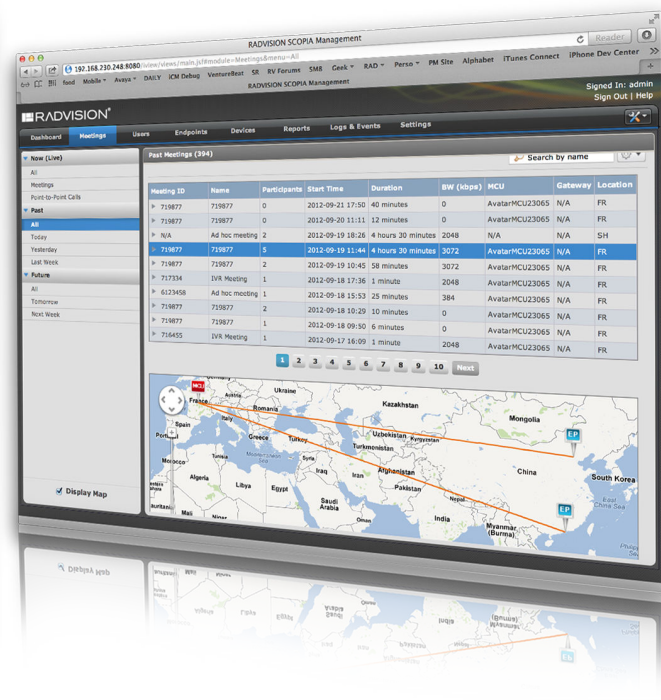
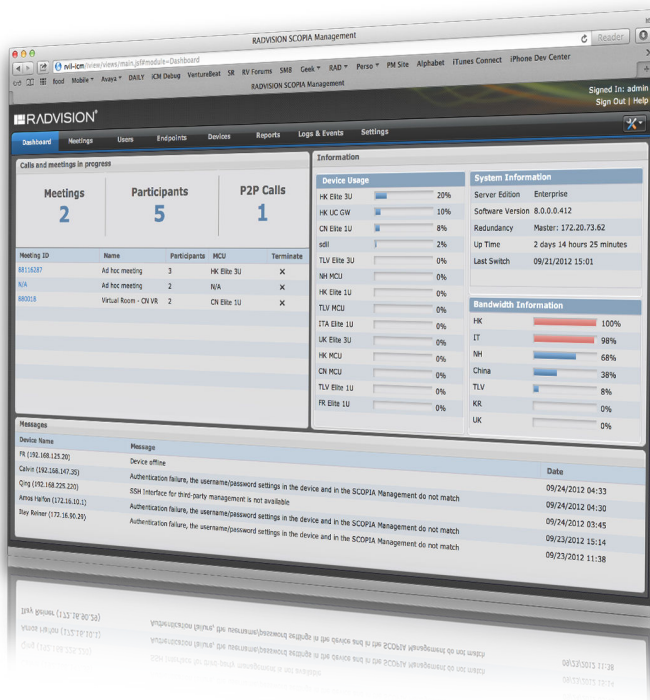


Scopia Add-in for Microsoft Outlook for Avaya Collaboration Suite

User Guide

Version 8.2
For Solution 8.2



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User Guide for Scopia Add-in for Microsoft Outlook for Avaya Collaboration Suite Version 8.2, July 11, 2013

<http://www.radvision.com>

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Chapter 1 | About Scopia Add-in for Microsoft Outlook

The Scopia Add-in for Microsoft Outlook is a plug-in that allows users to schedule, modify, cancel, and configure videoconferences using Microsoft Outlook.

You can schedule a meeting in one of the following ways, depending on the permissions defined by your administrator for your user profile:

- Schedule a meeting without reserving resources (see [Scheduling a Videoconference Without Reserving Resources](#) on page 11 for more information).

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

- Schedule a meeting and reserve the required video network resources, which ensures your meeting has the resources it requires to deliver quality videoconferencing. You can also modify advanced meeting settings, such as whether to record the meeting, and setting a meeting PIN to restrict access (see [Scheduling a Videoconference and Reserving Network Resources](#) on page 12 for more information).

