



User Guide for Avaya® Scopia Elite 5100 Series MCU



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ABOUT THIS MANUAL

The [SCOPIA Elite MCU 5100 Series MCU User Guide](#) describes how to use the SCOPIA Elite MCU and describes the functionality of each feature of the Administrator and Conference Control interfaces for web-based configuration, monitoring and control.

RELATED DOCUMENTATION

The SCOPIA Elite 5100 Series Platform documentation set is available on the Avaya Utilities and Documentation CD-ROM supplied with the product and includes manuals in PDF format.

Note You require Adobe Acrobat Reader version 6.0 or later to open the PDF files. You can download Acrobat Reader free of charge from www.adobe.com.

CONVENTIONS USED IN THIS MANUAL

The SCOPIA Elite MCU is sometimes referred to as “the MCU” throughout this manual.

FEEDBACK

The team at Avaya constantly endeavors to provide accurate and informative documentation. If you have comments or suggestions regarding improvements to future publications, we would value your feedback. Please send your comments to infodev@avaya.com. We thank you for your contribution.

CONTENTS

About This Manual

Related Documentation	i
Conventions Used in this Manual	i
Feedback	i

1 *SCOPIA Elite MCU Functionality*

About the SCOPIA Elite MCU	1
Main Features	1
Call Capacity	6
High Definition Downspeeding	6
About SCOPIA Elite MCU Architecture	7
About SCOPIA Elite MCU Topologies	7
Centralized Topology	7
Cascaded Conferences	8

2 *How to Perform Initial SCOPIA Elite MCU Configuration*

Initial Configuration and Boot Phases	11
Setting the IP Address	11
Setting Ethernet Speed and Duplex Parameters	13
Changing the Global User Name and Password	14
Accessing the MCU Interface	15

3 *Viewing SCOPIA Elite MCU Status Information*

Viewing the Number of Current Conferences	18
Viewing the Number of Conference Participants	18
Viewing Gatekeeper Connection Status	19
Viewing SIP Server Connection Status	19
Viewing Ethernet Connection Status	20
Viewing Fan Operation Status	20
Viewing Chassis Temperature Status	21
Viewing Chassis Power Supply Status	21
Viewing SCOPIA Elite MCU Resource Usage	22
Viewing Current Users	22
Viewing System Version Information	22

4 *Configuring the SCOPIA Elite MCU Environment*

Setting the User Interface Language	23
Setting the SCOPIA Elite MCU Identifier	24
Setting the Time and Date on the SCOPIA Elite MCU	25
Changing Address Settings	25
Configuring Security for the SCOPIA Elite MCU	26
Creating and Importing a Web Server Certificate	27
How to Manage SNMP Trap Servers	27
Viewing SNMP Trap Servers	28
Configuring SNMP Trap Servers	28
Modifying SNMP Trap Servers	28
Deleting SNMP Trap Servers	29
Configuring and Viewing Quality of Service	29

5 *Configuring Protocols for the SCOPIA Elite MCU*

Configuring H.323 Gatekeeper Protocol Settings	31
Configuring SIP Proxy Settings	32

6	<i>Configuring Conference Management Settings for the SCOPIA Elite MCU</i>	
	Dialing Directly to the SCOPIA Elite MCU	35
	Defining Conference Creation Options	36
	Defining Ad Hoc Conference Termination Options	37
	Configuring Dynamic SCOPIA Elite MCU Layouts	37
	How to Manage Services on the SCOPIA Elite MCU	38
	Services Overview	38
	Creating a New Service	38
	Configuring the Auto Attendant Service	39
	Deleting a Service	40
	How to Customize Services	40
	Configuring the Default Layout	40
	Enabling Personal Layouts	41
	Displaying Participant Names	41
	Configuring Presentation View	42
	Configuring Encryption Support	43
	Muting Participants on Joining a Conference	44
	Automatically Reconnecting Conference Participants	44
	Configuring PIN Settings	45
7	<i>Configuring Interactive Response Messages for the SCOPIA Elite MCU</i>	
	Setting a Text Overlay Language	47
	How to Manage Audio Messages	47
	Saving All Audio Messages	48
	Uploading Individual Audio Messages	48
	Uploading Audio Messages	49
	Available MCU Messages	49
8	<i>Managing SCOPIA Elite MCU Events</i>	
	Available MCU Events	65

Viewing the Events Log	71
Viewing the Alarms Log	72
Viewing Security Events	72
Setting Event Security Levels	72
Sending a Trap on a Specified Event	73
Viewing Event Descriptions	74
Viewing Alarm History	74
Using the Event Display Filter	74

9 *Managing SCOPIA Elite MCU User Profiles*

SCOPIA Elite MCU User Types	75
Viewing User Profiles	76
Adding a User Profile	77
Modifying a User Profile	77
Enabling a User Profile	77
Removing a User Profile	78

10 *Configuring Advanced Maintenance Settings for the SCOPIA Elite MCU*

Backing Up Your SCOPIA Elite MCU Configuration	79
Restoring Your SCOPIA Elite MCU Configuration	80
Restoring Factory Default Settings	80
How to Work with Advanced Commands for the SCOPIA Elite MCU81	
Viewing Available Advanced Commands	81
Modifying Advanced Commands	86
Sending Advanced Commands	86
How to Manage SCOPIA Elite MCU Software	87
Upgrading SCOPIA Elite MCU Software	87
Restoring a Previous Software Version	87
Restarting the SCOPIA Elite MCU Unit	88
Contacting Customer Support	88
Viewing and Updating License Information	89

Viewing Active Conferences	89
Creating a New Conference	90
11 <i>Dialing with the SCOPIA Elite MCU</i>	
Meeting Participation using the SCOPIA Elite MCU	91
About Making an Ad Hoc Call	92
How to Dial from the SCOPIA Elite MCU to H.323 Endpoints	92
How to Dial from the SCOPIA Elite MCU to SIP Endpoints	93
Dialing from any IP Endpoint	96
Controlling Meetings with DTMF	97
Controlling Personal Video Layouts with DTMF	98
12 <i>Using the SCOPIA Elite MCU</i>	
SCOPIA Elite MCU Access Levels	101
Conference List Window	102
Viewing Existing Meetings	103
Monitoring a Specific Meeting	104
Creating a New Meeting	104
Conference Control Interface	105
Refreshing the Conference Control Interface	112
Controlling Conference Settings	112
Becoming a Moderator and Stopping Moderation	113
Creating Conferences from the Conference Control Interface	113
How to Configure Participant Settings	114
Muting and Unmuting All Participants Audio Connections	114
Muting and Unmuting Individual Participants Audio Connections	114
Reconnecting Participants	115
Blocking Conference Admission	115
Deleting Conference Participants	116
Changing the Volume	116
Changing Participant Views	117
Configuring Sub-conferences	117
Blocking the Video Stream	118

Changing a Participant Name	119
Viewing Participant Call Information	119
Configuring Outgoing Bandwidth Settings	123
Viewing Conference Statistics	123
How to Use Advanced Invitation Settings	123
Using Quick Invites to Invite Conference Participants	124
Inviting Participants Using Advanced Settings	124
About Cascading Conferences	126
Creating a Cascaded Conference	126
Inviting Participants to a Cascaded Conference	127
Viewing Participants in a Cascaded Conference	127
Defining Conference Views	127
Enabling or Disabling Dynamic Layouts	128
Changing the Main Conference Layout	128
Changing a Personal Conference Layout	129
Displaying Participant Names in Frames	129
Enabling or Disabling Auto-Switch Mode	129
Terminating Conferences	130
Signing Out of a Conference	130

13 *Troubleshooting the SCOPIA Elite MCU*

Resolving MCU Failure to Register with the Gatekeeper	131
Resolving Front Panel LED Issues	132
Resolving MCU Conference Initiation Failure	132
Resolving Conference Access Failure	133
Resolving Cascading Failure	134
Resolving Quality Issues in Cascaded Conferences	135
Resolving Endpoint Disconnection Issues	135
Resolving Unexpected Conference Termination	135
Resolving Presentation Issues	136
Resolving Unexpected SIP Call Disconnection	136
Recovering the Password	136

1

SCOPIA ELITE MCU FUNCTIONALITY

- [About the SCOPIA Elite MCU](#) on page 1
- [Main Features](#) on page 1
- [Call Capacity](#) on page 6
- [High Definition Downspeeding](#) on page 6
- [About SCOPIA Elite MCU Architecture](#) on page 7
- [About SCOPIA Elite MCU Topologies](#) on page 7

ABOUT THE SCOPIA ELITE MCU

The SCOPIA Elite MCU enables multimedia, multiparty collaboration in applications such as group conferencing, distance learning, training and video telephony. The SCOPIA Elite MCU supports multimedia, multiparty communications in the board room, at the desktop, in the home, or on the road over wireless.

The SCOPIA Elite MCU provides core IP-centric functionality, a wide range of layouts, powerful audio and video transcoding, support of web-initiated data collaboration, and software upgradeable technology. The system can be fully customized according to the needs of the administrator.

MAIN FEATURES

[Table 1-1](#) lists the main features provided by the SCOPIA Elite MCU for effective audio and videoconferencing and a satisfying user experience.

Table 1-1 *Summary of SCOPIA Elite MCU Features*

Feature	Description
Superior video processing	Video and audio processing is carried out per user rather than per conference. Each user connects using unique, optimized audio and video settings to enjoy the best audio and video quality supported by their endpoint and network, without affecting the other participants in a conference.
Seamless interoperability	The SCOPIA Elite MCU is built on the strong foundation of the Avaya H.323 and SIP software, ensuring full compliance and unmatched interoperability with IP and ISDN networks. The SCOPIA Elite MCU enables H.323 and SIP devices to participate in the same conference session. When used with the SCOPIA Gateway, the MCU also enables ISDN, V.35 and 3G-324M wireless devices to participate in the same conference session.
SVC error resiliency	The SCOPIA Elite MCU supports SVC error resiliency for unmanaged networks using Temporal Scalability and Forward Error Correction (FEC).
Intuitive web-based management and control	Both the SCOPIA Elite MCU system and actual conference sessions are managed, configured, and dynamically modified through an intuitive, web-based interface that offers easy, high-level conference control and administrative flexibility for an enhanced user experience.
Unlimited number of conferences	The number of supported conferences is limited only by the number of ports provided by your license.

Feature	Description
In-meeting indicators	A range of messages and icons are displayed on the endpoint monitor during conferences when certain operations occur, including when a participant joins or leaves a conference, an audio-only participant speaks, and a participant’s personal video layout changes.
Personal layouts per participant	Fully customizable personal video layouts for each conference participant.
Snapshot files for Customer Support	One-click creation of a file of bundled logs and configuration files which you can send to Avaya Customer Support for debugging.
Supported protocols	■ H.323 version 5.5.1 ■ SIP RFC 3261 for the Session Initiation Protocol ■ H.243 for conference control ■ RFC 2833 for in-band DTMF with SIP ■ H.281 for far end camera control (FECC) ■ H.235 for IP-based media encryption ■ H.239 for standard simultaneous transmission of live video and presentation sharing feeds. ■ SDP (RFC 3264, 2327) The following are supported when using a Gateway: ■ H.320 ■ 3G-H.324M Note The MCU supports calls from H.323 and SIP endpoints in the same conference. Call signaling is handled on all ports regardless of the protocol type.

Main Features

Feature	Description
Audio transcoding codecs	■ G.711 A/μ Law ■ G.722 ■ G.722.1 ■ Polycom® Siren14™/G.722.1 Annex C ■ G.729 A and B
Unmatched video quality	The MCU delivers exceptionally high quality video and audio processing, using latest industry standards and upgradeable DSP chip software. The MCU achieves the best video quality by supporting the following video capabilities: ■ SVC error resiliency ■ High definition and standard definition participants in the same conference. ■ A choice of 22 layouts ■ H.263 and H.264 in the same conference ■ Resolutions from QCIF to 1080p in the same conference ■ A choice of 20 layouts ■ Up to 12Mbps on each stream without affecting capacity ■ Resolutions from CIF to 1080p in the same conference ■ VGA, SVGA, XGA (supported for presentation channel only)

Feature	Description
Security and privacy	■ Administrator and operator password protection for accessing the MCU web interface. ■ Optional PIN protection for joining a conference and web access. ■ Additional PIN protection for conference Moderator Control. ■ The MCU uses H.235-based encryption to achieve secure communication with endpoints that support this standard.
In-conference control using DTMF or H.243	During a conference, participants may use their endpoint remote control or keypad to perform actions such as mute, volume control, changing video layouts and inviting participants. Users interact with the MCU via DTMF signaling or the on-screen GUI of H.243-compliant endpoints. These options are presenting in the in-meeting menu displayed on top of the video layout.
Optional no self see	The no self-see (NSS) option is enabled by default, but can be disabled with an advanced command. This feature enables more effective use of the video screen.
Interactive Voice Response (IVR) messages	The MCU includes pre-recorded greetings to conference participants and announcements as each new participant joins the conference. You can record messages to provide custom greetings and announcements.

Feature	Description
HD switching	The MCU supports the switching of HD resolutions 720p and 1080p at up to 12 Mbps at the capacity of up to 120 calls. Switching is available for H264 and H261 codecs.

CALL CAPACITY

The MCU provides a flat capacity of 10 ports in the 5110 unit and 15 ports for the 5115 unit. This capacity is regardless of the call bit rate or resolution. Each video call uses a single port.

The MCU provides a flat capacity of 10 ports (for the 5110 unit) and 15 ports (for the 5115 unit). This capacity is regardless of the call bit rate or resolution. Each video call consumes a single port.

High Definition calls can connect at up to 1080p at 30fps.

Enhanced Definition calls can connect at up to 4CIF/352p at 30fps.

The MCU provides the following call capacity:

	Elite 5110	Elite 5115
Form Factor	1U	1U
High definition continuous presence ports (up to 1080p at 30fps)	10	15
High definition video switching ports	40	60
Enhanced definition (352p) continuous presence ports (up to 325p or 4CIF — with licence option)	40	60

HIGH DEFINITION
DOWNSPEEDING

The SCOPIA Elite MCU supports a dynamic port capacity that enables extra calls to be connected even after maximum call capacity is reached. By downspeeding existing 1080p calls to 720p, the MCU can accept additional calls within a single meeting.

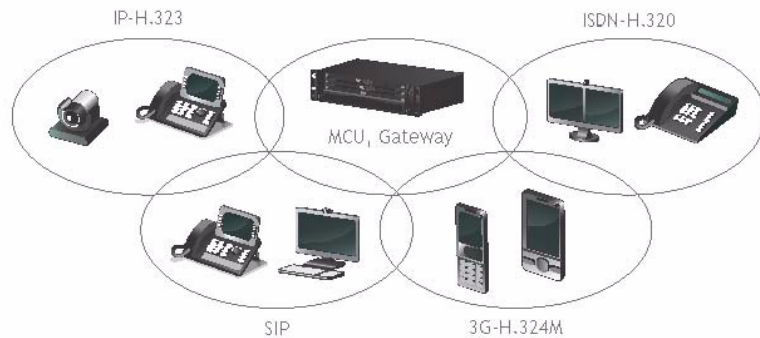
MCU 1080p transmission is asymmetric (1080p TX, 720p RX).

The MCU does not perform downspeeding on calls from participants defined as VIP users in iVIEW Suite.

ABOUT SCOPIA ELITE MCU ARCHITECTURE

The SCOPIA Elite MCU enables both voice-only and video conference calls for H.323, SIP, H.320, 3G-H324M and regular PSTN network phones. H.323 and SIP devices can connect to a conference directly through the SCOPIA Elite MCU. Other devices such as phones and video conferencing terminals (H.320, 3G-H.324M) can connect to a conference via a gateway, such as the SCOPIA Gateway.

Figure 1-1 Supported Devices and Protocols



The SCOPIA Elite MCU supports devices that can send and receive video streams, as well as those that cannot send but only receive video streams. This means that terminals without a video camera or video capturing capabilities can participate in a conference as voice-only participants while benefiting from seeing the other participants.

ABOUT SCOPIA ELITE MCU TOPOLOGIES

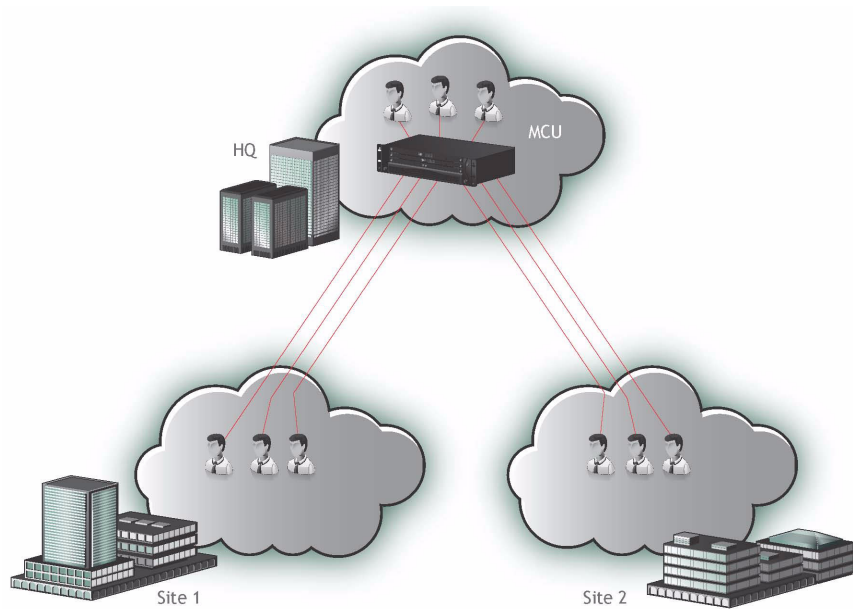
The SCOPIA Elite MCU can work in a centralized or cascaded topology. This section describes these two options.

