>	
room device .....	<a href="#">187</a>	
meeting controls		
Avaya Spaces .....	<a href="#">201</a>	
meetings		
Avaya Spaces .....	<a href="#">198</a>	
configuring recording .....	<a href="#">65</a>	
disabling video .....	<a href="#">65</a>	
password-embedded link .....	<a href="#">192</a>	
Microsoft Exchange		
calendar integration field descriptions .....	<a href="#">79</a>	
calendar integration overview .....	<a href="#">22</a>	
configuring calendar integration .....	<a href="#">78</a>	
mapping FQDNs with calendar meetings .....	<a href="#">80</a>	
New FQDN field descriptions .....	<a href="#">80</a>	
Miracast		
overview .....	<a href="#">27</a>	
Miracast display		
casting computer display .....	<a href="#">89</a>	
casting mobile device display .....	<a href="#">90</a>	
modern authentication		
MS calendar .....	<a href="#">29</a>	
modern authentication configuration for endpoint .....	<a href="#">100</a>	
modern authentication configuration for web interface .....	<a href="#">101</a>	
modifying		
preventing users from modifying local directory .....	<a href="#">122</a>	
monitor image test .....	<a href="#">212</a>	
monitor settings configuration .....	<a href="#">143</a>	
monitor zoom adjustment .....	<a href="#">218</a>	
MS exchange calendar		
pairing mobiles .....	<a href="#">101</a>	
MS exchange calendar with personal MS exchange		
calendar .....	<a href="#">101</a>	
My Docs .....	<a href="#">224</a>	
<b>N</b>		
NAT and firewall traversal configuration .....	<a href="#">159</a>	
netlog configuration .....	<a href="#">111</a>	
network connections		
configuring H.323 gatekeeper .....	<a href="#">72</a>	
configuring LAN .....	<a href="#">71</a>	
network connections ( <i>continued</i> )		
testing .....	<a href="#">210</a>	
verification .....	<a href="#">209</a>	
network priority configuration .....	<a href="#">153</a>	
New Favorite field descriptions .....	<a href="#">194</a>	
NFC		
connecting B109 Conferencing Phone .....	<a href="#">88</a>	
<b>O</b>		
overview .....	<a href="#">14</a>	
applications .....	<a href="#">25</a>	
Avaya IP camera .....	<a href="#">30</a>	
Avaya Spaces .....	<a href="#">23</a>	
basic settings .....	<a href="#">37</a>	
camera .....	<a href="#">19</a>	
camera automatic framing .....	<a href="#">33</a>	
camera automatic tracking .....	<a href="#">32</a>	
cu360 supports Avaya rc100 .....	<a href="#">31</a>	
interfaces .....	<a href="#">15</a>	
LED indicators .....	<a href="#">19</a>	
live streaming .....	<a href="#">175</a>	
Miracast .....	<a href="#">27</a>	
optimum room setup .....	<a href="#">21</a>	
pexip provisioning .....	<a href="#">27</a>	
remote control unit .....	<a href="#">16</a>	
software upgrades .....	<a href="#">205</a>	
supported resolutions .....	<a href="#">25</a>	
supported web browsers .....	<a href="#">24</a>	
tracking camera .....	<a href="#">31</a>	
USB AV bar .....	<a href="#">30</a>	
Wi-Fi display .....	<a href="#">27</a>	
<b>P</b>		
pairing mobiles		
personal MS exchange calendar .....	<a href="#">101</a>	
pairing phones		
Avaya Cloud Office rooms using controller application .....	<a href="#">59</a>	
pairing phones using controller application .....	<a href="#">59</a>	
pairing phones with Avaya Cloud Office rooms .....	<a href="#">59</a>	
pairing remote control unit .....	<a href="#">36</a>	
pairing tablets or phones		
Avaya Cloud Office rooms using controller application .....	<a href="#">59</a>	
pairing tablets using controller application .....	<a href="#">59</a>	
pairing tablets with Avaya Cloud Office rooms .....	<a href="#">59</a>	
password-embedded link		
meetings .....	<a href="#">192</a>	
personal endpoint configuration .....	<a href="#">40</a>	
PIN protection for settings .....	<a href="#">81</a>	
port matrix .....	<a href="#">225</a>	
port-based authentication .....	<a href="#">84</a>	
power		
putting on standby .....	<a href="#">35</a>	
switching off .....	<a href="#">35</a>	
switching on .....	<a href="#">35</a>	
waking up from standby .....	<a href="#">35</a>	

pre-installed applications .....	29	securing	