Chapter 2 | Installing Scopia Add-in for Microsoft Outlook

This section includes information about how to install Scopia Add-in for Microsoft Outlook:

Navigation

- [System Requirements](#) on page 5
- [Installing Scopia Add-in for Microsoft Outlook](#) on page 5
- [Uninstalling Scopia Add-in for Microsoft Outlook](#) on page 8

System Requirements

The following is required for your Scopia Add-in for Microsoft Outlook to work properly:

- One of the following Microsoft Outlook versions:
 - Microsoft Outlook 2007 (32bit/64bit)
 - Microsoft Outlook 2010 (32bit/64bit)
 - Microsoft Outlook 2013 (32bit/64bit)
- Microsoft Exchange 2007/2010 Server on your network
- A dedicated email account for receiving meeting messages including meeting accept and decline messages.
- A connection to the organization's network. To access Scopia Add-in for Microsoft Outlook from a public network, you need to log in using a VPN connection.
- To schedule meetings with Scopia Add-in for Microsoft Outlook, your user profile in Scopia Management must support this capability.

Installing Scopia Add-in for Microsoft Outlook

About this task

You can install the Scopia Add-in for Microsoft Outlook in one of the following ways:

- From a link in the Scopia Management user portal
- Using an executable installation file (.exe), received from your administrator

Before you begin

- Verify that you have administrator rights on your computer, required to install Scopia Add-in for Microsoft Outlook.
- Ask your system administrator for the Scopia Management URL, required to access Scopia Add-in for Microsoft Outlook.
- Exit Microsoft Outlook.

Procedure

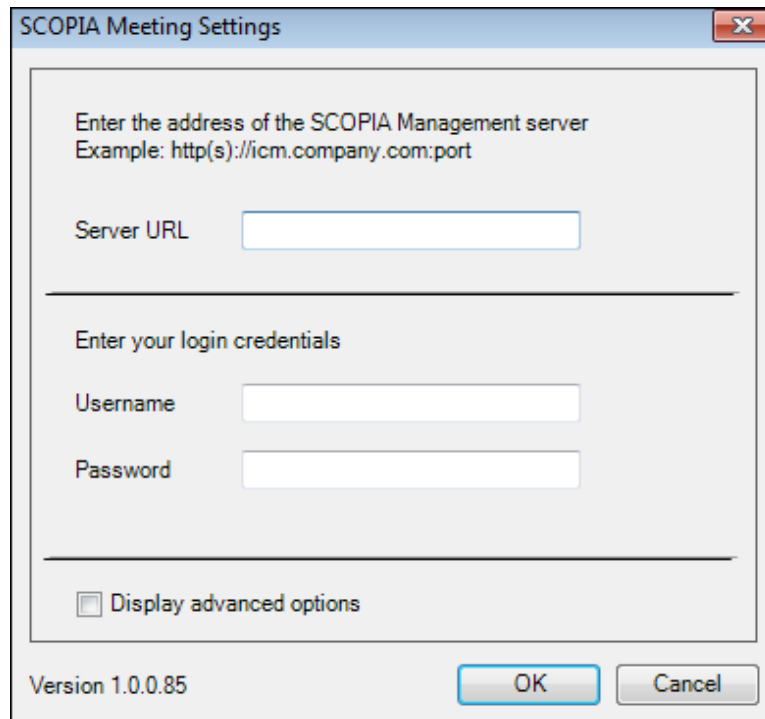
1. Access the Scopia Add-in for Microsoft Outlook Installation Wizard in one of the following ways:
 - Ask your administrator for the installation file.
 - Access the Scopia Management user portal and select **Settings**, and select the link for the Scopia Add-in for Microsoft Outlook installation.

General	
Username:	admin
Email:	
Last Name:	admin
Telephone (Mobile):	
Modify Password	
First Name:	
Telephone (Office):	
Time Zone:	GMT+08:00 China Standard Ti
Location:	None
Default Virtual Room:	None
Default Meeting Type:	71-Default Meeting Type
Maximum bandwidth allowed for SCOPIA Desktop calls	2048 Kbps
Personal endpoint	None
Recording Policy	Enabled
SCOPIA Mobile license	Enabled
SCOPIA Desktop Pro license	Enabled
Groups	None
Click here to install the SCOPIA Management Add-in for Microsoft office outlook.	
OK Apply Cancel	

Figure 1: Installing Scopia Add-in for Microsoft Outlook from the Scopia Management user portal

2. Open the *scopia_ola.exe* file.

The installation for Scopia Add-in for Microsoft Outlook begins. When the files are downloaded, the **Scopia Add-in for Microsoft Outlook Installation Wizard** appears.
3. Select **Next**.
4. Confirm the installation by selecting **Next**.
5. Launch Microsoft Outlook.
6. Select **Add-ins > SCOPIA Settings** to define settings for Scopia Add-in for Microsoft Outlook, as described in [Table 1: Setting up Scopia Add-in for Microsoft Outlook](#) on page 7.