- [Centralized Topology](#) on page 7
- [Cascaded Conferences](#) on page 8

CENTRALIZED TOPOLOGY

In a centralized topology, the MCU performs media processing for all connected terminals, regardless of their location. The MCU can handle multiple conferences simultaneously.

Figure 1-2 Centralized Topology



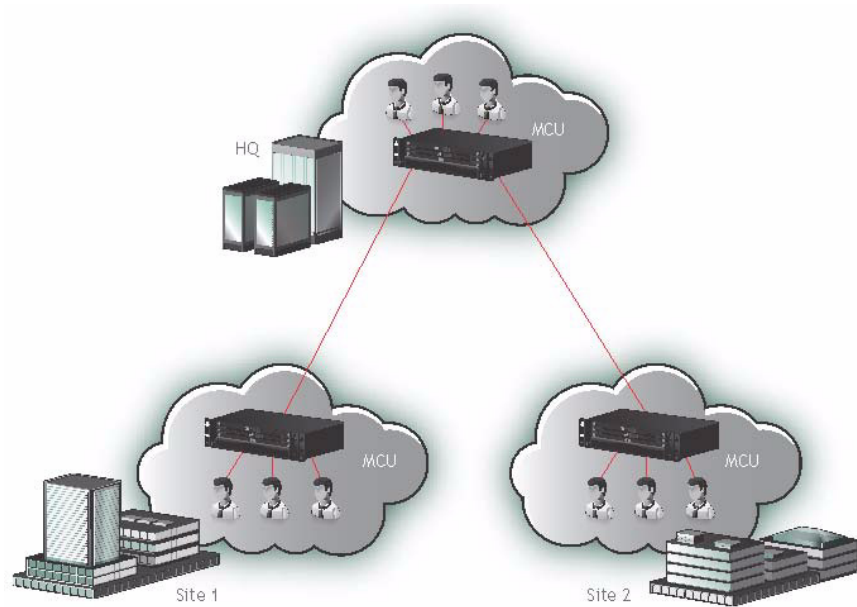
CASCADED CONFERENCES

The MCU allows you to combine two or more conferences resulting in a larger conference with many more participants. This is called *cascading*. Cascading creates a distributed environment that helps reduce the drain on network resources. In addition, the processing resources required by the MCU are distributed between participating MCUs. Costly phone or ISDN line usage can be further reduced with the mediation of a gateway.

Cascading occurs when one conference with “x” number of participants invites another conference with “y” number of participants. The two conferences effectively become one large conference. The bandwidth required across a cascaded conference link is only that of one audio/video stream between the two conferences. This is significantly less than the accumulated bandwidth of all the participants. Each separate MCU participating in a conference retains control of its individual conference resources and participants.

The cascaded conference in [Figure 1-3](#) on page 9 minimizes the use of network bandwidth while distributing processing among the participating MCUs.

Figure 1-3 *Cascaded Conference*



2

HOW TO PERFORM INITIAL SCOPIA ELITE MCU CONFIGURATION

- [Setting Ethernet Speed and Duplex Parameters](#) on page 13
- [Setting the IP Address](#) on page 11
- [Initial Configuration and Boot Phases](#) on page 11
- [Changing the Global User Name and Password](#) on page 14
- [Accessing the MCU Interface](#) on page 15

INITIAL CONFIGURATION AND BOOT PHASES

The first time you install the MCU, you assign an IP address to the MCU using a terminal cable connection to access the boot configuration menu.

Note You can perform serial port configuration of the SCOPIA Elite MCU unit only at startup, if you choose to enter the configuration menu—within a minute—when indicated. Once the boot phase is complete, the only way you can access the configuration menu is by restarting the SCOPIA Elite MCU unit.

SETTING THE IP ADDRESS

You use the serial port on the MCU front panel to assign a new IP address to your MCU. You must assign the IP address before you connect the MCU to the network.

Before You Begin

Gather these items to assign an IP address to the MCU:

- Dedicated IP address for the MCU

Setting the IP Address

- Dedicated subnet mask for the MCU
- IP address of the default router the MCU uses to communicate over the network
- PC with available serial port and terminal emulator software installed
- Serial cable



Procedure

- 1 Connect the serial cable from the PC terminal to the serial port on the front panel of the MCU.
- 2 Connect the power cable.
- 3 Start the terminal emulation application on the PC.
- 4 Set the communication settings in the terminal emulation application on the PC as follows:
 - Baud rate: 9600
 - Data bits: 8
 - Parity: None
 - Stop bits: 1
 - Flow control: None
- 5 Turn on the power to the SCOPIA Elite MCU unit.

A log of the auto-boot events scrolls across the computer monitor.
The network configuration Main menu appears:

```
Main menu
N: Configure default network port values
P: Change the configuration software password
S: Configure network security level
T: Configure TFTP servers list
A: Advanced configuration menu
Q: Quit
```
- 6 Enter N at the prompt to configure default network port values and press **Enter**.
- 7 Enter 2 to change the network configuration.

- 8 Enter the IP address you want to assign to the MCU, at the Enter IP address for default interface prompt, and press **Enter**.

Caution Do not use leading zeros in the IP address.

- 9 Enter the IP address of the router associated with the segment in which the unit will be installed at the Enter Default Router IP Address prompt and press **Enter**.

Caution Do not use leading zeros in the IP address.

- 10 Enter the subnet mask without leading zeros at the Enter IP Mask for default device prompt and then press **Enter**.
To use the default mask of 255.255.0.0, press **Enter**.
 - 11 Press **Enter** in the next prompts.
 - 12 Press Y to save the new configuration.
 - 13 Press Q to quit the configuration menu.
 - 14 Allow the unit to complete the reboot process. A new emulator session begins.
 - 15 Close the terminal emulator session.
-

SETTING ETHERNET SPEED AND DUPLEX PARAMETERS

Use the serial port to set the Ethernet speed and duplex parameters that you want the SCOPIA Elite MCU to use.



Procedure

- 1 Access the SCOPIA Elite MCU through the serial port and start the terminal emulator session.

Note If the SCOPIA Elite MCU is already running, you need to reboot or restart the device.

- 2 When the message “Press any key to start configuration” appears on the screen, press any key within 10 seconds.
The network configuration Main menu appears.
- 3 Enter **A** at the prompt to display the Advanced Configuration menu, and press **Enter**.
The Advanced Configuration menu appears.
- 4 Enter **3** at the prompt to select “Change LAN port Settings”, and press **Enter**.
- 5 Enter the appropriate number or letter at the prompt for one of these options:
 - 1 - 100Mbps Half Duplex
 - 2 - 100Mbps Full Duplex
 - 3 - Auto Negotiation
 - Other - Quit

Note We recommend that you select “3 - Auto Negotiation”.

- 6 Press **Enter**.
The network configuration Main menu appears.
 - 7 Do one of the following:
 - Enter the letter for the set of parameters that you want to configure.
 - Enter **Q** to save your changes and allow the device to complete the boot process.
-

CHANGING THE GLOBAL USER NAME AND PASSWORD

You can change the global user name and password that the MCU uses. You use this user name and password to access the configuration web page for the MCU. The user name and password are required for these tasks:

- Starting a Telnet session to monitor the MCU
- Upgrading the MCU software
- Uploading Interactive Voice Response (IVR) messages to the MCU configuration memory

The default global user name is *admin*. The default password is *password*.

**Procedure**

- 1 Start a terminal emulator session as described in the [Setting the IP Address](#) on page 11.
 - 2 Enter **P** at the prompt.
 - 3 Enter the name that you want to use as the global user name at the **Enter User name** prompt, and press **Enter**.
 - 4 Enter the password that you want to use at the **Password** prompt, and press **Enter**.
The network configuration Main menu appears.
 - 5 Do one of the following:
 - ☐ Enter the letter for the set of parameters that you want to configure.
 - ☐ Enter **Q** to save your changes and allow the device to complete the boot process.
-

ACCESSING THE MCU INTERFACE

**Procedure**

- 1 Launch your browser and enter the IP address or the name of the MCU followed.
 - 2 Enter the Administrator user name and password in the appropriate fields and select **Go**.
The default global user name is *admin*. The default password is *password*.
-

If you try to sign in as an Administrator and another Administrator is currently signed in, the MCU signs you in as a Read only user. The words “Read Only” appear at the top of the window and a pop-up displays the IP address of the Administrator already signed in. Read only users cannot edit MCU settings.

Accessing the MCU Interface

3

VIEWING SCOPIA ELITE MCU STATUS INFORMATION

- [Viewing the Number of Current Conferences](#) on page 18
- [Viewing the Number of Conference Participants](#) on page 18
- [Viewing Gatekeeper Connection Status](#) on page 19
- [Viewing SIP Server Connection Status](#) on page 19
- [Viewing Ethernet Connection Status](#) on page 20
- [Viewing Fan Operation Status](#) on page 20
- [Viewing Chassis Temperature Status](#) on page 21
- [Viewing Chassis Power Supply Status](#) on page 21
- [Viewing SCOPIA Elite MCU Resource Usage](#) on page 22
- [Viewing Current Users](#) on page 22
- [Viewing System Version Information](#) on page 22

VIEWING THE NUMBER OF CURRENT CONFERENCES



Procedure

- 1 Select **Status**.
- 2 Locate the Utilization section.

The Conferences box displays the number of conferences currently hosted on the SCOPIA Elite MCU.

VIEWING THE NUMBER OF CONFERENCE PARTICIPANTS



Procedure

- 1 Select **Status**.
- 2 Locate the Utilization section.

The Participants box displays the current number of calls on the SCOPIA Elite MCU.

VIEWING GATEKEEPER CONNECTION STATUS



Procedure

- 1 Select **Status**.
 - 2 Locate the Status Map section.
A green arrow next to the Gatekeeper box indicates that the SCOPIA Elite MCU is registered to a gatekeeper.
A red cross next to the Gatekeeper box indicates a gatekeeper registration error.
-

VIEWING SIP SERVER CONNECTION STATUS



Procedure

- 1 Select **Status**.
 - 2 Locate the Status Map section.
A green arrow next to the SIP Server box indicates that the SCOPIA Elite MCU is registered to a SIP server.
A red cross next to the SIP Server box indicates a SIP server registration error.
A dotted line to the SIP Server box without a tick or a cross indicates that the SCOPIA Elite MCU has not attempted to register to a SIP server.
-

VIEWING ETHERNET CONNECTION STATUS



Procedure

- 1 Select **Status**.
 - 2 Locate the Status Map section.
The Ethernet box indicates the status of the Ethernet connection.
The Ethernet connection speed is displayed below the Ethernet box.
-

VIEWING FAN OPERATION STATUS



Procedure

- 1 Select **Status**.
 - 2 Locate the Status Map section.
The Fan box indicates the operational status of the fan.
A green tick indicates normal operation.
A red cross indicates that one or more fans have failed. The Fan problem SNMP trap lists the specific fan affected.
The average speed for all fans is displayed below the Fan box.
-

VIEWING CHASSIS TEMPERATURE STATUS



Procedure

- 1 Select **Status**.
- 2 Locate the Status Map section.

The Temperature box indicates the temperature status of the chassis.

A green tick indicates normal operation.

A red cross indicates the ambient chassis temperature has risen above the high temperature threshold.

The chassis temperature is displayed below the Temperature box.

VIEWING CHASSIS POWER SUPPLY STATUS



Procedure

- 1 Select **Status**.
- 2 Locate the Status Map section.

The PSU box indicates the operational status of the chassis power supply unit.

A green tick indicates normal operation.

A red cross indicates an error in at least one of the power supply units.

VIEWING SCOPIA ELITE MCU RESOURCE USAGE



Procedure

- 1 Select **Status**.
- 2 Locate the Status Map section.

The CPU box indicates the percentage of SCOPIA Elite MCU resources currently occupied.

VIEWING CURRENT USERS



Procedure

- 1 Select **Status**.
- 2 Locate the Logged users section.

A list displays all of the users currently logged in to the SCOPIA Elite MCU.

VIEWING SYSTEM VERSION INFORMATION



Procedure

- 1 Select **Status**.
 - 2 Locate the Product Information section to view software version, serial number and MAC address information.
-

4

CONFIGURING THE SCOPIA ELITE MCU ENVIRONMENT

- [Setting the User Interface Language](#) on page 23
- [Setting the SCOPIA Elite MCU Identifier](#) on page 24
- [Setting the Time and Date on the SCOPIA Elite MCU](#) on page 25
- [Changing Address Settings](#) on page 25
- [Configuring Security for the SCOPIA Elite MCU](#) on page 26
- [Creating and Importing a Web Server Certificate](#) on page 27
- [How to Manage SNMP Trap Servers](#) on page 27
- [Configuring and Viewing Quality of Service](#) on page 29

SETTING THE USER INTERFACE LANGUAGE

You can configure the language that the MCU supports. [Table 4-1](#) lists the languages that the MCU supports.

Note To view Chinese or Japanese fonts properly in the Administrator interface, the computer on which the web browser is running must support the relevant languages. On a Microsoft Windows operating system, you can set the default language in Control Panel > Regional and Language Options.

Table 4-1 *Supported Languages in the MCU Interface*

Language	Administrator Interface	Conference Control Interface	Text Overlay on Conference Video
English	*	*	*
Chinese (simplified)	*	*	*
Japanese	*	*	*
Portuguese	*	*	
Spanish	*	*	
Russian	*	*	



Procedure

- 1 Select **Configuration** in the MCU user interface.
- 2 Select **Setup**.
- 3 Locate the Basics section.
- 4 Select a language in the Default user interface language field.
- 5 Select **Apply**.

Note You set the text overlay language at Configuration > Customization. For more information, see the [Setting a Text Overlay Language](#) on page v.

**SETTING THE
SCOPIA ELITE
MCU IDENTIFIER**

You can set the MCU identifier. This identifies the MCU in the following situations:

- During gatekeeper/SIP registration.
- When inviting endpoints into a conference.



Procedure

- 1 Select **Configuration**.
- 2 Select **Setup**.

- 3 Locate the Basics section.
 - 4 Enter an identifier in the **MCU Identifier** field (up to a maximum of 32 characters). For example, “London office.”
 - 5 Select **Apply**.
-

SETTING THE TIME AND DATE ON THE SCOPIA ELITE MCU



Procedure

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Basics section.
 - 4 (Optional) Select **Set manually** in the Date and time section.
 - 5 Select **Get local time** or click the calendar icon and set the required time settings.
 - 6 (Optional) Select **Set NTP server** to synchronize the time with a network server clock.
 - 7 Enter the IP address of the required NTP server.
 - 8 Select a time zone.
 - 9 Select **Apply**.
-

CHANGING ADDRESS SETTINGS

You can change IP address information, DNS information and Ethernet port speed and duplex settings for the MCU .



Procedure

- 1 Select **Configuration**.
- 2 Select **Setup**.
- 3 Locate the **Network** section.

- 4 Perform any of these steps to change an IP address setting:
 - a Enter the IP addresses you want to assign to the MCU in the **Primary IP address** and **Secondary IP address** fields.
 - b Enter the IP address of the router you want either MCU to use in the **Router IP** field.
 - c Enter the subnet mask you want to the MCU to use in the **Subnet Mask** field.
- 5 To change or add DNS information, do the following steps:
 - a Enter the alias you want to assign to the current MCU in the **DNS suffix** field.
 - b Enter the IP address of the primary DNS server that you want the MCU to use in the **DNS server1** field.
 - c Enter the IP address of the back-up DNS server that you want the MCU to use in the **DNS server2** field.
- 6 Select the ethernet port and duplex speed value you want to set in the **Port settings** field.

Note We recommend to set the **Port settings** option to **Auto**. Make sure the directly connected switch is configured with the same settings.

- 7 Select **Apply**.
-

CONFIGURING SECURITY FOR THE SCOPIA ELITE MCU



You can configure the access that external programs have to the MCU. These external programs include Telnet, Simple Network Management Protocol (SNMP), File Transfer Protocol (FTP) and ICMP (Internet Control Message Protocol or “ping”).

Procedure

- 1 Select **Configuration**.
- 2 Select **Setup**.
- 3 Locate the Security section.
- 4 Select the access level you want the MCU to support from the **Security mode** field.

- ❑ Standard—Allows SNMP, Telnet, FTP, and ICMP to access the MCU.
- ❑ High (no Telnet or FTP)—Allows access to the MCU only through SNMP and ICMP.
- ❑ Maximum (no Telnet, FTP, SNMP, or ICMP)—Disallows external programs to access the MCU.