pre-installed applications configuration .....	90	configuring PIN protection for settings .....	81
presence status of the users configuration .....	165	preventing calls from invalid numbers .....	82
preventing		restricting access to features .....	83
meetings participants from unmuting audio .....	195	restricting installation of third-party applications .....	83
preventing calls from invalid numbers .....	82	selecting audio device .....	197
preventing users from modifying directory .....	122	sending presentation to external monitor	
priority of media .....	161	Spaces meeting .....	202
<b>Q</b>		sending video to external monitor	
Quick Setup field descriptions .....	56	Spaces meeting .....	202
<b>R</b>		serial number for the Pexip subscription .....	49
raising hand		setting	
permission to speak .....	196	time limit for call .....	130
raising hand for permission to speak .....	196	time limit for video conferences .....	130
recording		setting up	
Avaya Spaces meetings .....	202	Avaya Cloud Office as default application .....	58
recordings		computer for Miracast .....	89
configuring .....	65	computer for Wi-Fi display .....	89
registering		endpoint .....	34
SIP servers .....	162	mobile device for Miracast .....	90
related documentation .....	223	mobile device for Wi-Fi display .....	90
remote control unit .....	16	pairing remote control unit .....	36
pairing .....	36	room endpoint or personal endpoint .....	187
resolutions supported .....	25	switching off .....	35
resolving		switching on .....	35
problems .....	216	setting up checklist .....	34
problems connecting calls .....	216	sharing content .....	224
restricting access		configuring automatic sharing .....	64
configuring PIN protection for settings .....	81	signing up	
preventing calls from invalid numbers .....	82	Avaya Spaces .....	199
restricting access to features .....	83	SIP server configuration .....	162
restricting installation of third-party applications .....	83	SIP-based calls disabling .....	167
retrieving		software upgrades .....	205
customer support packages .....	216	enabling upgrades from endpoint .....	206
logs .....	215	using a computer .....	207
network traffic logs .....	215	using a USB drive .....	207
traffic logs .....	215	using the endpoint .....	206
room endpoint configuration .....	39	using the web interface .....	208
room setup .....	21	sort documents by last updated .....	224
RTP firewall configuration .....	135	Spaces	
<b>S</b>		exit meeting .....	198
saving favorite Avaya Spaces as contacts .....	193	meeting controls .....	201
screen link and mobile link .....	183	Spaces digital calling .....	203
screen link and mobile link configuration .....	183	Spaces meeting	
screen link and mobile link field descriptions .....	184	sending presentation to external monitor .....	202
screen saver configuration .....	70	sending video to external monitor .....	202
searching contacts		Spaces meetings	
from external directory .....	122	recording .....	202
searching for content .....	224	Spaces UC experience calling .....	202
		starting	
		with calendar panel hidden .....	127
		with call rate selection list hidden .....	124
		with recent call list hidden .....	123
		with startup tone disabled .....	124
		starting live streaming .....	176
		stopping live streaming .....	176
		streaming live sessions .....	175

## Index

streaming live sessions ( <i>continued</i> )		
disabling .....	<a href="#">175</a>	
enabling .....	<a href="#">175</a>	
starting .....	<a href="#">176</a>	
stopping .....	<a href="#">176</a>	
support .....	<a href="#">225</a>	
support for IPV6 addresses		
configuring .....	<a href="#">147</a>	
field descriptions .....	<a href="#">148</a>	
supports		
additional monitor .....	<a href="#">29</a>	
<b>T</b>		
TCP, UDP, or BFCP UDP port ranges configuration .....	<a href="#">158</a>	
telnet .....	<a href="#">181</a>	
telnet configuration .....	<a href="#">181</a>	
telnet field descriptions .....	<a href="#">181</a>	
testing		
acoustic pairing .....	<a href="#">211</a>	
monitor image .....	<a href="#">212</a>	
network connections .....	<a href="#">210</a>	