The image shows a Windows-style dialog box titled "SCOPIA Meeting Settings". It contains the following elements:

- Instruction: "Enter the address of the SCOPIA Management server" with an example: "http(s)://icm.company.com:port".
- Field: "Server URL" with an empty text box.
- Section separator (horizontal line).
- Instruction: "Enter your login credentials".
- Field: "Username" with an empty text box.
- Field: "Password" with an empty text box.
- Section separator (horizontal line).
- Checkbox: "Display advanced options" (currently unchecked).
- Footer: "Version 1.0.0.85" on the left, and "OK" and "Cancel" buttons on the right.

Figure 2: Scopia Add-in for Microsoft Outlook initial setup

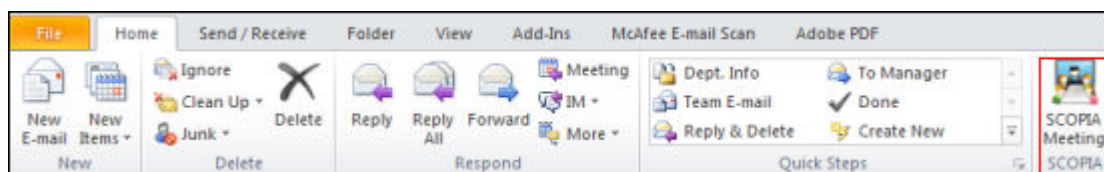
Table 1: Setting up Scopia Add-in for Microsoft Outlook

Field Name	Description
Server URL	Enter the URL of the Scopia Management server that you received from your administrator.
Username	This is necessary only if your administrator did not set up single sign-on, which allows you to access the Scopia Add-in for Microsoft Outlook using your Windows credentials. Enter the username and password you use to access the Scopia Management user portal.
Password	
Display Advanced Options	This is relevant only if your user profile allows you to invite endpoints and reserve video network resources. For more information, contact your administrator. Select to enable advanced options when scheduling meetings, such as inviting endpoints, setting a meeting PIN, selecting a meeting type, and reserving ports. For more information see Scheduling a Videoconference and Reserving Network Resources on page 12.

7. Select **OK**.

To access the Scopia Add-in for Microsoft Outlook, open Microsoft Outlook and select **SCOPIA Meeting** from the toolbar.

Figure 3: Accessing Scopia Add-in for Microsoft Outlook



Uninstalling Scopia Add-in for Microsoft Outlook

About this task

To uninstall Scopia Add-in for Microsoft Outlook from your computer, find it from the list in **Control Panel > Programs**, and select **Uninstall**.

Chapter 3 | Managing Meetings with Scopia Add-in for Microsoft Outlook

Use your Scopia Add-in for Microsoft Outlook to manage your videoconferences by:

- Scheduling videoconferences and inviting participants
- Modifying meetings
- Cancelling meetings

Depending on the permissions allowed by your user profile, you can define advanced settings when scheduling the videoconference, such as reserving resources and inviting endpoints.

Navigation

- [Scheduling a Videoconference Using Scopia Add-in for Microsoft Outlook](#) on page 9
- [Modifying a Scopia Add-in for Microsoft Outlook Invitation](#) on page 15
- [Cancelling a Scopia Add-in for Microsoft Outlook Meeting](#) on page 15

Scheduling a Videoconference Using Scopia Add-in for Microsoft Outlook

About this task

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

- Basic meeting settings

Schedule a meeting without reserving resources (see [Scheduling a Videoconference Without Reserving Resources](#) on page 11 for more information).

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

- Advanced meeting settings

Schedule a meeting and reserve the required video network resources, which ensures your meeting has the resources it requires to deliver quality videoconferencing. You can also modify advanced meeting settings, such as whether to record the meeting, and setting a meeting PIN to restrict access (see [Scheduling a Videoconference and Reserving Network Resources](#) on page 12 for more information).