5 Select **Apply**.

CREATING AND IMPORTING A WEB SERVER CERTIFICATE



Procedure

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Security section.
 - 4 Select **Manage** to create a web server certificate with the wizard, select **Import** to import an existing certificate, or select **Export** to save an existing certificate to a file.
 - 5 Select **Enable HTTPS**.
 - 6 Select **Apply**.
-

HOW TO MANAGE SNMP TRAP SERVERS

- [Viewing SNMP Trap Servers](#) on page 28
- [Configuring SNMP Trap Servers](#) on page 28
- [Modifying SNMP Trap Servers](#) on page 28
- [Deleting SNMP Trap Servers](#) on page 29

VIEWING SNMP TRAP SERVERS



Procedure

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Trap servers section to view all configured SNMP trap servers to which the MCU sends SNMP traps.
-

CONFIGURING SNMP TRAP SERVERS



Procedure

You can specify the IP address and port number for multiple SNMP trap servers to which the MCU sends SNMP traps.

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Trap servers section.
 - 4 Select **Add new server...**
 - 5 Enter the IP address and port for the SNMP trap server.
The default port for SNMP servers is 162.
 - 6 Select **Apply** to save your settings.
-

MODIFYING SNMP TRAP SERVERS



Procedure

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Trap servers section.
 - 4 Select the button in the Review column for the server you want to modify.
 - 5 Modify the required settings.
 - 6 Select **Apply** to save your settings.
-

DELETING SNMP TRAP SERVERS



Procedure

- 1 Select **Configuration**.
 - 2 Select **Setup**.
 - 3 Locate the Trap servers section.
 - 4 Select the button in the Review column for the server you want to delete.
 - 5 Select **Delete**.
 - 6 Select **Yes** to confirm the deletion.
-

CONFIGURING AND VIEWING QUALITY OF SERVICE

You can assign a Quality of Service (QoS) priority level to video and voice calls using either pre-configured system settings or by creating your own settings.

QoS settings involve configuring the MCU to add a QoS DiffServ Code Point value in the IP header of outbound packets. Routers on the network that support QoS can give preferential treatment for bandwidth, latency and jitter to such coded packets and facilitate the efficient transmission of packets. You can set QoS parameters on the MCU for voice calls, video calls or both.



Procedure

- 1 Select **Configuration**.
- 2 Select **Setup**.
- 3 Locate the **QoS** section.
- 4 Select **Enable QoS support**.
- 5 Set the required priority value for each media type by selecting one of these options:
 - ☐ **Default**—The system assigns the recommended default priority values for each media type.
 - ☐ **Custom**—The system assigns specified values for each media type.
- 6 If you select **Custom**, set the values manually, where a higher number represents a higher priority. The maximum value is 63. The fields can be customized as follows:

- ❑ Enter an integer in the **Control** field of the **Control** section, to represent the priority given to signalling packets such as SIP or H323. Change this value to influence handshakes at the start of a call while a connection is established.
- ❑ Enter an integer in the **Voice priority** field of the **Video calls** section, to represent the priority given to audio signals of video calls.
- ❑ Enter an integer in the **Video priority** field of the **Video calls** section, to represent the priority given to the video image signals of video calls.
- ❑ Enter an integer in the **Data priority** field of the **Video calls** section, to represent the priority given to the other data transmitted during video calls, such as chat or presentations.
- ❑ Enter an integer in the **Voice priority** field of the **Audio calls** section, to represent the priority given to the audio signals during calls with no video.

7 Select **Apply**.

5

CONFIGURING PROTOCOLS FOR THE SCOPIA ELITE MCU

CONFIGURING H.323 GATEKEEPER PROTOCOL SETTINGS

- [Configuring H.323 Gatekeeper Protocol Settings](#) on page 31
- [Configuring SIP Proxy Settings](#) on page 32

You can configure the protocol settings of an H.323 gatekeeper to set how the SCOPIA Elite MCU and the gatekeeper interact.

Note

- Changing gatekeeper settings does not reset the SCOPIA Elite MCU unit, but might disconnect active calls.
 - You do need to reset the SCOPIA Elite MCU unit to disable support for the H.323 protocol.
-



Procedure

- 1 Select **Configuration**.
- 2 Select **Protocols**.
- 3 Locate the H.323 section.
- 4 Select **H.323** to enable the SCOPIA Elite MCU to operate with the H.323 protocol.

- 5 Enter the IP address and port number for the gatekeeper.
The default port is 1719.
 - 6 Select **Apply**.
-

CONFIGURING SIP PROXY SETTINGS



You can configure settings for SIP registrar profiles which set how the SCOPIA Elite MCU and the registrar interact.

Procedure

- 1 Select **Configuration**.
- 2 Select **Protocols**.
- 3 Locate the SIP section.
- 4 Select **SIP** to enable SCOPIA Elite MCU communication with the SIP proxy.
- 5 Enter the SIP domain of the SCOPIA Elite MCU in the **Default SIP domain** field as defined in the SIP server.
An example of a SIP domain is *company.com*.
- 6 Select **Locate automatically** to instruct the SCOPIA Elite MCU to automatically locate one of the SIP proxy servers that are present in the domain,
or
Select **Specify** and enter the following:
 - ❑ An IP address or host name of the SIP proxy, for example *proxy.company.com*.
 - ❑ The communication port number of the SIP proxy address. The default port is 5060.
 - ❑ The transport connection type for sending messages to the SIP proxy according to the type supported by the SIP proxy—UDP or TCP.
This field is mandatory. The default is UDP.

Note The Locate automatically option works only if you have configured a valid IP address at Configuration > Setup > Network > DNS server1 or DNS server2.

- 7 Select **Use registrar** to instruct the SCOPIA Elite MCU to register with a SIP registrar and to send service information to the registrar.
 - 8 Enter the following information:
 - ❑ The IP address or the host name of the SIP registrar in the **IP address** field.

This field is mandatory.
 - ❑ The communication port number of the SIP registrar address.
 - ❑ The transport connection type for sending registration requests to the registrar according to the type supported by the SIP registrar—UDP or TCP.

This field is mandatory. The default is UDP.
 - 9 Select **More**.
 - 10 Enter the number of the signaling port on which the SCOPIA Elite MCU communicates with the SIP proxy.

The default is 5060.
 - 11 Select **Use proxy digest authentication** to enable SCOPIA Elite MCU authentication with a SIP proxy server using user name and password.

Authentication is performed as defined in RFC 2617. This field is disabled by default.

Enter the SCOPIA Elite MCU user name and password. They must match those defined on the SIP proxy server.
 - 12 Select **Use registrar digest authentication** to enable SCOPIA Elite MCU authentication with a SIP registrar using user name and password.

Authentication is performed as defined in RFC 2617. This field is disabled by default.

Enter the SCOPIA Elite MCU user name and password. They must match those defined on the SIP proxy server.
 - 13 Select **Use ‘Empty Invite’ when sending Invite messages to endpoints** to enable the remote endpoint to indicate preferred audio and video channels.
 - 14 Select **Apply**.
-

Configuring SIP Proxy Settings

6

CONFIGURING CONFERENCE MANAGEMENT SETTINGS FOR THE SCOPIA ELITE MCU

- [Dialing Directly to the SCOPIA Elite MCU](#) on page 35
- [Defining Conference Creation Options](#) on page 36
- [Defining Ad Hoc Conference Termination Options](#) on page 37
- [Configuring Dynamic SCOPIA Elite MCU Layouts](#) on page 37
- [How to Manage Services on the SCOPIA Elite MCU](#) on page 38
- [How to Customize Services](#) on page 40

DIALING DIRECTLY TO THE SCOPIA ELITE MCU

You can allow users to dial directly to the MCU IP address via the “auto-attendant” mechanism without the need to register to an H.323 gatekeeper or SIP registrar.

Users specify the conference they want to create or join via the MCU IVR.

If the MCU is already registered to an H.323 gatekeeper or SIP registrar, you can still allow users to access the auto-attendant mechanism by specifying an auto-attendant number which is registered with the appropriate H.323 gatekeeper or SIP registrar. Any call that the MCU cannot route to a valid conference is sent to the auto-attendant.



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Conference Control section.
 - 4 Select Enable auto attendant.
 - 5 Enter an auto-attendant number.
Use this option if the MCU is already registered to an H.323 gatekeeper or SIP registrar.
 - 6 (Optional) Select **Prompt for conference PIN during conference creation** if you want the MCU to prompt users for a PIN when accessing a conference using this auto-attendant number.
 - 7 Select **Apply**.
-

DEFINING CONFERENCE CREATION OPTIONS

You can determine how participants are allowed to create a conference.



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Conference Control section.
 - 4 Select **More**.
 - 5 Select a method by which users can create conferences in the **Users can create conference using** field.
 - ☐ Scheduler only—Enables conference creation only using a conference scheduling application
 - ☐ Scheduler, Web and Control API—Enables conference creation using a conference scheduling application, the Conference Control interface, or an external application that uses the MCU API.
 - ☐ Scheduler, Web and Control API and Dial-in (default)—Enables all the conference creation methods listed above, as well as dial-in for ad-hoc conference creation.
 - 6 Select **Apply**.
-

DEFINING AD HOC CONFERENCE TERMINATION OPTIONS



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Conference Control section.
 - 4 Select **More**.
 - 5 Select a method through which dial-in (ad hoc) conferences terminate in the **Terminate ad hoc conference when** field.
 - ☐ Last participant leaves—The conference terminates when the last participant leaves the conference.
 - ☐ Conference creator leaves—The conference terminates when the conference creator leaves the conference.
 - 6 Select **Apply**.
-

CONFIGURING DYNAMIC SCOPIA ELITE MCU LAYOUTS

You can define dynamic meeting layouts for video callers. A dynamic meeting layout changes automatically as participants join or leave the meeting.



Procedure

- 1 Select **Configuration**.
- 2 Select **Conferences**.
- 3 Locate the Conference Control section.
- 4 Select **More**.
- 5 Select a set of dynamic layouts from the **Select a set of dynamic layouts for all services** field.
 - ☐ Enlarged main view—Selects a set of layouts in which the main video frame is the largest frame in the display.
 - ☐ Same-sized view—Selects a set of layouts in which all video frames are the same size.

- Customized set—Enables you to create your own set from the available layouts.

You can change the layouts included in your customized set via the Change link.

6 Select **Apply**.

HOW TO MANAGE SERVICES ON THE SCOPIA ELITE MCU

- [Services Overview](#) on page 38
- [Creating a New Service](#) on page 38
- [Configuring the Auto Attendant Service](#) on page 39
- [Deleting a Service](#) on page 40

SERVICES OVERVIEW

A service can be regarded as a conference template. A service is the mechanism that defines the qualities and capabilities of a conference. A service is identified by its prefix. The service prefix number is incorporated into the conference ID to specify the service for the conference. A description of the service indicates the main attributes of the service or the target use for the service.

The MCU comes with a single predefined default service (with prefix number 71). The predefined service is factory tuned to be suitable in most cases for audio and video calls. We recommend starting with this service and modifying it as necessary to suit your needs.

CREATING A NEW SERVICE

A new service has default settings which are suitable for most conferences and usually no further configuration is needed.



Procedure

- 1 Select **Configuration**.
- 2 Select **Conferences**.
- 3 Locate the **Services** list section.
- 4 Select **Add new service**.
- 5 Enter a prefix for the service and a description of the service in free text.

Note The service prefix is used as part of the dialing plan of your enterprise. Ensure that the prefix does not conflict with other prefixes used in your network.

- 6 (Optional) Select **Audio only** to force the conference to be audio-only.
- 7 (Optional) Select **Display welcome screen** and enter your text in the welcome screen window.
- 8 (Optional) Enter the string \$DESC to display the conference description in the welcome screen.

You define the conference description in the **Conference Control** web user interface at Create Conference > Conference Description.

If you do not define a conference description, the \$DESC string displays the conference ID by default.

- 9 Select the **Max call rate** (default is 2048 Kbps).
 - 10 Select **Switched Video** to bypass signal processing, resulting in the display of a single endpoint only. This option requires both ends to be using the same resolution and codec.
 - 11 (Optional) Enter the string \$ID to display the conference ID in the welcome screen.
 - 12 Select **Apply**.
-

CONFIGURING THE AUTO ATTENDANT SERVICE



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Select **Review** for the service you want to use as the Auto attendant service.
 - 5 Select the **Set as Auto attendant service** link.
 - 6 Select **OK**.
-

DELETING A SERVICE



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Select the arrow in the Review column for the service that you want to delete.
 - 5 Select **Delete**.
 - 6 Select **Yes** in the message that appears.
The service is removed from the services list.
-

HOW TO CUSTOMIZE SERVICES

- [Configuring the Default Layout](#) on page 40
- [Enabling Personal Layouts](#) on page 41
- [Displaying Participant Names](#) on page 41
- [Configuring Presentation View](#) on page 42
- [Configuring Encryption Support](#) on page 43
- [Muting Participants on Joining a Conference](#) on page 44
- [Automatically Reconnecting Conference Participants](#) on page 44
- [Configuring PIN Settings](#) on page 45

CONFIGURING THE DEFAULT LAYOUT



Procedure

- 1 Select **Configuration**.
- 2 Select **Conferences**.
- 3 Locate the Services list section.
- 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
- 5 Select **More**.

- 6 Perform these steps to enable the conference layout to change automatically as participants join or leave:
 - a Select **Dynamically adjusted**.
 - b Select the maximum number of participants to which the conference layout expands from the **Max displayed streams** field.
 - c Select **OK**.
 - 7 Perform these steps to define a fixed layout for the conference:
 - a Select **Static** to define a fixed layout for the conference.
 - b Select **Select**.
 - c Select the required layout and select **OK**.
 - d Select **OK** again.
 - 8 Select **Apply**.
-

ENABLING PERSONAL LAYOUTS

System administrators can enable conference participants to create a personalized layout during a conference. Personalized layouts do not affect the layouts of any other conference participant. When this feature is disabled, neither the operator nor the participant can create or control personal layouts in conferences that use this service.



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Enable personal layout**.
 - 7 Select **OK**.
 - 8 Select **Apply**.
-

DISPLAYING PARTICIPANT NAMES

System administrators can enable conference participants with Moderator-level access to display a participant's name at the bottom of each sub-frame when the conference starts.

This feature is enabled by default.



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Display participants names**.
 - 7 (Optional) Select **Constantly** to display the participant name continuously.
 - 8 (Optional) Select **On location changes for** and an interval in seconds to continue to display the participant name after the location of the participant video frame changes during a conference.
 - 9 Select **OK**.
 - 10 Select **Apply**.
-

CONFIGURING PRESENTATION VIEW

You can configure a service to support presentation view (H.239).



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Enable presentation view** and a presentation video codec.
 - 7 Select **OK**.
 - 8 Select **Apply**.
-

CONFIGURING ENCRYPTION SUPPORT

The MCU supports encrypted calls over IP networks. You can configure the service to be encrypted and the encryption mode required.

The encryption conforms to the H.235 standard and supports the AES encryption algorithm with an encryption key of 128 bits.

Encryption on the MCU can operate in one of the following modes:

- Disabled—No encryption. The supported capability for this mode is Priority 1: no encryption.
- Best effort—This mode implements a “best effort” encryption algorithm. If an endpoint supports encryption, it connects with encryption. If not, it connects without encryption. The supported capabilities for this mode are AES 128 keys of lengths 512 bits or 1024 bits:
 - Priority 1: AES 128
 - Priority 2: No encryption
- Strong encryption required—This mode only allows AES 128 encrypted calls. Endpoints that do not support AES 128 are not allowed to connect. The supported capability for this mode is AES 128 keys of 1024 bits.

These channels support encryption:

- Audio channel
- Video channel
- Far End Camera Control (FECC)

Note All channels (audio, video, FECC, incoming, and outgoing) on the same call must have the same encryption levels. If the encryption on all channels cannot be achieved, the call disconnects.



Procedure

- 1 Select **Configuration**.
- 2 Select **Conferences**.
- 3 Locate the Services list section.
- 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
- 5 Select **More**.
- 6 Select **Encryption**.
- 7 Select the type of encryption from the Encryption mode field.

- ☐ Best effort
 - ☐ Strong encryption required
- 8 Select **OK**.
 - 9 Select **Apply**.
-

MUTING PARTICIPANTS ON JOINING A CONFERENCE



Procedure

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Auto mute joining participant** to instruct the MCU to initially mute all participants joining the conference.
Once the conference begins, the conference Moderator can unmute selected participants. This is useful for lectures.
 - 7 (Optional) Deselect **Auto mute first joining participant** to instruct the MCU to initially mute all conference participants except the first participant that joins the conference.
 - 8 Select **OK**.
 - 9 Select **Apply**.
-

AUTOMATICALLY RECONNECTING CONFERENCE PARTICIPANTS

You can instruct the MCU to automatically call disconnected terminals to attempt a reconnection.

The MCU attempts reconnection three times.

**Procedure**

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Automatically reconnect dropped participants**.
 - 7 Select **OK**.
 - 8 Select **Apply**.
-

CONFIGURING PIN SETTINGS

You can define a policy for the use of PINs for accessing a conference. PINs can contain up to 32 characters.