USB bar mode .....	<a href="#">210</a>	
third-party applications .....	<a href="#">25</a>	
Google Play Store .....	<a href="#">60, 78</a>	
installing .....	<a href="#">60, 78</a>	
time limit for video conferences		
setting .....	<a href="#">130</a>	
time zone configuration .....	<a href="#">115</a>	
time zone field descriptions .....	<a href="#">116</a>	
time zone field descriptions configuration .....	<a href="#">116</a>	
TLS connection configuration .....	<a href="#">164</a>	
touch-tone setting configuration .....	<a href="#">132</a>	
tracking camera overview .....	<a href="#">31</a>	
transducer		
changing .....	<a href="#">197</a>	
<b>U</b>		
unmuting audio		
meetings participants .....	<a href="#">195</a>	
upgrades .....	<a href="#">205</a>	
enabling upgrades from endpoint .....	<a href="#">206</a>	
using a computer .....	<a href="#">207</a>	
using a USB drive .....	<a href="#">207</a>	
using the endpoint .....	<a href="#">206</a>	
using the web interface .....	<a href="#">208</a>	
upgrades configuration .....	<a href="#">177</a>	
upgrading software		
enabling upgrades from endpoint .....	<a href="#">206</a>	
using a computer .....	<a href="#">207</a>	
using a USB drive .....	<a href="#">207</a>	
using the endpoint .....	<a href="#">206</a>	
using the web interface .....	<a href="#">208</a>	
URL		
automating password insertion .....	<a href="#">192</a>	
USB AV bar mode activation .....	<a href="#">98</a>	
USB AV bar mode configuration .....	<a href="#">38, 95</a>	
USB AV bar mode customization .....	<a href="#">97</a>	
USB AV bar overview .....	<a href="#">30</a>	
USB bar mode		
testing .....	<a href="#">210</a>	
USB post configuration .....	<a href="#">142</a>	
use of IPV6 addresses configuration .....	<a href="#">152</a>	
user data		
wiping .....	<a href="#">92</a>	
<b>V</b>		
vefifying		
camera for video conference .....	<a href="#">219</a>	
verification before disconnecting calls .....	<a href="#">71</a>	
verifying		
Avaya CU360 status .....	<a href="#">51</a>	
Avaya CU360 status for pexip .....	<a href="#">51</a>	
echo canceler on external microphones .....	<a href="#">218</a>	
verifying		
acoustic pairing .....	<a href="#">210</a>	
equipment connections .....	<a href="#">212</a>	
network connections .....	<a href="#">209</a>	
screen link .....	<a href="#">221</a>	
screen link resolution .....	<a href="#">221</a>	
sending video .....	<a href="#">219</a>	
sending video for meetings .....	<a href="#">219</a>	
video .....	<a href="#">219</a>	
video		
disabling .....	<a href="#">65</a>	
video layout configuration .....	<a href="#">95</a>	
video layout configuration for monitor .....	<a href="#">95</a>	
video layouts configuration .....	<a href="#">144</a>	
viewing		
serial number .....	<a href="#">49</a>	
serial number for the Pexip subscription .....	<a href="#">49</a>	
statistics for network interfaces .....	<a href="#">216</a>	
virtual background customization .....	<a href="#">108</a>	
VLAN tagging .....	<a href="#">85</a>	
<b>W</b>		
watch list .....	<a href="#">224</a>	
web access .....	<a href="#">171</a>	
web access configuration .....	<a href="#">171</a>	
web browsers supported .....	<a href="#">24</a>	
web field descriptions .....	<a href="#">172</a>	
web interface		
supported web browsers .....	<a href="#">24</a>	
web interface logging in .....	<a href="#">36</a>	
web proxy for LAN configuration .....	<a href="#">109</a>	
web proxy for wi-fi configuration .....	<a href="#">110</a>	
web video field descriptions .....	<a href="#">174</a>	
web-video .....	<a href="#">173</a>	
web-video configuration .....	<a href="#">173</a>	
Wi-Fi configuration from endpoint .....	<a href="#">73</a>	
Wi-Fi configuration from web interface .....	<a href="#">73</a>	

Wi-Fi display	
casting computer display .....	<a href="#">89</a>
casting mobile device display .....	<a href="#">90</a>
overview .....	<a href="#">27</a>
Wi-Fi network connectivity configuration .....	<a href="#">157</a>
wiping	
user data .....	<a href="#">92</a>
wrap-around navigation configuration .....	<a href="#">125</a>