Important:

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

Procedure

1. Select **SCOPIA Meeting** in Microsoft Outlook.

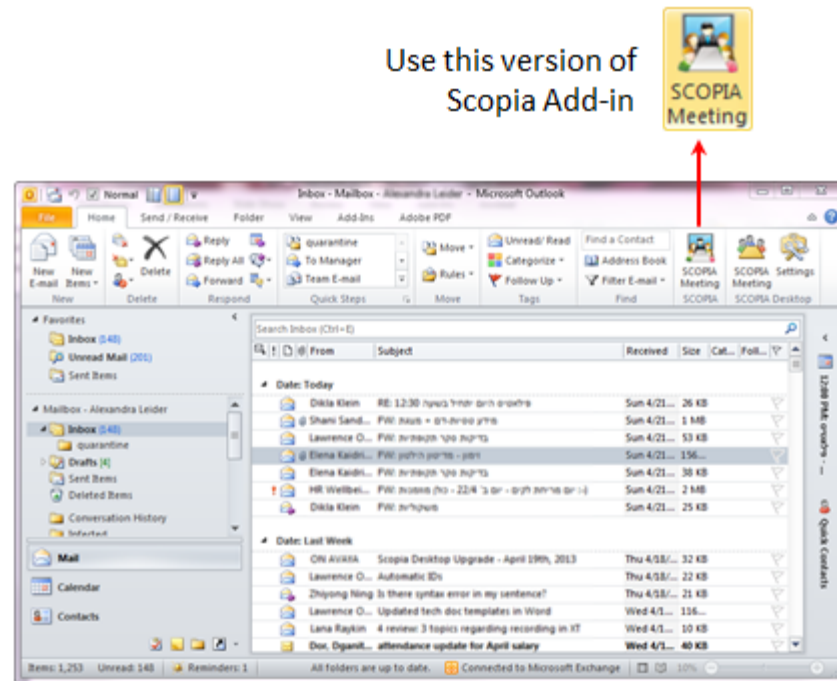
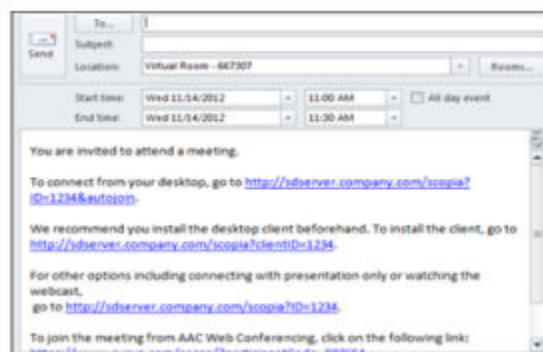
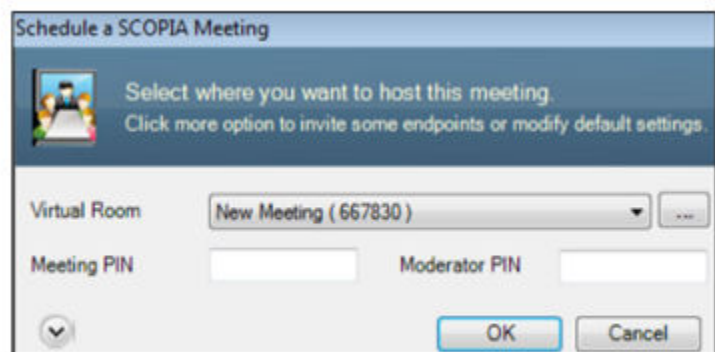


Figure 4: Locating the Scopia Add-in for Microsoft Outlook icon at the Outlook ribbon

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



Basic meeting settings



Advanced meeting settings

Figure 5: SCOPIA Meeting Settings

2. Depending on the options available to you, define the meeting settings as described in:
 - For basic meeting settings, see [Scheduling a Videoconference Without Reserving Resources](#) on page 11.
 - For advanced meeting settings, see [Scheduling a Videoconference and Reserving Network Resources](#) on page 12.

Scheduling a Videoconference Without Reserving Resources

About this task

This procedure describes how to schedule a videoconference using Scopia Add-in for Microsoft Outlook without reserving ports. If enabled for your user profile, you can schedule a videoconference with reserved resources, as described in [Scheduling a Videoconference and Reserving Network Resources](#) on page 12.