**Procedure**

- 1 Select **Configuration**.
 - 2 Select **Conferences**.
 - 3 Locate the Services list section.
 - 4 Locate the service that you want to modify in the Services list section or select **Add new service**.
 - 5 Select **More**.
 - 6 Select **Force conference PIN protection** if you want the user to enter a PIN when creating or entering a conference using this service.
 - 7 Select **Ask for conference PIN on invite** if you want invitees to enter a PIN when they join a conference.
Leave deselected if you want only dial-in participants to enter the conference PIN.
 - 8 Select **OK**.
 - 9 Select **Apply**.
-

7

CONFIGURING INTERACTIVE RESPONSE MESSAGES FOR THE SCOPIA ELITE MCU

- [Setting a Text Overlay Language](#) on page 47
- [How to Manage Audio Messages](#) on page 47

SETTING A TEXT OVERLAY LANGUAGE



Procedure

- 1 Select **Configuration**.
 - 2 Select **Customization**.
 - 3 Locate the Video display messages section.
 - 4 Select the required language.
Set to English by default.
 - 5 Select **Apply**.
-

HOW TO MANAGE AUDIO MESSAGES

- [Saving All Audio Messages](#) on page 48
- [Uploading Individual Audio Messages](#) on page 48

- [Uploading Audio Messages](#) on page 49
- [Available MCU Messages](#) on page 49

SAVING ALL AUDIO MESSAGES

You can save all audio messages currently in use on the MCU and download them to your computer in a single zip file.



Procedure

- 1 Select **Configuration**.
 - 2 Select **Customization**.
 - 3 Locate the Audio messages section.
 - 4 Select **Save** next to the Save messages pack file field to save the zip file containing the audio messages to a specified location on your computer.
-

UPLOADING INDIVIDUAL AUDIO MESSAGES

You can upload individual audio messages from your computer to the MCU. Files must be in the following formats:

- .wav file
- G.711 (CCITT)
- μ -Law
- 8-bit
- Sampling rate 8 kHz
- Mono



Procedure

- 1 Select **Configuration**.
 - 2 Select **Customization**.
 - 3 Locate the Audio messages section.
 - 4 Locate the Message files section.
 - 5 Locate the audio message that you want to save.
 - 6 Select the arrow in the Review column.
 - 7 Select **Browse**.
 - 8 Navigate to the file that you want to save and select **Save**.
 - 9 Select **Apply**.
-

UPLOADING AUDIO MESSAGES

You can upload audio message packs from your computer to the MCU. Files must be in the following formats:

- .wav file
- G.711 (CCITT)
- μ -Law
- 8-bit
- Sampling rate 8 kHz
- Mono

Note The maximum file size is 3Mb.



Procedure

- 1 Select **Configuration**.
- 2 Select **Customization**.
- 3 Locate the Audio messages section.
- 4 Locate the Messages pack section.
- 5 Select **Browse** in the Update messages pack file field and navigate to the message pack file that you want to upload.
- 6 Select **Open**.
- 7 Select **Apply**.

AVAILABLE MCU MESSAGES

Table 7-1 MCU Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Connected indication	Sound		Single participant	a participant first connects to a meeting

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Enter meeting PIN	Thank you for attending the meeting. Enter the meeting PIN followed by the pound sign.	Enter PIN code	Single participant	a participant connects to a PIN-protected meeting (played after the <i>Connected indication</i> sound)
Wrong PIN, disconnecting	Incorrect PIN. Disconnecting.	Incorrect PIN code. Disconnecting...	Single participant	a participant tries to join a PIN-protected meeting after entering the wrong PIN three times in a row
Wrong PIN, enter a valid one.	Incorrect PIN. Enter the correct PIN followed by the pound sign.	Incorrect PIN code. Enter PIN code.	Single participant	a participant tries to join a PIN-protected meeting after entering the wrong PIN (less than three times in a row)
First participant in meeting	Thank you for attending the meeting. You are the first participant. Please hold.		Single participant	the first participant joins the meeting (after the <i>Connected Indication</i> and the <i>Enter meeting PIN</i> messages)

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
First participant and moderator	Thank you for attending the meeting. You are the first participant. You have moderation privileges.		Single participant	the first participant joined the meeting using the moderator PIN instead of the meeting PIN
New participant joined	Tone		All participants	a new participant has joined the meeting
Participant left	Tone		All participants	a participant has left the meeting
Success indication	Tone		Single participant	a DTMF command has succeeded
Enter party number	To dial out, please dial the number of the party you wish to invite to the meeting, followed by the pound sign.		Single participant	you are in invite mode (after dialing *8 via DTMF) and you do not dial any number for a period of time
Error indication	Tone		Single participant	a DTMF command has failed

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Moderator privileges required	This action requires moderator privileges.		Single participant	you perform a DTMF command that requires moderator privileges without first becoming a moderator
Another moderator exists	Another participant is already moderating the meeting.		Single participant	you try to become the moderator via DTMF, but there is already another moderator for the meeting
Meeting control menu	To return to the meeting – press pound. To become the moderator – press 1. To mute or unmute your line – press 2. To control the volume of your line – press 3. To show or hide participants' names - press 4.		Single participant	you are in DTMF command mode (after dialing * or ** via DTMF) and you do not enter any command for a period of time

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Meeting control menu (personal layout disabled)	To return to the meeting - press pound. To become the moderator - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3.		Single participant	you are in DTMF command mode (after dialing * or ** via DTMF) and you do not enter any command for a period of time
Enter moderator PIN	Enter the moderator PIN followed by the pound sign.		Single participant	you try to become the moderator via DTMF and a moderator PIN is defined
Moderator menu	To return to the meeting - press pound. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To show or hide participants' names - press 4. To terminate the meeting - press 5. To change the main video layout - press 6. To block admission to the meeting - press 7. To dial out - press 8. To mute/unmute all lines except yourself - press 9.		Single participant	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) and you do not enter any command for a period of time

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Moderator menu (blocked meeting)	To return to the meeting - press pound. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To show or hide participants' names - press 4. To terminate the meeting - press 5. To change the main video layout - press 6. To allow admission to the meeting - press 7. To dial out - press 8. To mute/unmute all lines except yourself - press 9.		Single participant	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) in a meeting whose admission is blocked and you do not enter any command for a period of time
Join sub-conference	You have joined a sub-conference.		Single participant	a participant joins a sub-conference
Leave sub-conference	You have left the sub-conference.		Single participant	a participant leaves a sub-conference
Reserved				For future use
Reserved				For future use
Meeting terminating	The meeting is about to terminate.		All participants	a meeting is about to terminate

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Organizer not yet joined	Please wait for the meeting moderator.		Single participant	you join a meeting in a waiting room mode before the moderator has joined
Organizer joined, meeting starts	The meeting will now begin.		All participants	the moderator joins a meeting in waiting room mode
Organizer left, meeting paused	You have been moved to the waiting room, please wait.		All participants	the moderator leaves a meeting in waiting room mode
Organizer back, meeting resumed	The meeting will now resume.		All participants	the moderator returns to a meeting in waiting room mode
Wrong moderator PIN	You have entered an incorrect moderator PIN.		Single participant	you have entered the wrong moderator PIN
You are the moderator	You are now the moderator.		Single participant	you have become the moderator of the meeting via DTMF
Muted	Muted		Single participant	you mute yourself via DTMF

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Unmuted	Unmuted		Single participant	you unmute yourself via DTMF
Volume control menu	To decrease the volume, press zero. To increase, press one.		Single participant	you are in volume control mode (after dialing *3 via DTMF) and you do not enter any command for a period of time
Meeting admission blocked	Admission to the meeting is now blocked.		Single participant	you block admission to the meeting via DTMF
Meeting admission allowed	Admission to the meeting is now allowed.		Single participant	you allow admission to the meeting via DTMF
Dialing	Dialing.		Single participant	you invite a participant via DTMF
Invalid input	Invalid input.		Single participant	you press an invalid key during a DTMF command
Stopped moderating	You are no longer the meeting moderator.		Single participant	you have stopped moderating the meeting via DTMF

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Change layout menu	Change layout. Please enter the number of participants to be seen on the screen or press zero for automatic layout.		Single participant	you are in change layout mode (after dialing *6 via DTMF) and you do not enter any command for a period of time
Mute/Unmute All menu	To mute all participants except yourself, press zero. To un-mute all participants, press 1.		Single participant	you are in mute/unmute all mode (after dialing *9 via DTMF) and you do not enter any command for a period of time
All muted	All participants are now muted.		Single participant	you mute all participants via DTMF
All unmuted	All participants are now unmuted.		Single participant	you unmute all participants via DTMF
Silent				
Meeting selection	Thank you for calling. To create a new meeting or join by ID, press nine. To select a meeting from the list, press the entry number.		Single participant	you dial the MCU Auto Attendant (with video)

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Enter meeting ID	Enter the meeting ID followed by the pound sign.	Enter meeting ID	Single participant	you choose to create or join a meeting by ID during an Auto Attendant session, or when you dial the MCU Auto Attendant with audio only
Invalid meeting ID	You have entered an incorrect meeting ID.	The meeting ID is invalid.	Single participant	you enter an invalid meeting ID during an Auto Attendant session
Create meeting PIN	To create a PIN code to protect this meeting, enter a PIN code followed by the pound sign. Enter only the pound sign if you do not want PIN protection.	Creating a new meeting Enter PIN code (optional)	Single participant	you choose to create a new meeting during an Auto Attendant session

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Create meeting failed	Failed to create a meeting.	Failed to create a meeting – [reason]. To join an existing meeting enter meeting ID Reason is one of: ■ No resources ■ Not allowed ■ Other When the reason is “other”, no reason is displayed.	Single participant	in Auto Attendant session, a meeting creation fails. Possible reasons: No resources —MCU is out of resources Not allowed —MCU is configured to disallow meeting creation by dial-in.
Create meeting – invalid PIN code	You have entered an invalid PIN. Enter a valid PIN using digits only followed by the pound sign.	The PIN code is invalid. Enter valid PIN code.	Single participant	in an Auto Attendant session, when creating a new meeting and entering an invalid meeting PIN code (PIN code should be digits only)

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Failed to connect to the meeting	Failed to connect to the meeting. Disconnecting.	Failed to connect to the meeting – [reason]. Reason is one of: ■ No endpoint support ■ Other When the reason is “other”, no reason is displayed.	Single participant	in an Auto Attendant session, after user has selected a meeting, when the transfer to the selected meeting fails
Invalid meeting ID - try again	You have entered an incorrect meeting ID. Please enter your meeting ID followed by the pound sign.		Single participant	in an Auto Attendant session, after user has entered an invalid meeting ID
Create meeting failed - reenter meeting	Failed to create a meeting. To join an existing meeting, enter your meeting ID followed by the pound sign.		Single participant	in an Auto Attendant session, after meeting creation has failed (audio only caller)
Meeting ends in 10 min	The meeting is about to end in less than ten minutes.			in a scheduled conference, 10 minutes before the meeting is about to end

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Meeting ends in 5 min	The meeting is about to end in less than five minutes.			in a scheduled conference, 5 minutes before the meeting is about to end
Meeting ends in 2 min	The meeting is about to end in less than two minutes.			in a scheduled conference, 2 minutes before the meeting is about to end
Meeting end in 1 min	The meeting is about to end in less than one minute.			in a scheduled conference, 1 minute before the meeting is about to end
Disconnecting	Disconnecting			in an auto-attendant session, when the user is expected to enter an input, no input has been detected and the user is being disconnected from the session

How to Manage Audio Messages

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
No Input from user	I did not hear your entry.			in an auto-attendant session, when the user is expected to enter an input and no input has been detected
No video resources, connected as audio only	You are connected with audio only due to resource limitations. Please contact your system administrator if needed.			there are no video resources and the participant connected using audio only
Termination due to failure	The meeting is about to terminate due to a temporary failure. Please redial the meeting ID and report the incident to your system administrator.			in a scheduled conference, when a failure has occurred and the meeting is terminated
Meeting extended automatically	The meeting has been automatically extended.			in a scheduled conference, when the meeting has been automatically extended

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Meeting extended by moderator	The meeting has been extended by the moderator.			in a scheduled conference, when the meeting has been extended by the moderator
Please hold	Thank you, please hold.			in an auto-attendant session, when the user is being transferred to the chosen conference

How to Manage Audio Messages

8

MANAGING SCOPIA ELITE MCU EVENTS

- [Available MCU Events](#) on page 65
- [Viewing the Events Log](#) on page 71
- [Viewing the Alarms Log](#) on page 72
- [Viewing Security Events](#) on page 72
- [Setting Event Security Levels](#) on page 72
- [Sending a Trap on a Specified Event](#) on page 73
- [Viewing Event Descriptions](#) on page 74
- [Viewing Alarm History](#) on page 74
- [Using the Event Display Filter](#) on page 74

AVAILABLE MCU EVENTS

Table 8-1 lists trap event indications by category.

Table 8-2 lists trap event indications by ID number.

Table 8-1 *SCOPIA Elite MCU Events by Category*

Category	ID	Type	Trap is sent when...
Info	2	Power down	The SCOPIA Elite MCU is shutting down.
Info	3	Link down	Standard SNMP MIB trap indicating that the network connection is down with details about the cause and time of connection loss.
Info	4	Link up	Standard SNMP MIB trap indicating that the network connection has been reestablished.
Info	7	Warm start	The SCOPIA Elite MCU has been reset via the Administrator interface.
Info	8	Cold start	The SCOPIA Elite MCU has been reset using the button on the front panel.
Info	10	Cpu usage	CPU usage reaches the 90 percent threshold set in the MCU.
Info	13	Abnormal disconnection	A call disconnects for a reason other than normal, busy, or no answer.
Info	16	General alarm	A system failure is detected.
Info	17	Corrupt web data	Corrupt web files are present in the SCOPIA Elite MCU.
Info	18	Incompatible sw burn attempt	An attempt to burn a version of the SCOPIA Elite MCU software onto incompatible hardware occurs.

Category	ID	Type	Trap is sent when...
Info	19	MP registration blocked	The media processor registration to the SCOPIA Elite MCU failed.
Info	27	TFTP connection failed	The SCOPIA Elite MCU fails to connect to a Cisco TFTP server.
Info	33	Low memory	Memory usage reaches the 90 percent threshold set in the MCU.
Alarm	5	Gatekeeper registration state change	A change occurs in the registration status of the SCOPIA Elite MCU with the gatekeeper.
Alarm	6	Ethernet state change	The network returns after going down. Indicates the time at which the network was restored.
Alarm	9	MP connection	Communication with a registered media processor has broken.
Alarm	11	Network problem	A problem occurs on the network.
Alarm	15	Over heating	The configured temperature thresholds for the device are exceeded. Overheating can cause serious damage to the functioning of the device.
Alarm	31	Fan problem	A problem occurs with one of the chassis fans.
Alarm	32	Power supply problem	A problem occurs with one of the power supply units.
Security	14	Service table changed	The service table has been modified.

Available MCU Events

Category	ID	Type	Trap is sent when...
Security	20	User logged in	A user successfully logs in to the system via the web interface.
Security	21	User logged out	A user logs out of the system via the web interface.
Security	22	Authentication failed	A user tries to log in to the web interface and authentication fails.
Security	23	Configuration changed	A configuration change is uploaded from the web interface.
Security	24	Configuration export	Configuration is exported via the web interface.
Security	25	Configuration import	Configuration is imported via the web interface.
Security	26	User account locked	A user account is disabled.
Security	28	Audio prompts uploaded	A user uploads a new set of audio messages via configuration > Customization > Audio messages > Update messages pack file, or a user modifies an existing message file.
Security	29	Version update	A user selects the Update software option via the icon.
Security	30	Default configuration restored	A user selects the Restore factory defaults option via the  icon.

Table 8-2 *SCOPIA Elite MCU Events by ID*

Category	ID	Type	Trap is sent when...
Info	2	Power down	The SCOPIA Elite MCU is shutting down.
Info	3	Link down	Standard SNMP MIB trap indicating that the network connection is down with details about the cause and time of connection loss.
Info	4	Link up	Standard SNMP MIB trap indicating that the network connection has been reestablished.
Alarm	5	Gatekeeper registration state change	A change occurs in the registration status of the SCOPIA Elite MCU with the gatekeeper.
Alarm	6	Ethernet state change	The network returns after going down. Indicates the time at which the network was restored.
Info	7	Warm start	The SCOPIA Elite MCU has been reset via the Administrator interface.
Info	8	Cold start	The SCOPIA Elite MCU has been reset using the button on the front panel.
Alarm	9	MP connection	Communication with a registered media processor has broken.
Info	10	Cpu usage	CPU usage reaches the 90 percent threshold set in the MCU.
Alarm	11	Network problem	A problem occurs on the network.

Available MCU Events

Category	ID	Type	Trap is sent when...
Info	13	Abnormal disconnection	A call disconnects for a reason other than normal, busy, or no answer.
Security	14	Service table changed	The service table has been modified.
Alarm	15	Over heating	The configured temperature thresholds for the device are exceeded. Overheating can cause serious damage to the functioning of the device.
Info	16	General alarm	A system failure is detected.
Info	17	Corrupt web data	Corrupt web files are present in the SCOPIA Elite MCU.
Info	18	Incompatible sw burn attempt	An attempt to burn a version of the SCOPIA Elite MCU software onto incompatible hardware occurs.
Info	19	MP registration blocked	The media processor registration to the SCOPIA Elite MCU failed.
Security	20	User logged in	A user successfully logs in to the system via the web interface.
Security	21	User logged out	A user logs out of the system via the web interface.
Security	22	Authentication failed	A user tries to log in to the web interface and authentication fails.
Security	23	Configuration changed	A configuration change is uploaded from the web interface.
Security	24	Configuration export	Configuration is exported via the web interface.

Category	ID	Type	Trap is sent when...
Security	25	Configuration import	Configuration is imported via the web interface.
Security	26	User account locked	A user account is disabled.
Info	27	TFTP connection failed	The SCOPIA Elite MCU fails to connect to a Cisco TFTP server.
Security	28	Audio prompts uploaded	A user uploads a new set of audio messages via configuration > Customization > Audio messages > Update messages pack file, or a user modifies an existing message file.
Security	29	Version update	A user selects the Update software option via the  icon.
Security	30	Default configuration restored	A user selects the Restore factory defaults option via the  icon.
Alarm	31	Fan problem	A problem occurs with one of the chassis fans.
Alarm	32	Power supply problem	A problem occurs with one of the power supply units.
Info	33	Low memory	Memory usage reaches the 90 percent threshold set in the MCU.

VIEWING THE
EVENTS LOG

The MCU displays up to 100 events.

Viewing the Alarms Log



Procedure

- 1 Select **Events**.
 - 2 Select **All**.
-

VIEWING THE ALARMS LOG



Procedure

- 1 Select **Events**.
 - 2 Select **Alarms**.
-

VIEWING SECURITY EVENTS



Procedure

- 1 Select **Events**.
 - 2 Select **Security**.
-

SETTING EVENT SECURITY LEVELS



Procedure

- 1 Select **Events**.
- 2 Select **All**, **Alarms** or **Security** and select the link in the Type column for the event that you want to configure,
or
Select **All** and select the  icon.
- 3 Select the arrow in the Review column for the event that you want to modify.
- 4 Select an option from the list in the Severity column.

- ❑ Cleared—One or more previously reported alarms have been cleared.
 - ❑ Info—Notification of a non-erroneous event.
 - ❑ Critical—A service-affecting event has occurred and requires immediate corrective action.
 - ❑ Major—A service-affecting event has occurred and requires corrective action to prevent the condition becoming more serious.
 - ❑ Minor—A non-service-affecting event has occurred and requires corrective action to prevent the condition becoming more serious.
 - ❑ Warning—A potential or impending service-affecting event has been detected, but no significant events have occurred yet. Action should be taken to further diagnose and correct the problems to prevent the condition becoming more serious.
- 5 Select **Apply**.
 - 6 Select **Close**.
-

SENDING A TRAP ON A SPECIFIED EVENT



Procedure

- 1 Select **Events**.
 - 2 Select **All**, **Alarms** or **Security**.
 - 3 Select the link in the Type column for the event that you want to configure or select the  icon.
 - 4 Select the arrow in the Review column for the event that you want to modify.
 - 5 Select the box in the Trapped column.
 - 6 Select **Apply**.
 - 7 Select **Close**.
-

VIEWING EVENT DESCRIPTIONS



Procedure

- 1 Select **Events**.
 - 2 Select **All**, **Alarms** or **Security**.
 - 3 Select the icon in the Info column for the event description that you want.
-

VIEWING ALARM HISTORY



Procedure

- 1 Select **Events**.
 - 2 Select **Alarms**.
 - 3 Select the **Show history** box.
When Show history is selected, the Alarms tab displays all alarm events.
When Show history is deselected, the Alarms tab displays only alarm events that are still current.
-

USING THE EVENT DISPLAY FILTER



Procedure

- 1 Select **Events**.
 - 2 Select **All**.
 - 3 Select **Filter settings**.
 - 4 Select the information that you want to display on the events log.
 - 5 Select **Apply**.
-

9

MANAGING SCOPIA ELITE MCU USER PROFILES

- [SCOPIA Elite MCU User Types](#) on page 75
- [Viewing User Profiles](#) on page 76
- [Adding a User Profile](#) on page 77
- [Modifying a User Profile](#) on page 77
- [Enabling a User Profile](#) on page 77
- [Removing a User Profile](#) on page 78

SCOPIA ELITE MCU USER TYPES

Users must have authorization to access the SCOPIA Elite MCU.

Users are either Administrators or Operators. [Table 9-1](#) describes each access level.

Table 9-1 *MCU Access Levels*

Access Level	Privileges
Administrator	■ Full access to the SCOPIA Elite MCU Administrator interface. ■ Full Operator-level access to the Conference Control interface. ■ Telnet access to the SCOPIA Elite MCU. ■ You can assign Administrator authorization to up to ten users.
Operator	■ Access to the Conference Control interface using the Create Conference window. ■ Access to view details of all conferences hosted on the SCOPIA Elite MCU and to cascaded conferences hosted on participating SCOPIA Elite MCU units. ■ Ability to create a new conference from the Conference Control access window, the Create Conference window, or the Conference Control interface. ■ Moderator-level access to all conferences while moderator controls are simultaneously held by other users. ■ Ability to invite other participants to a conference. ■ You can assign Operator authorization to up to 50 users.

**VIEWING USER
PROFILES**



Procedure

- 1 **Select Users.**
- 2 Select the arrow in the Review column for the user profile you want to

view.

ADDING A USER PROFILE



Procedure

- 1 Select **Users**.
 - 2 Select **Add new user**.
 - 3 Select an authority level for the new user—Administrator or Operator.
 - 4 Enter a password and confirm it.
 - 5 Select **Apply**.
-

MODIFYING A USER PROFILE



Procedure

- 1 Select **Users**.
 - 2 Select the arrow in the Review column for the user profile you want to modify.
 - 3 Modify the required settings.
 - 4 Select **Apply**.
-

ENABLING A USER PROFILE



You must enable a user profile before that user can access the SCOPIA Elite MCU web user interface.

Procedure

- 1 Select **Users**.
 - 2 Select the Active box for the user profile you want to enable.
 - 3 Select **Apply**.
-

REMOVING A USER PROFILE



Procedure

- 1 Select **Users**.
 - 2 Select the arrow in the Review column for the user profile you want to remove.
 - 3 Select **Delete**.
 - 4 Select **Yes** in the message that appears.
- The user profile is removed from the authorized users list.
-

10

CONFIGURING ADVANCED MAINTENANCE SETTINGS FOR THE SCOPIA ELITE MCU

- [Backing Up Your SCOPIA Elite MCU Configuration](#) on page 79
- [Restoring Your SCOPIA Elite MCU Configuration](#) on page 80
- [Restoring Factory Default Settings](#) on page 80
- [How to Work with Advanced Commands for the SCOPIA Elite MCU](#) on page 81
- [How to Manage SCOPIA Elite MCU Software](#) on page 87
- [Restarting the SCOPIA Elite MCU Unit](#) on page 88
- [Contacting Customer Support](#) on page 88
- [Viewing Active Conferences](#) on page 89
- [Creating a New Conference](#) on page 90

BACKING UP YOUR SCOPIA ELITE MCU CONFIGURATION

You can save SCOPIA Elite MCU unit configuration settings to a file and then export this file to a storage device on your network. You can use the saved configuration file to restore the settings to the current SCOPIA Elite MCU unit or to configure a similar SCOPIA Elite MCU unit.

The exported file is a .zip file that includes a .val file and a .xml file.



Procedure

- 1 Select the  icon.
 - 2 Select **Backup configuration**.
 - 3 Save the configuration settings file to your chosen location.
The .zip extension is automatically appended to the file name.
-

RESTORING YOUR SCOPIA ELITE MCU CONFIGURATION

You can import the settings of a saved SCOPIA Elite MCU unit configuration file from a storage device on your network. You can use the saved configuration file to restore the settings to the current SCOPIA Elite MCU unit or to configure another SCOPIA Elite MCU unit.

The imported file is a .zip file that includes a .val file and a .xml file.



Procedure

- 1 Select the  icon.
 - 2 Select **Restore configuration**.
 - 3 Select **Browse**.
 - 4 Navigate to and select the configuration file (.zip) you want to import.
 - 5 Select **Restore**.
 - 6 Select **Continue** to upload the new configuration settings.
The restore procedure causes all current configuration to be permanently lost.
The system shuts down for a few minutes and then restarts automatically.
All active conferences are disconnected.
 - 7 Select **OK** to complete the restore procedure.
-

RESTORING FACTORY DEFAULT SETTINGS



Procedure

- 1 Select the  icon.
- 2 Select **Restore factory defaults**.

- 3 Select **Continue** to upload the new configuration settings, or select **Cancel** to abort the restore procedure.
The restore procedure causes all current configuration to be permanently lost.
The system shuts down for a few minutes and then restarts automatically.
All active conferences are disconnected.
 - 4 Select **OK** to complete the restore procedure.
-

**HOW TO WORK
WITH ADVANCED
COMMANDS FOR
THE SCOPIA ELITE
MCU**

You can send text-based commands used for the enhanced control of the SCOPIA Elite MCU.

Note We recommend that only advanced users or users who have consulted with Avaya Customer Support perform actions involving advanced commands.

- [Viewing Available Advanced Commands](#) on page 81
- [Modifying Advanced Commands](#) on page 86
- [Sending Advanced Commands](#) on page 86

**VIEWING AVAILABLE
ADVANCED
COMMANDS**

[Table 10-1](#) lists all available advanced commands.



Procedure

- 1 Select the  icon.
- 2 Select **Advanced parameters**.

Table 10-1 *List of Available Advanced Commands*

Command	Description	Parameters	Default
H323 RAS port number	Sets the H.323 RAS port number.		1719
H323 SIG port number	Sets the H.323 Signaling port number.		1720
Registration mode			
Aspect ratio conversion mode	Same conversion method used for both Standard Definition and High Definition users.	BlackBars—no info loss Crop—no black bars	
Conference control Web refresh interval	Indicates the length of time (in seconds) after which the Conference Control interface refreshes automatically.		10
DTMF forwarding	Indicates the target of DTMF forwarding.	to all—All endpoints in the conference. to gateways—To gateways only. to none—DTMF is disabled.	None
DuoVideo		disable enable	Disabled

Command	Description	Parameters	Default
Enable in-band DTMF detection	Enables support for in-band DTMF signaling.	Always Only during IVR	Always
First audio announcement interval (msec)	Indicates the length of time (in milliseconds) between the start of the conference and the first audio announcement.		Disabled
Font align	Determines whether text overlay (TOL) on a video screen is positioned away from picture borders.	All—Text positioned away from horizontal and vertical borders. Horizontal—Text positioned away from horizontal borders and centered horizontally. Vertical—Text positioned away from vertical borders and centered vertically. None—Text is always positioned bottom center.	All
H.239 live role support		disable enable	
H.323 hide stack	Disables H.323 stack prints.		H.323 stack printing is disabled by default.
H.323 show stack	Enables H.323 stack prints.		
H323 show status	Prints a snapshot of H.323 stack-related information.		

Command	Description	Parameters	Default
HD Minimal Rate	If a user joins a conference at a call rate that is below the defined minimum for the HD service, the MCU considers the call a standard definition call.	Any number in the range 256-2048.	512
Handle DTMF after XML notification	Instructs the SCOPIA Elite MCU to send DTMF signals to an external server and other specified destinations.	no—SCOPIA Elite MCU sends DTMF signals to the external server only. yes—SCOPIA Elite MCU sends DTMF signals to the external server and to the destination set by the DTMF forwarding advanced command.	
NTP synchronization period	Sets the Network Time Protocol synchronization period (in seconds) between the MCU and the NTP server.		21600
Notify level	Sets the SCOPIA Elite MCU log notify level filter	Fatal—SCOPIA Elite MCU cannot continue to provide service (unrecoverable error). Error—User functionality problem (for example, call connect failure or no resources available). Warning—User functionality problem but the SCOPIA Elite MCU can continue to provide service. Info—Status prints for Customer Support use. Advanced—Like Info but more detailed. Debug 1 through Debug 4—Debug levels.	Debug 3
RTP Base Port			

Command	Description	Parameters	Default
SIP bandwidth attribute type		AS None TIS	
SIP hide stack	Disables SIP stack prints.		SIP stack printing is disabled by default.
SIP show stack	Enables SIP stack prints		
SIP show status	Prints a snapshot of SIP stack-related information.		
SIP video capability description type			
Set MTU size	Determines the maximum packet size across the network.		1500
Set terminal baudrate	Sets the baudrate of a serial terminal.	High (57600) Low (9600)	Low (9600)
Waiting room announcement interval (msec)	Indicates the length of time (in milliseconds) between waiting room announcements.		

Command	Description	Parameters	Default
Support RFC 2833 capability	Enables support for in-band DTMF signaling via packets within the audio channel as defined in the RFC 2833 standard.	disable or enable	enable

MODIFYING ADVANCED COMMANDS



Procedure

- 1 Select the  icon.
- 2 Select **Advanced parameters**.
- 3 Select the arrow in the Review column for the advanced command that you want to modify.
- 4 Modify the value for the parameter in the **Value** field.
- 5 Select **Apply**.

SENDING ADVANCED COMMANDS



Procedure

- 1 Select the  icon.
- 2 Select **Advanced parameters**.
- 3 Locate the CLI section and select **More**.
- 4 Enter a command in the **Command** field.
- 5 Enter a parameter value for the command (where applicable) in the **Parameter** field.
- 6 Enter a value for the parameter (where applicable) in the **Value** field.
- 7 Select **Execute**.

HOW TO MANAGE SCOPIA ELITE MCU SOFTWARE

UPGRADING SCOPIA ELITE MCU SOFTWARE



Procedure

- 1 Select the  icon.
 - 2 Select **Update software**.
 - 3 Select **Browse** and navigate to required MCU upgrade package.
 - 4 Select **Update**.
The system shuts down for a few minutes and then restarts automatically.
All active conferences are disconnected.
 - 5 Select **Continue**.
 - 6 As soon as the update process has finished, the MCU reboots and reloads with the new software version.
-

RESTORING A PREVIOUS SOFTWARE VERSION



Procedure

- 1 (Recommended) Save the current MCU custom configuration by performing these steps:
 - a In the web MCU web user interface, click the maintenance icon .
 - b Select Backup configuration and save the generated .zip file.
- 2 In the web MCU web user interface, click the maintenance icon .
- 3 Select **Rollback software**.

- 4 After reset, the previous release is installed on the MCU.
The downgrade process returns the the MCU configuration back to the previous version—with the values used prior to the last upgrade.

Note Do not import the saved configuration to the MCU, after the downgrade. An older version of the MCU configuration might not support the new configuration values.

RESTARTING THE SCOPIA ELITE MCU UNIT



Procedure

- 1 Select the  icon.
 - 2 Select **Restart unit**.
The system shuts down for a few minutes and then restarts automatically. All conferences are disconnected.
 - 3 Select **Continue**.
-

CONTACTING CUSTOMER SUPPORT



Procedure

- 1 Select the  icon.
- 2 Select **Contact Customer Support**.
The Contacting Customer Support window displays the Customer Support contact details.
- 3 (Optional) Select **Create** to create a snapshot file of bundled logs and configuration files which you can send to Avaya Customer Support for debugging purposes.
The snapshot file contains the last 24 hours of MCU activity and is approximately 10 MB in size, depending on the amount of traffic. The snapshot file contains the following information about the MCU system:

- ❑ Inventory file
 - ❑ Configuration files
 - ❑ Log files for the previous 24 hours
 - ❑ All initialization log files
 - ❑ All exception log files
 - ❑ Events and alarms logs
-

VIEWING AND UPDATING LICENSE INFORMATION



Procedure

- 1 Select **Manage Conferences**.
 - 2 Select the  icon.
 - 3 Select **Licensing and Registration**.
The licensing information is displayed.
 - 4 To update your license, enter the new license key in the **Update license key** field and click **Update**.
-

VIEWING ACTIVE CONFERENCES



Procedure

- 1 Select **Manage Conferences**.
 - 2 Select the link in the Conference ID column for the conference you want to view.
-

CREATING A NEW CONFERENCE



Procedure

- 1 Select **Manage Conferences**.
 - 2 Select the  icon.
 - 3 Follow the procedure described in the [Creating a New Meeting](#) section on page v.
-

11

DIALING WITH THE SCOPIA ELITE MCU

MEETING PARTICIPATION USING THE SCOPIA ELITE MCU

- [Meeting Participation using the SCOPIA Elite MCU](#) on page 91
- [About Making an Ad Hoc Call](#) on page 92
- [Controlling Meetings with DTMF](#) on page 97
- [Controlling Personal Video Layouts with DTMF](#) on page 98

You can participate in video meetings hosted on the SCOPIA Elite MCU from any phone, terminal, or endpoint on any type of network to which the SCOPIA Elite MCU connects. The SCOPIA Elite MCU can accept calls from H.323 and Session Initiation Protocol (SIP) endpoints, and with gateway support, from phones and terminals on H.320, PSTN and 3G-H.324M networks in the same meeting.

You can participate in a meeting by dialing from a phone, from an endpoint application, or by using the SCOPIA Elite MCU Meeting Control interface.

With appropriate access rights, you can also create meetings, invite other participants and meetings, and use an extensive range of meeting control features for enhancing the video conferencing experience.

The Auto Attendant feature allows you to access the video Interactive Voice Response (IVR) mechanism by dialing the IP address of the MCU from your endpoint.

When the MCU works with a gatekeeper, you can configure a leading number in the MCU web interface at Configuration > Conferences > Auto attendant number. Dialing this number allows direct access to the video IVR.

ABOUT MAKING AN AD HOC CALL

You can create or join an ad hoc (also called dial-in) meeting by dialing the meeting number. Users can invite single or multiple participants in the same operation.