! Important:

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

Procedure

1. Access **SCOPIA Meeting** add-on in Microsoft Outlook (see [Scheduling a Videoconference Using Scopia Add-in for Microsoft Outlook](#) on page 9).
2. Specify meeting participants in the **To** field.

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

Default meeting invitation text.

To...

Send

Subject:

Location: Virtual Room - 667307 Rooms...

Start time: Wed 11/14/2012 11:00 AM All day event

End time: Wed 11/14/2012 11:30 AM

You are invited to attend a meeting.

To connect from your desktop, go to <http://sdserver.company.com/scopia?ID=1234&autojoin>.

We recommend you install the desktop client beforehand. To install the client, go to <http://sdserver.company.com/scopia?clientID=1234>.

For other options including connecting with presentation only or watching the webcast, go to <http://sdserver.company.com/scopia?ID=1234>.

To join the meeting from AAC Web Conferencing, click on the following link: <http://www.aacwebconferencing.com/Join.aspx?code=887654>

Figure 6: Scheduling a meeting

3. You can modify the text if you prefer.

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

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

! Important:

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

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

Scheduling a Videoconference and Reserving Network Resources

About this task

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

For example, you can reserve ports to ensure that the meeting has sufficient resources, invite endpoints, or restrict the meeting by requiring participants to enter a PIN. To schedule a meeting without reserving resources, see [Scheduling a Videoconference Without Reserving Resources](#) on page 11.

! Important:

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

Procedure

1. Access **SCOPIA Meeting** add-on in Microsoft Outlook (see [Scheduling a Videoconference Using Scopia Add-in for Microsoft Outlook](#) on page 9).

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

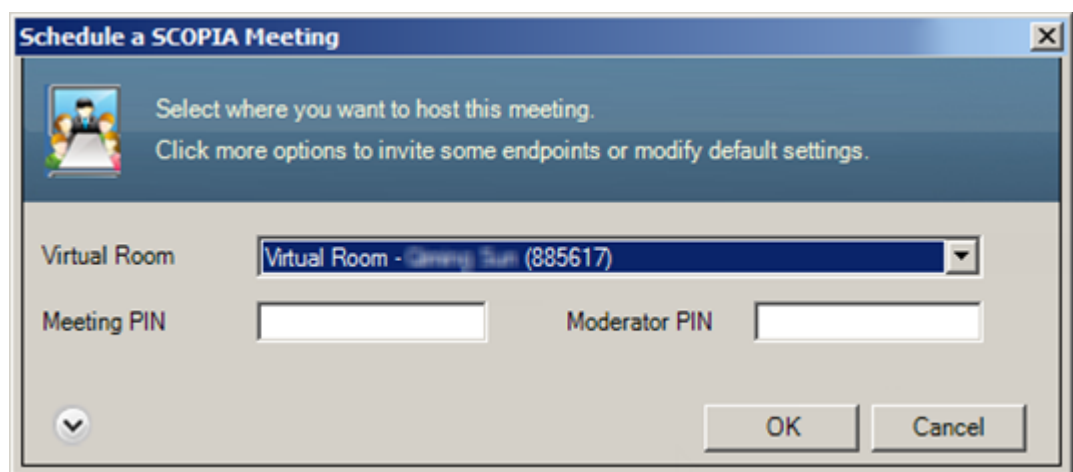


Figure 7: Advanced meeting settings

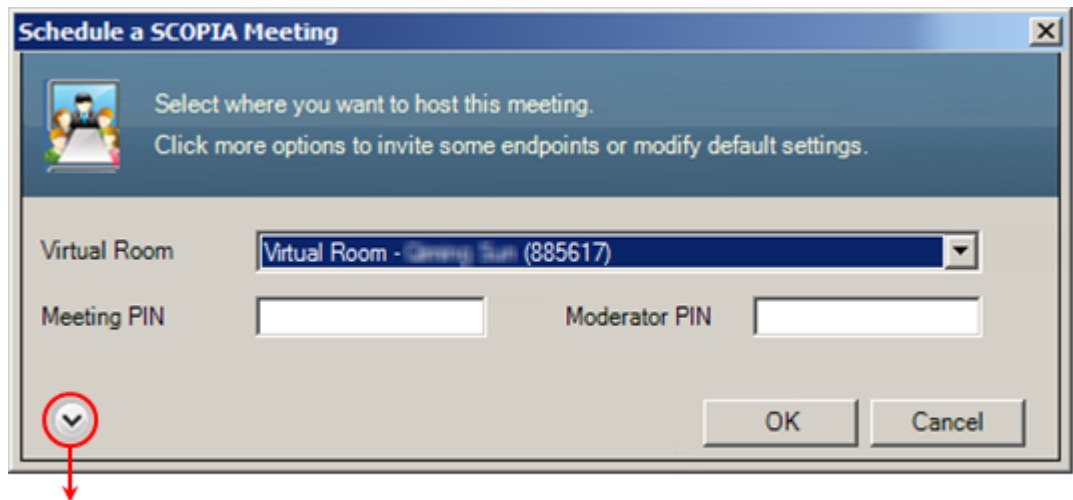
2. (Optional) Enter a PIN to restrict access to your meeting.