Alternatively, you can use the “auto-attendant” mechanism to dial directly from an H.323 or SIP endpoint to the MCU using the MCU IP address or the number configured at **Configuration > Conferences > Auto attendant number** (set to 1800 by default). When you dial using the auto-attendant mechanism, you do not need to register to an H.323 gatekeeper or SIP registrar.

Users can initiate multi-point meetings that run unattended and do not require advance configuration. Users simply dial a number and the SCOPIA Elite MCU automatically sets up the meeting. Anyone else who dials that number can join the meeting at any time, provided that network resources are available. All that the user requires is a suitable service number—that an Administrator supplies—to combine with a unique number for the meeting. A common practice is to use the telephone extension number of the meeting creator as the unique number.

- [How to Dial from the SCOPIA Elite MCU to H.323 Endpoints](#) on page 92
- [How to Dial from the SCOPIA Elite MCU to SIP Endpoints](#) on page 93
- [Dialing from any IP Endpoint](#) on page 96
- [Starting or Joining an Ad Hoc Meeting with H.323 Endpoints](#) on page 92
- [Inviting Multiple H.323 Endpoints with a Single Dial String](#) on page 93

HOW TO DIAL FROM THE SCOPIA ELITE MCU TO H.323 ENDPOINTS

STARTING OR JOINING AN AD HOC MEETING WITH H.323 ENDPOINTS



Procedure

- 1 Verify the meeting ID number and the service prefix.
The meeting ID number is composed of a service prefix number and a unique number (or numbers) identifying the meeting.
For example, you can dial 711234 where
71 is the service prefix.
1234 is the unique meeting number.

- 2 Dial in to the meeting using the meeting ID number.

As soon as the MCUSCOPIA Elite MCU accepts the call, you are connected to the existing meeting, or the MCUSCOPIA Elite MCU creates a new meeting with this meeting identifier.

INVITING MULTIPLE H.323 ENDPOINTS WITH A SINGLE DIAL STRING



With an H.323 endpoint, you can create or join an ad hoc meeting and invite single or multiple participants in the same operation using the invite sign (**).

Procedure

- 1 Dial this string to invite a single participant:
`<meeting ID number> + <**> + <invited participant number>`
- 2 Dial this string to invite multiple participants in one action.
`<meeting ID number> + <**> + <invited participant number 1>+ <**>
+ <invited participant number 2>+ <**> + <invited participant number
3>`

Note You invite further multiple participants in one action by using the invite sign to separate each individual participant number.

HOW TO DIAL FROM THE SCOPIA ELITE MCU TO SIP ENDPOINTS

- [Starting or Joining an Ad Hoc Meeting with SIP Endpoints](#) on page 94
- [Inviting Multiple SIP Endpoints with a Single Dial String](#) on page 94
- [Dialing into the SCOPIA Elite MCU Configured as a SIP-compliant Endpoint](#) on page 95
- [Dialing into the SCOPIA Elite MCU Configured as a Separate SIP Domain](#) on page 95

STARTING OR JOINING AN AD HOC MEETING WITH SIP ENDPOINTS



Procedure

- 1 Verify the meeting ID number and the service prefix.
The meeting ID number is composed of a service prefix number and a unique number (or numbers) identifying the meeting.
For example, you can dial 711234 where
71 is the service prefix.
1234 is the unique meeting number.
 - 2 Verify the MCU domain name.
 - 3 Dial in to the meeting using the meeting ID number and the MCU domain name in this format:
`<meeting ID number> @ <mcu.domain.com>`
As soon as the MCUSCOPIA Elite MCU accepts the call, you are connected to the existing meeting, or the MCUSCOPIA Elite MCU creates a new meeting with this meeting identifier.
-

INVITING MULTIPLE SIP ENDPOINTS WITH A SINGLE DIAL STRING



Procedure

- 1 Dial this string to invite a single participant:
`<meeting ID number> + <*> + <invited participant and SIP domain>`
where the invited participant and SIP domain are in the format
`user@mcu.domain.com`

- 2 Dial this string to invite multiple participants in one action.

<meeting ID number> + <*> + <invited participant number 1>+ <*>
+ <invited participant number 2>+ <*> + <invited participant number
3>

Note You invite further multiple participants in one action by using the invite sign to separate each individual participant number.

DIALING INTO THE SCOPIA ELITE MCU CONFIGURED AS A SIP-COMPLIANT ENDPOINT



Administrators can configure the MCUSCOPIA Elite MCU as a SIP-compliant endpoint. Users can start or join an ad hoc meeting by dialing into this MCUSCOPIA Elite MCU from their SIP endpoint. This procedure assumes that the SIP Proxy responsible for the network is capable of routing calls according to the dialed prefix. Check with your SIP Proxy vendor for compliance.

Procedure

- 1 Dial a meeting on the MCUSCOPIA Elite MCU from a SIP endpoint by dialing the meeting ID.
- 2 Add the default domain to the dial string.

For example, dial

711234@default.domain

where

711234 is the MCUSCOPIA Elite MCU meeting ID (service prefix + unique meeting identifier).

default.domain is the default domain of the MCUSCOPIA Elite MCU on which the meeting is hosted.

DIALING INTO THE SCOPIA ELITE MCU CONFIGURED AS A SEPARATE SIP DOMAIN

Administrators can configure the MCUSCOPIA Elite MCU as a separate SIP domain. Users can start or join an ad hoc meeting by dialing into this MCUSCOPIA Elite MCU from a SIP-compliant endpoint.



Procedure

- 1 Dial the meeting ID.
 - 2 Add the unique MCUSCOPIA Elite MCU domain as defined in the proxy or Domain Name Server (DNS) server to the dial string.
For example, dial
`meeting.id@mcu.domain.com`
-

DIALING FROM ANY IP ENDPOINT

You can start or join an ad hoc meeting from any IP-based endpoint. When dialing from an IP endpoint, configure the dialing software, IP phone, or other device with the appropriate network configuration details (H.323 gatekeeper IP address or SIP proxy IP).

To start or join a meeting with an IP endpoint, select one of the following steps:



Procedure

- 1 To start or join a meeting, dial the meeting ID number.
For example, dial 711234.
As soon as the MCUSCOPIA Elite MCU accepts the call, you connect to the existing meeting or the MCUSCOPIA Elite MCU creates a new meeting with this meeting identifier.
—or—
- 2 To start or join a meeting and invite a participant, dial the meeting ID number followed by the invite sign (**) and the number of the participant you want to invite.
For example, dial 711234**5678
As soon as the MCUSCOPIA Elite MCU accepts the call, you connect to the existing meeting or the MCUSCOPIA Elite MCU creates a new meeting with this meeting identifier.
—or—
- 3 To start or join a meeting and invite a participant on the Integrated Services Digital Network (ISDN), Public Switched Telephone Network (PSTN) or cell phone network, dial the meeting ID number followed by

the invite sign (**), the appropriate gateway service prefix, and the ISDN line number.

For example, dial 711234**867655001 (<Meeting ID number> + <**> + <Gateway service prefix + line number>).

As soon as the MCUSCOPIA Elite MCU accepts the call, you are connected to the existing meeting or a new meeting is created with this meeting identifier.

–or–

- 4 Access the MCU Auto Attendant by dialing from the endpoint to the MCU IP address, or to the number configured at **Configuration > Conferences > Auto attendant number** (set to 1800 by default).

Select **0** to create a new meeting, or to select a meeting to join from the list of existing meetings.

CONTROLLING MEETINGS WITH DTMF

You can control MCUSCOPIA Elite MCU meetings using Dual Tone Multi-Frequency (DTMF) signals from your endpoint remote control or key pad. You may need to enable touch tone mode for DTMF entry on some remote controls.

Depending on how the administrator sets the DTMF forwarding advanced command, the MCUSCOPIA Elite MCU passes out-of-band DTMF signals to all endpoints in the meeting, to gateways only, or does not pass DTMF signals.

The gateway inserts in-band signals on receiving the DTMF from the MCUSCOPIA Elite MCU. The audio bridge receives these in-band signals and responds accordingly.

[Table 11-1](#) shows available DTMF control signals.

Table 11-1 *DTMF Controls*

During a meeting press * followed by:	
*	Listen to available options
1	Become Moderator/stop moderating
2	Mute/unmute your line
3	Control your volume
4	Show/hide participant names (Moderator only)
5	Terminate the meeting (Moderator only)
6	Change the main video layout for the meeting (Moderator only)
7	Block/unblock admission to meeting (Moderator only)
8	Invite a new participant (Moderator only)
9	Mute/unmute all participants (Moderator only)
#	Return to the meeting

**CONTROLLING
PERSONAL VIDEO
LAYOUTS WITH
DTMF**



Procedure

- 1 Click **0** on your endpoint remote control to activate the personal video layout mechanism.
- 2 Continue to click **0** to rotate through these personal video display options:
 - Enlarged Main View
 - Same Sized View
 - Full screen

- Fixed 4 Participants
 - Fixed 6 Participants
 - Fixed 9 Participants
- 3 Stop clicking to select the option that you require.
 - 4 (Optional) Click # to shrink the size of the video display to better fit your endpoint screen.
-

Controlling Personal Video Layouts with DTMF

12

USING THE SCOPIA ELITE MCU

This section describes how to create, join and manage video conferences on the SCOPIA Elite MCU.

- [SCOPIA Elite MCU Access Levels](#) on page 101
- [Conference List Window](#) on page 102
- [Viewing Existing Meetings](#) on page 103
- [Monitoring a Specific Meeting](#) on page 104
- [Creating a New Meeting](#) on page 104
- [Conference Control Interface](#) on page 105
- [Refreshing the Conference Control Interface](#) on page 112
- [Controlling Conference Settings](#) on page 112
- [How to Configure Participant Settings](#) on page 114
- [Viewing Conference Statistics](#) on page 123
- [How to Use Advanced Invitation Settings](#) on page 123
- [About Cascading Conferences](#) on page 126
- [Defining Conference Views](#) on page 127
- [Terminating Conferences](#) on page 130
- [Signing Out of a Conference](#) on page 130

SCOPIA ELITE MCU ACCESS LEVELS

There are four access levels by which you can interact with the MCU user interfaces:

- Administrator
- Operator

- Moderator
- User

Table 12-1 describes each access level.

Table 12-1 *MCU Access Levels*

Access Level	Privileges
Administrator	■ Full access to the MCUAdministrator interface. ■ Full Operator-level access to the Conference Control interface.
Operator	■ Access to the Conference Control interface using the Create Conference window. ■ Access to view details of all conferences hosted on the MCU and to cascaded conferences hosted on participating MCUs. ■ Ability to create a new conference from the Conference Control access window, the Create Conference window, or the Conference Control interface. ■ Moderator-level access to all conferences while moderator controls are simultaneously held by other users. ■ Ability to invite other participants to a conference.
Moderator	■ Access to view conference details of conferences hosted on the MCU and to cascaded conferences hosted on participating MCUs for which access authorization is granted. ■ Moderator-level access to conferences when the user has a valid Moderator PIN or no other user is a Moderator. ■ Ability to invite other participants to a conference.
User	■ View-only access to conferences hosted on the MCU for which authorization is granted. ■ Ability to invite other participants to a conference.

CONFERENCE LIST WINDOW

All users can access the Conference List window where they can join an existing conference or create a new conference. Administrator or Operator-level users can use the Conference List window to select conferences to monitor and control from the list of conferences currently running, or create a new conference.

The number of currently-running conferences appears in the Number of Conferences field. The Conference List window displays information about each conference in a table format with the following columns:

- Conference ID—Conference ID number. Each ID number is a hyperlink that you can select to display the Conference Control interface for that conference.
- Description—Description of the conference entered by the user who created it.
- Participants—The number of participants currently attending the conference.
- Media Types—Icons indicate the type of media supported by the conference: voice, video and data.
- Encryption—Indicates the level of encryption currently in use for the conference: best effort or strong encryption required.
- Actions—Indicates the actions that can be taken.

VIEWING EXISTING MEETINGS



Procedure

- 1 Launch your browser and enter the IP address of the SCOPIA Elite MCU unit.

The SCOPIA Elite MCU login window appears.

- 2 Enter your name and password.
- 3 Select **Go**.
- 4 Select **Manage Conferences**.

The list of current meetings appears in the Conference List window.

MONITORING A SPECIFIC MEETING



Procedure

- 1 Launch your browser and enter the IP address of the SCOPIA Elite MCU unit.
The SCOPIA Elite MCU login window appears.
 - 2 Select the Create link.
 - 3 Enter the ID and PIN (if necessary) for the meeting you require.
 - 4 Select **Go**.
 - 5 Select the meeting you require from the Conference List window.
-

CREATING A NEW MEETING



Procedure

- 1 Launch your browser and enter the IP address of the SCOPIA Elite MCU unit.
The SCOPIA Elite MCU login window appears.
- 2 Select the **Create** link.
- 3 Select **Create Conference**.
- 4 Select a service prefix from the list.
- 5 Enter an ID number for this meeting in the Unique Number field.

Note You cannot use an existing meeting number.

- 6 (Optional) Enter a PIN for accessing the meeting in the Conference Password field.

- 7 (Optional) Enter a PIN for moderating the meeting in the Moderator Password field.

Note You can also configure a default moderator PIN for a service profile in the Administrator interface.

- 8 (Optional) Enter a description of the meeting in the Conference Description field.
 - 9 (Optional) Select **Advanced** to configure additional settings for the meeting such as conference duration, time-out and dialing policy settings.
 - 10 Select **Create** to launch your meeting.
-

CONFERENCE CONTROL INTERFACE

From the SCOPIA Elite MCU Conference Control interface, you can:

- View active conferences hosted on the SCOPIA Elite MCU or on cascaded SCOPIA Elite MCUs.
- View conference participant details.
- Create conferences.
- Control conference connections.
- Monitor and manage conference behavior.

While all users can use the Conference Control interface, access to conference management features is controlled by authorization access levels: Administrator, Operator, Moderator and User.

Note The Conference Control interface is best viewed in full screen mode (1024 x 768 fps).

Note You can view multiple Conference Control interface browser windows at the same time to monitor different conferences. We recommend, however, that you close windows you are not currently viewing to avoid confusion and carrying out operations in the wrong conference.

Figure 12-1 shows the Conference Control interface.

Conference Control Interface

Figure 12-2 to Figure 12-5 show the elements of the Conference Control interface in more detail.

Table 12-2 lists these elements in numerical order of the labels in Figure 12-2 to Figure 12-5.

Figure 12-1 Conference Control Interface Elements

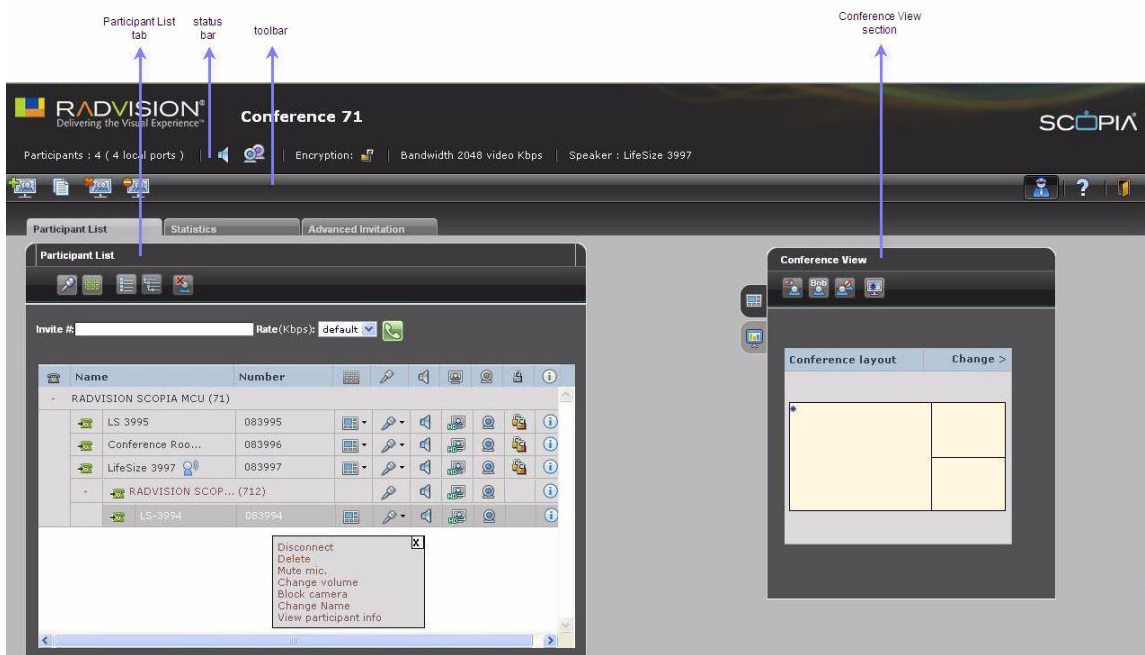


Figure 12-2 Conference Control Status Bar



Figure 12-3 Conference Control Toolbar



Figure 12-4 Conference Control Participant List Tab

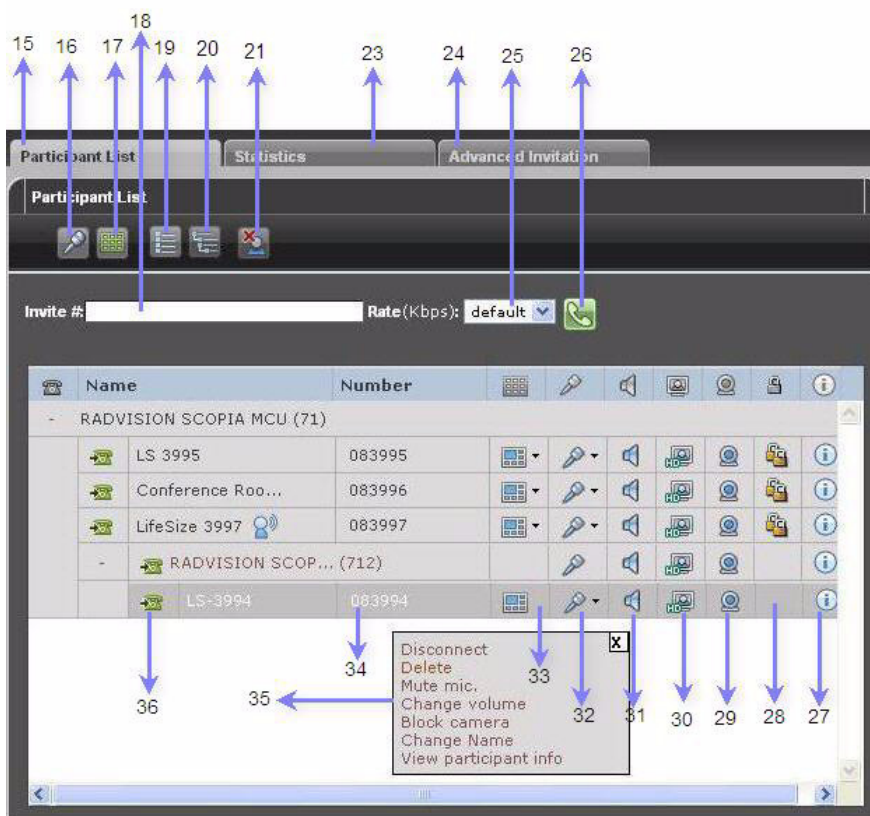


Figure 12-5 Conference Control Conference View

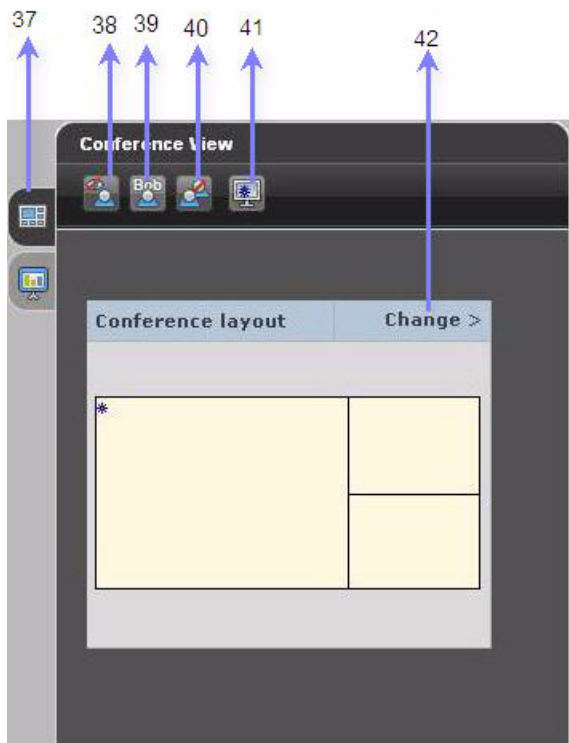


Table 12-2 *Conference Control Interface Elements*

Numbered Label	Description
1	Participants field. Displays the number of participants in the current conference.
2	Local ports field. Displays the number of ports on this MCU allocated to this conference.
3	Media type icon indicating that this conference supports audio. An error symbol appears if a media processing error occurs in the MCU.
4	Media type icon indicating that this conference supports video. An error symbol appears if a media processing error occurs in the MCU.
5	Encryption field. Displays the level of encryption for this conference.
6	Bandwidth field. Displays the bandwidth the current conference is using.
7	Speaker field. Displays the participant currently speaking in the conference.
8	Create Conference button.
9	View Conference List button. Select to view the Create Conference window.
10	Terminate Conference button.
11	Conference Admission button.
12	Become Moderator/Stop Moderating button.
13	Help button.
14	Sign out button.
15	Participant List tab.
16	Mute/Unmute button.

Numbered Label	Description
17	Change Participant View button.
18	Invite # field. Enter the number of the participant you wish to invite to the conference. You can invite multiple participants at the same time by separating each number with the invite sign (**). The invite sign is configurable.
19	Normal View. Select to display all conference participants in a single level list. Cascaded participants are displayed without any indication of the cascaded MCU connection. Available only when a conference is cascaded.
20	Tree View. Select to display conference participants in an expandable tree showing cascaded MCU connections to the conference. Select the plus sign (+) next to the name of the cascaded MCU to expand the tree showing the cascaded conference participant details. Available only when a conference is cascaded.
21	Delete Participant button.
22	Move participants to sub-conference button. Select to view the Select sub-conference dialog box.
23	Statistics tab (including an Update button).
24	Advanced Invitation tab.
25	Rate(Kbps) field.
26	Invite button. Select to invite the number entered in the Invite # field.
27	Participant info column. Select the icon
28	Encryption column. Displays the level of encryption that the endpoints require.

Numbered Label	Description
29	Video Image column. Displays video image icons that indicate whether the video stream from the participant to the SCOPIA Elite MCU is enabled or blocked. Displays video quality warning icons—medium or poor video quality—that indicate the current quality of the IP network video connection for the participant.
30	Video Display column. Displays video display icons that indicate whether the conference video display sent to the participants is enabled or blocked. Displays video quality warning icons—medium or poor video quality—that indicate the current quality of the IP network video connection for the participant. Different icons used to indicate standard definition and high definition participants.
31	Audio Out column. Displays Audio Out icons that indicate whether the conference audio connections to the participants are enabled or muted.
32	Audio In column. Displays Mute icons for participants whose audio is not muted and Unmute icons for participants whose audio is muted. These icons are selectable by Moderator to mute/unmute audio channel of remote speakers of a participant. Icon indicates the active speaker.
33	Location in View column. Indicates whether the conference layout or the personal layout is displayed for the specified participant.
34	Number column. Displays the endpoint numbers of the conference participants.
35	Actions pop-up
36	Participant connection status icons: Connected, Disconnecting or Disconnected.

Numbered Label	Description
37	Main layout display frame.
38	Enable self-see button. Select to enable the self-see feature.
39	Display participants name in frame button. Select to display the name of endpoints or participants in specific positions of the video layout frame.
40	Auto-switch button. The auto-switch mode displays all the participants of a large conference in Continuous Presence (CP) mode display in the video layout on a rotating basis.
41	Voice activated frame button. Drag and drop the icon to the preferred position of the voice-activated image in the video display layout.
42	Change Participant View button. Select to display a list of layouts available in the current conference. Select the required layout. The conference view layout adjusts according to your selection.

**REFRESHING THE
CONFERENCE
CONTROL
INTERFACE**

By default, the Conference Control interface refreshes itself every 2 seconds to provide updated information. To refresh information instantly, select the tab in the interface that you are viewing. You can configure the refresh interval by using the Conference control Web refresh interval advanced command.

Note Do not select Refresh in your web browser. This closes the Conference Control interface and returns you to the access window.

For Microsoft Windows systems, if you have enabled the Start Navigation sound, and a continuous selecting sound is heard when the Conference Control interface automatically refreshes, disable this setting in the Sounds and Multimedia section of the Control Panel.

**CONTROLLING
CONFERENCE
SETTINGS**

With Moderator-level access, for conferences already in progress, you can control conference activity and initiate events such as inviting participants. When you are a Moderator, you can edit participant connections, create new

conferences, and audio sub-conferences, and change video layout and the position of participant images. You can block conference admission, block audio and video streams, and terminate the conference. You can split the existing conference and transfer some participants to the new conference. Moderator-level access also provides additional viewing and configuration options in the Conference Control interface.

The following sections describe the tasks that users with appropriate access levels can perform to control conference activities in the Conference Control interface:

- [Becoming a Moderator and Stopping Moderation](#) on page 113
- [Creating Conferences from the Conference Control Interface](#) on page 113

BECOMING A MODERATOR AND STOPPING MODERATION



Moderator access can be PIN-protected. Administrators and Operators can jointly be moderators simultaneously.

Procedure

- 1 In the Conference Control interface, select **Become Moderator** (12 in [Figure 12-3](#) on page 107) to take control of that conference.
 - 2 A dialog box requesting a PIN might appear if Moderator access is PIN-protected. Enter the PIN.
 - 3 To release control of the conference, select **Stop Moderation**.
-

CREATING CONFERENCES FROM THE CONFERENCE CONTROL INTERFACE



Moderators, Operators, and Administrators can create a new conference from the Conference Control interface.

Procedure

- 1 In the Conference Control interface, select **Create Conference** (8 in [Figure 12-3](#) on page 107).
 - 2 Follow the steps in
-

HOW TO CONFIGURE PARTICIPANT SETTINGS

- [Muting and Unmuting All Participants Audio Connections](#) on page 114
- [Muting and Unmuting Individual Participants Audio Connections](#) on page 114
- [Reconnecting Participants](#) on page 115
- [Blocking Conference Admission](#) on page 115
- [Deleting Conference Participants](#) on page 116
- [Changing the Volume](#) on page 116
- [Changing Participant Views](#) on page 117
- [Configuring Sub-conferences](#) on page 117
- [Blocking the Video Stream](#) on page 118
- [Changing a Participant Name](#) on page 119
- [Viewing Participant Call Information](#) on page 119
- [Configuring Outgoing Bandwidth Settings](#) on page 123

MUTING AND UNMUTING ALL PARTICIPANTS AUDIO CONNECTIONS

In the Participant List tab, users with moderator-level access can mute or enable the audio connection to the conference of all participants in the conference.



Procedure

- 1 Access the Conference Control interface.
- 2 On the control bar, select **Mute/Unmute** (16 in [Figure 12-4](#) on page 107) to mute all participants or enable the audio connection for all participants.

Users with moderator-level access can also mute or enable the audio connection of an individual participant in a conference.

MUTING AND UNMUTING INDIVIDUAL PARTICIPANTS AUDIO CONNECTIONS

Users with moderator-level access can also mute or enable the audio connection of an individual participant in a conference.

**Procedure**

- 1 Access the Conference Control interface.
 - 2 In the Participants List section, select a participant.
 - 3 Right select and select **Mute mic** from the pop-up (35 in [Figure 12-4](#) on page 107).
or
 - 4 Select the microphone icon (32 in [Figure 12-4](#) on page 107) in the Participant List row.
-

RECONNECTING PARTICIPANTS

If participants are disconnected from a conference, users with moderator-level access can reconnect them in the Participant List tab.

Note When the Enable auto-reconnect option is configured in the conference service, then the SCOPIA Elite MCU automatically calls disconnected terminals to attempt a reconnection.

**Procedure**

- 1 Access the Participant List tab.
 - 2 Select **Disconnect** (icon 21 in [Figure 12-4](#) on page 107) icon to attempt a reconnection.
-

BLOCKING CONFERENCE ADMISSION

Users with moderator-level access can block the admission of additional participants in a conference in the Conference Control interface.

**Procedure**

- 1 Access the control bar.
 - 2 Select **Conference Admission** (11 in [Figure 12-3](#) on page 107).
No further participants can join the conference. To readmit participants, select **Conference Admission** again.
-

DELETING CONFERENCE PARTICIPANTS

In the Participant List tab, users with moderator-level access can remove participants from conferences.



Procedure

- 1 In the Participants List section, select the participant you want to remove.
 - 2 On the control bar, select **Delete Participant** (21 in [Figure 12-4](#) on page 107).
—or—
 - 3 In the Participants List section, select a participant.
 - 4 Right-click and select **View participant info > Delete** from the pop-up (35 in [Figure 12-4](#) on page 107).
-

CHANGING THE VOLUME

In the Conference Control interface, users with moderator-level access can control the volume of participating endpoints (manual gain control) in a conference. For a regular conference, your setting only affects the location that is connected to a specific SCOPIA Elite MCU port. In a cascaded conference, changing this setting affects all remote participants on other SCOPIA Elite MCU units. Once you change this setting, the new setting remains in effect until that endpoint leaves the SCOPIA Elite MCU.



Procedure

- 1 In the Participant List tab, select the participant whose volume you want to change.
 - 2 Right select and select **Change volume** from the pop-up (35 in [Figure 12-4](#) on page 107).
The gain control scroll bar dialog box appears, with a gain span of -5 to +5.
 - 3 Drag the scroll bar to the right to increase the gain; drag the slide bar to the left to decrease the gain.
 - 4 Close the gain control slide bar dialog box.
-

CHANGING PARTICIPANT VIEWS

In the Participant List tab, if a conference supports multiple views, users with moderator-level access can change the conference view layout for an individual conference participant or all conference participants while the conference is in progress.

Note Multiple view are not available to high definition participants. High definition participants can only see the main participant layout.



Procedure

- 1 If you wish to change the conference view for specific conference participants only, select those participant(s) in the Participant List table.
 - 2 Select **Change Participants View** (17 in [Figure 12-4](#) on page 107).
 - 3 Select **Selected Participants** to change the conference view layout for the conference participants you selected in 1
 –or–
 Select **All** to change the conference view layout for all conference participants.
 - 4 Select **OK**.
-

CONFIGURING SUB-CONFERENCES

In the **Participant List** tab, users with moderator-level access can create a sub-conference within a conference. The SCOPIA Elite MCU supports audio sub-conferences to which the Moderator can divert selected participants in the existing conference to a private audio sub-conference session. The connection to the main conference remains active.

Note The SCOPIA Elite MCU can support up to three sub-conferences per conference according to the service configuration.

The SCOPIA Elite MCU hides sub-conference session participants from the other participants in the video layout. They can return to the conference at any time and reoccupy any previously held positions in the main conference video display. While in a sub-conference, participants can continue viewing the main conference.

Note This option is available only when a conference is configured to support sub-conferences



Procedure

- 1 Select the required participant in the **Participant List** tab.
- 2 Select **Move participants to sub-conference** (22 in [Figure 12-4](#) on page 107).
The Select sub-conference dialog box appears.
- 3 From the list, select the required sub-conference.
- 4 Select **OK**.

A new **Sub-conf** column appears in the **Participant List** with a list of all available sub-conferences for that participant.

- 5 In the **Sub-conf** column, select a sub-conference for that participant.
- 6 To return the participant to the main conference, in the **Sub-conf** list, select **Main**.

When all participants return to the main conference and none remain in the sub-conference, the **Sub-conf** column disappears from the **Participant List**.

BLOCKING THE VIDEO STREAM

In the Participant List tab, users with moderator-level access can block the video stream sent by a participant to a conference. For example, a participant video connection might affect conference processing and degrade performance. You can block the participant's video until problems at the participant's endpoint are resolved.



Procedure

- 1 In the Participant List tab, select the participant that you want to block.
 - 2 Right select and select **Block camera** from the pop-up (35 in [Figure 12-4](#) on page 107)
- or–
- Select **Video Image** (29 in [Figure 12-4](#) on page 107).
-

CHANGING A PARTICIPANT NAME

In the Participant List tab, users with moderator-level access can change the name of conference participants.



Procedure

- 1 In the Participant List tab, select the participant whose name you want to change.
 - 2 Right select and select **Change Name** from the pop-up (35 in [Figure 12-4](#) on page 107).
 - 3 Enter the new name in the **Change name** field.
 - 4 Select **OK**.
-

VIEWING PARTICIPANT CALL INFORMATION

Users with moderator-level access can view a comprehensive set of participant call statistical information.



Procedure

- 1 Select the required participant in the Participant List tab.
 - 2 Right select and select **View participant info** from the pop-up (35 in [Figure 12-4](#) on page 107).
- or–
- 3 Select the information icon in the Participants List section for the selected participant.
- The Call Information dialog box for the specified participant appears.
-

[Table 12-3](#) lists the statistics displayed.

Table 12-3 *Participant Information Statistics*

Group	Field	Description
Endpoint Information	Type	Participant endpoint type.
	IP address	Participant endpoint IP address.
	Description	Participant description (displays the endpoint vendor identifier, if available).
	Connect time	Time at which the participant connected to the conference.
Basic Call Information		
Audio	Audio Codec	Audio codecs sent to and received by the participant.
	Audio rate	Total audio bandwidth sent and received by the participant.
	Audio Packets loss count	Total lost audio packets sent to and received by the participant.
	Audio Jitter (curr/min/max)	Accumulated audio packets sent to and received from the participant. Includes the current value and average values for the minimum and maximum number of packets sent to and received from the participant.