Participants will be required to enter this PIN when accessing the meeting.

3. (Optional) Enter a PIN to restrict meeting moderator capabilities, such as inviting additional participants.

Participants will be required to enter this PIN to access moderator functions.

4. (Optional) Access the endpoint list and advanced options as shown in [Figure 8: Accessing advanced options](#) on page 13 and configure advanced settings for your meeting:



Access advanced options

Figure 8: Accessing advanced options

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

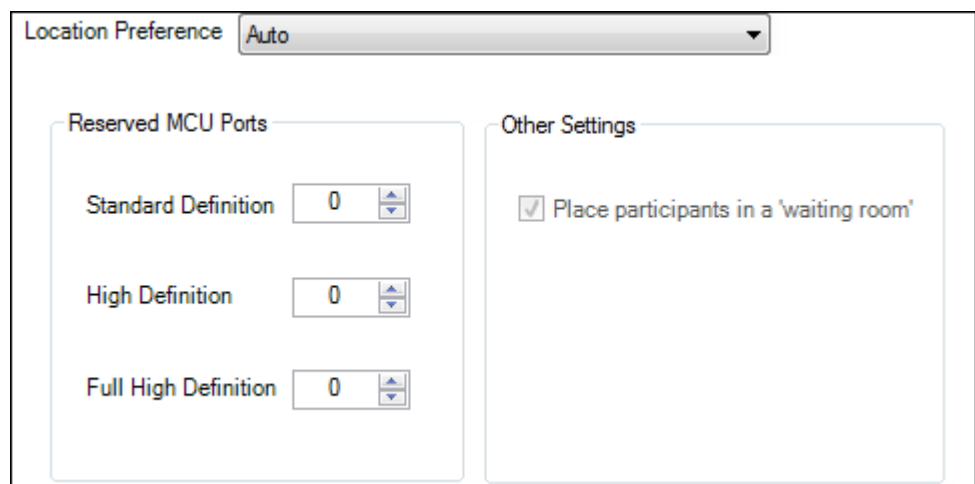


Figure 9: Advanced settings for the meeting

Define the settings based on the following table:

Table 2: Advanced settings for the Meeting

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

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

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

6. Specify meeting participants in the **To** field.

7. You can modify the text if you prefer.

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

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

! Important:

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

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

Modifying a Scopia Add-in for Microsoft Outlook Invitation

About this task

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

Procedure

1. Open the meeting from the Microsoft Outlook calendar.
 2. Select **SCOPIA Meeting**.
 3. Modify the meeting settings as required. For more information on each of the meeting settings, see [Scheduling a Videoconference and Reserving Network Resources](#) on page 12 or [Scheduling a Videoconference Without Reserving Resources](#) on page 11.
 4. Select **Send Update**.
-

Cancelling a Scopia Add-in for Microsoft Outlook Meeting

About this task

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

Procedure

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

Chapter 4 | Troubleshooting

This section covers troubleshooting problems that may occur when installing and using Scopia Add-in for Microsoft Outlook.

Resolving Problems Installing Scopia Add-in for Microsoft Outlook

Problem You cannot install Scopia Add-in for Microsoft Outlook.

Possible Causes You do not have .NET Framework installed.

Solution Contact your system administrator.

Possible Causes You do not have an updated version of Windows Installer. Scopia Add-in for Microsoft Outlook requires version 3.1 or later.

Solution Contact your system administrator for a Windows update.

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

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