Group	Field	Description
Video	Video codec	Video codecs sent to and received by the participant.
	Video resolution	Picture size of video sent and received by the participant.
	Video frame rate	Frame rate of video sent to and received by the participant.
	Video rate	Total video bandwidth sent and received by the participant.
	Video packets loss count	Total lost video packets sent to and received by the participant.
	Video jitter (curr/min/max)	Accumulated video packets sent to and received from the participant. Includes the current value and average values for the minimum and maximum number of packets sent to and received from the participant.
	2nd video codec	The second video codec sent to and received by the participant (if used).
Data	Data protocol	Indicates whether the protocol used if the participant is participating in data sharing.
Advanced Call Information		

How to Configure Participant Settings

Group	Field	Description
Audio	Audio out of order packets count	Total audio packets sent to and received from the participant out of sequence.
	Audio packets count	Total audio packets sent and received by the participant.
	Audio bytes count	Total audio bytes sent and received by the participant.
	Audio IP address	IP address and port to which audio is sent to the participant.
Video	Video out of order packets count	Total video packets sent to and received from the participant out of sequence.
	Video fast update requests count	Total Video Fast Update (VFU) requests sent and received by the participant.
	Video packets count	Total video packets sent and received by the participant.
	Video bytes count	Total video packets sent and received by the participant.
	Video IP address	IP address and port to which video is sent to the participant.
	Qualivision state	Encryption level used.
Data	Data IP address (Local/Remote)	IP address of the participant data sharing terminal.
	FECC	Indicates whether Far End Camera Control is in use.

CONFIGURING OUTGOING BANDWIDTH SETTINGS

Users with moderator-level access can configure the bandwidth rate at which they invite other participants to the conference.



Procedure

- 1 In the Participant List tab
 - a Enter the alias or number of the participant being invited in the Invite field (18 in [Figure 12-4](#) on page 107).
 - b Select the required bandwidth in the Rate(Kbps) field (25 in [Figure 12-4](#) on page 107).
 - c Select **Invite** (23 in [Figure 12-4](#) on page 107).

–or–
 - 2 In the Advanced Invitation tab
 - a Enter the alias or number of the participant being invited in the Invite field.
 - b Select the required bandwidth in the Kbps field.
 - c Select **Invite**.
-

VIEWING CONFERENCE STATISTICS

Users with moderator-level access, can view a comprehensive set of statistical information in the Statistics tab. Statistics frequently update automatically and enable you to monitor conference performance.



Procedure

- 1 In the Participants List section, select **Statistics** (23 in [Figure 12-4](#) on page 107) to view conference statistics.
 - 2 Select **Update** to refresh the information displayed.
-

HOW TO USE ADVANCED INVITATION SETTINGS

The following sections describe the tasks that users with appropriate access level can perform in the Advanced Invitation tab:

- [Using Quick Invites to Invite Conference Participants](#) on page 124
- [Inviting Participants Using Advanced Settings](#) on page 124

USING QUICK INVITES TO INVITE CONFERENCE PARTICIPANTS



In the Participant List tab of the Conference Control interface, all users can use the quick invite feature to send an invitation to participate in a conference.

Procedure

- 1 In the Invite # field, enter the participant number you want to invite. You can invite multiple participants by separating them with the invite sign (**).
 - 2 (Optional) You can select a bandwidth rate lower than the current conference rate at which the invited participant joins the conference. You can thus invite individual participants with lower connection capabilities.
Select a new bandwidth rate in the Rate(kbps) field.
 - 3 Select Invite (26 in [Figure 12-4](#) on page 107).
-

INVITING PARTICIPANTS USING ADVANCED SETTINGS

All users can invite multiple participants into a conference at the same time in the Advanced Invitation tab of the Conference Control interface. As each invite field can accommodate multiple participant numbers with separators, you can use this tab to invite a large number of participants at the same time. All users can also select a lower bandwidth rate with which to connect individual participants.

In the Advanced Invitation tab, all users can also drag and drop participant images into preferred positions in the layout of each conference view that the conference supports. All users can also set the layout which invited participants see when joining a conference.

In a cascaded conference, all users can choose which SCOPIA Elite MCU unit actually invites the participant.



Procedure

- 1 Select **Advanced Invitation** (24 in [Figure 12-4](#) on page 107) in the Conference Control interface.
- 2 Enter the participant contact numbers in the first **Invite #** field.
You can enter multiple numbers separated by the invite sign (**).
- 3 Enter the name you want to appear when the participant enters the conference in the **Display Name** field.

- 4 Select the bit rate in the **Kbps** field that the SCOPIA Elite MCU uses when inviting a participant to a conference.
Select **default** for optimal bit rate performance.
- 5 Select a cascaded SCOPIA Elite MCU conference in the **MCU** field to which invited participants connect.

Note This step is only for cascaded conferences.

- 6 (Optional) To configure advanced features, follow these additional steps;
Additional control features appear in the Advanced Invitation tab (24 in [Figure 12-4](#) on page 107).
 - Select **Change** (42 in [Figure 12-5](#) on page 108) in the Conference View section.
A dialog box appears displaying a list of the current layouts available in the current conference.
 - Drag and drop the **Voice activated frame** button (41 in [Figure 12-5](#) on page 108) into the preferred position in the Layout display frame that appears in the Conference View section.

Note You can set a position for the participant image in all layouts that the conference currently supports.

- At the end of each participant row, choose from the list the number of the conference video layout you want to display to the participant upon entry into the conference.
- 7 Repeat [Step 1](#) to [Step 6](#) for each Invite # field until you configure all required the participant invites.
 - 8 Select **Invite** (26 in [Figure 12-4](#) on page 107) to send the invitations.
-

ABOUT CASCADING CONFERENCES

Users with moderator-level access can increase SCOPIA Elite MCU call capacity by cascading SCOPIA Elite MCU units. This option supports the bridging of several separate conferences to create very large conferences through IP connections (H.323 and SIP) and also through ISDN/PSTN connections (H.320) when operating in conjunction with a gateway.

In the Conference Control interface, cascading a conference works the same way as inviting a single participant into an existing conference. Once you create a cascaded conference, you can use the SCOPIA Elite MCU to set the conference to which invited participants are connected, providing precision control of resources. In a cascaded conference, you can view participants in a tree view that displays each participant according to the conference to which each is connected.

Note If a failure occurs in a cascaded conference, local SCOPIA Elite MCU users can see this status in the Create Conference window or Conference Control interface. This status, however, only appears if it was the local MCU that was lost. If the slave SCOPIA Elite MCU is lost, then the user of the master SCOPIA Elite MCU can view which participants are without audio/video in the Participant List tab. If the master SCOPIA Elite MCU is lost, then slave SCOPIA Elite MCUs do not receive any indication that there has been a failure.

- [Creating a Cascaded Conference](#) on page 126
- [Inviting Participants to a Cascaded Conference](#) on page 127
- [Viewing Participants in a Cascaded Conference](#) on page 127

CREATING A CASCADED CONFERENCE



Procedure

- 1 Access the Participant List tab.
- 2 Invite another conference on the host SCOPIA Elite MCU unit or on another SCOPIA Elite MCU unit by typing the number in the Invite # field and selecting **Dial**.

The invited conference and connected participants appear in the host conference participant list in the Participant List tab.

INVITING PARTICIPANTS TO A CASCADED CONFERENCE



All users can invite participants to a cascaded conference in the Advanced Invitation tab of the Conference Control interface.

Procedure

- 1 Select **Advanced Invitation** (24 in [Figure 12-4](#) on page 107) in the Conference Control interface.
 - 2 In the **MCU** column, select the conference to which the invited participant connects upon acceptance of the conference invite.
-

VIEWING PARTICIPANTS IN A CASCADED CONFERENCE

In the Conference Control interface, you can view participants in a cascaded conference in a hierarchical display in one of the following two ways:

- **Normal View**—All conference participants appear in a single list. Cascaded participants appear without any indication of the cascaded SCOPIA Elite MCU connection.
- **Tree View**—Conference participants appear in an expandable tree view showing cascaded SCOPIA Elite MCU connections to the conference. Select the plus sign (+) next to the name of the cascaded SCOPIA Elite MCU unit to expand the tree showing cascaded conference participant details.



Procedure

- 1 Access the Participant List tab.
 - 2 Select **Normal View** (19 in [Figure 12-4](#) on page 107) to display cascaded conference participants in a single list or **Tree View** (20 in [Figure 12-4](#) on page 107) to display conference participants in a tree view.
-

DEFINING CONFERENCE VIEWS

The following sections describe the tasks that users with appropriate access level can perform in the Conference View section:

- [Enabling or Disabling Dynamic Layouts](#) on page 128
- [Changing the Main Conference Layout](#) on page 128
- [Changing a Personal Conference Layout](#) on page 129
- [Displaying Participant Names in Frames](#) on page 129

- [Enabling or Disabling Auto-Switch Mode](#) on page 129

ENABLING OR DISABLING DYNAMIC LAYOUTS

Users with moderator-level access can enable or disable dynamic layouts for a conference. A dynamic layout seamlessly switches the conference video image between a wide range of layouts to correspond with the number of participants in attendance at any given time during the conference. The video image switches to a layout with frames equal to the number of participant images. HD participants can view a layout with up to 28 participants. The layout changes accordingly as participants join or leave a conference.

A dynamic layout conserves bandwidth, eliminates the display of empty frames in the video image, and makes optimum use of the video image for displaying participant images. This type of layout switching is suitable for a conference with a high rate of participant traffic joining and leaving the conference or an adaptive service used for a variety of conference sizes.



Procedure

- 1 Access the Conference View section of the Participant List tab.
 - 2 Select **Change** (42 in [Figure 12-5](#) on page 108).
A pop-up appears, displaying a list of currently available layouts for the current conference.
 - 3 Select **Dynamic Layout** to enable (if not selected) or disable (if already selected) dynamic layout for this conference.
-

CHANGING THE MAIN CONFERENCE LAYOUT

In the Conference View section, users with moderator-level access can change the main layout for the current conference.



Procedure

- 1 In the Conference View section of the Participant List tab, select **Change** (42 in [Figure 12-5](#) on page 108).
A pop-up appears, displaying a list of currently available layouts for the current conference.
 - 2 Select the layout of your choice.
The conference adjusts to the new selection.
-

CHANGING A PERSONAL CONFERENCE LAYOUT

In the Conference View section, users with can change their own personalized layout for the current conference.



Procedure

- 1 Select the required participant in the Participant List tab.
 - 2 Select **Location in View** (22 in [Figure 12-4](#) on page 107).
 - 3 Select **Personal layout** and select the required video display from the listed options.
-

DISPLAYING PARTICIPANT NAMES IN FRAMES

In the Conference View section, users with moderator-level access can optionally display the name of endpoints or participants in specific positions of the video layout frame.

Note This feature is visible when you configure text overlay in the service.



Procedure

- 1 Access the Conference View section of the Participant List tab.
 - 2 Select **Display participant names in frame** (39 in [Figure 12-5](#) on page 108).
-

ENABLING OR DISABLING AUTO-SWITCH MODE

In the Conference View section, users with moderator-level access can enable the auto-switch mode for a conference. The auto-switch mode displays all the participants of a large conference in Continuous Presence (CP) mode display in the video layout on a rotating basis. Participant images can be replaced at preset intervals.



Procedure

- 1 Access the Conference View section of the Participant List tab.
 - 2 Select **Auto-switch** (40 in [Figure 12-5](#) on page 108) to enable (if not already selected) or disable (if already selected) auto-switch mode.
-

TERMINATING CONFERENCES



You can disconnect an inactive or unused conference in the Create Conference window.

Procedure

- 1 Access the Create Conference window.
 - 2 Select **Terminate Conference** next to the conference name to end the conference.
-

SIGNING OUT OF A CONFERENCE



When you finish configuring or viewing details of the current conference, you can sign out.

Procedure

- 1 Access the control toolbar.
 - 2 Select **Sign out** (14 in [Figure 12-3](#) on page 107).
-

13

TROUBLESHOOTING THE SCOPIA ELITE MCU

- [Resolving MCU Failure to Register with the Gatekeeper](#) on page 131
- [Resolving Front Panel LED Issues](#) on page 132
- [Resolving MCU Conference Initiation Failure](#) on page 132
- [Resolving Conference Access Failure](#) on page 133
- [Resolving Cascading Failure](#) on page 134
- [Resolving Quality Issues in Cascaded Conferences](#) on page 135
- [Resolving Endpoint Disconnection Issues](#) on page 135
- [Resolving Unexpected Conference Termination](#) on page 135
- [Resolving Presentation Issues](#) on page 136
- [Resolving Unexpected SIP Call Disconnection](#) on page 136
- [Recovering the Password](#) section on page 136

RESOLVING MCU FAILURE TO REGISTER WITH THE GATEKEEPER

This section describes what to do if the MCU fails to register with the ECS.

Possible Causes	Verification Steps
The gatekeeper address is set incorrectly.	Verify the gatekeeper IP address settings.

Possible Causes	Verification Steps
TCP/IP setup issue.	Verify that the MCU is assigned a unique IP address. Verify that the subnet mask and default gateway subnet mask are set correctly. Attempt to ping the MCU from the gatekeeper to verify whether the MCU is reachable. Ensure the IP address assigned to the MCU is unique and not duplicated anywhere on the network.
LAN or cable problem	Verify the switch port settings. Verify that the Ethernet cable is straight through. Try another Ethernet cable. Verify if the switch port LEDs show Link and Activity.
ECS is in Predefined mode.	Verify that the MCU is predefined in the ECS.

RESOLVING FRONT PANEL LED ISSUES

This section describes what to do if MCU module front panel LEDs are off at all times, including during the power off, power on cycle.

Symptom

Front panel LEDs are off at all times.

Recommended Action

- Check the AC cable and fuse, and then verify that the power supply LED is green.

RESOLVING MCU CONFERENCE INITIATION FAILURE

This section describes what to do if MCU conference initiation fails.

Possible Causes	Verification Steps
In ad hoc conferences, the ECS is set to reject all calls.	Verify that the Accept calls option is checked in ECS > Settings > Calls.

Possible Causes	Verification Steps
The MCU is set to work with an external authorization server, but no authorization server is configured.	Verify that the External conference authorization policy option is set to None in Maintenance > Advanced parameters > External conference policy authorization.
The MCU is set to work with an external authorization server, but the authorization server is not configured properly to work with the MCU.	Verify that the MCU IP address is correctly configured in the authorization server.
In ad hoc conferences, the initiating LAN endpoint is not registered with the ECS.	Verify that the initiating endpoint appears in the ECS Endpoints table correctly.
In ad hoc conferences, the MCU service is not defined in the ECS Services table.	Verify that the service is defined in the MCU. Verify that the MCU service prefix appears in the ECS Services table. If it does not, add it manually. Verify that the service prefix is not a subset of another service prefix.
There are not enough MCU resources available for the desired conference.	Verify that current calls are not utilizing all resources by checking the available MCU capacity and then trying to disconnect other calls in order to find the problem.

RESOLVING CONFERENCE ACCESS FAILURE

This section describes what to do if an endpoint cannot be invited to a conference or dial into the conference.

Possible Causes	Verification Steps
The ECS is set to reject all calls.	Verify that the Accept calls option is checked in ECS > Settings > Calls.
The endpoint is not registered with the ECS.	Verify that the invited/dialing endpoint appears in the ECS table of registered endpoints. Verify that the endpoint is online.

**RESOLVING
CASCADING
FAILURE**

Possible Causes	Verification Steps
The MCU is configured to work with an authorization server, but the endpoint is not authorized and therefore the authorization server rejects the call.	Check if the endpoint is authorized in the authorization server.
The endpoint is currently in a call.	Confirm that the endpoint is not busy/in a call.
There are not enough MCU resources available for the desired conference.	Remove one of the current participants to verify that the endpoint can join successfully. Verify whether cascading is enabled and if the meeting is scheduled for cascading.

This section describes what to do if MCU conference cascading fails.

Possible Causes	Verification Steps
The invited conference does not exist, and the remote MCU is not in Ad Hoc (Scheduler, Web, Control API and dial-in) mode.	If ad hoc conferencing is not allowed for the remote MCU, and the remote conference does not exist, create the conference and then cascade it (web/dial invite).
Service prefixes are not unique and there is service prefix conflict.	Verify that all cascaded MCU modules have unique service prefixes.
The remote MCU module is not registered with its gatekeeper.	Verify proper registration of all MCU modules with their respective gatekeepers.
Not enough ports are available to accomplish cascading.	Check on the Status web page that the number of free ports on each MCU used is not zero.
Note Cascading requires one port from each conference.	
Services are not synchronized.	Verify that service definitions do not include differences such as H.235 being enabled on one conference only.

RESOLVING
QUALITY ISSUES IN
CASCADED
CONFERENCES

This section describes what to do if a cascaded conference suffers long delays or bad lip synchronization.

Possible Causes	Verification Steps
Unsuitable topology used (for example, chain topology used unnecessarily).	One single central MCU should invite all other cascaded MCUs. We recommend that you do not have more than one level of cascaded MCUs. Use a star topology, where the central MCU is in the center of the star, and other cascaded MCU modules are on the arms of the star.

RESOLVING
ENDPOINT
DISCONNECTION
ISSUES

This section describes what to do if endpoints unexpectedly drop out of the MCU conference.

Possible Causes	Verification Steps
Unreliable network link.	Check network link quality (round trip time should be less than 300 msec).

RESOLVING
UNEXPECTED
CONFERENCE
TERMINATION

This section describes what to do if a conference on the MCU unexpectedly terminates.

Possible Causes	Verification Steps
The MCU unexpectedly drops out of the ECS endpoints database.	Uncheck the Check that endpoint is online every n seconds option in ECS > Settings > Advanced. Uncheck the Check that call is alive every n seconds option in ECS > Settings > Calls. Uncheck the TTL option in ECS > Settings > Advanced.

RESOLVING
PRESENTATION
ISSUES

Possible Causes	Verification Steps
The Ad hoc conferences terminate when option at Configuration > Conferences is set to Conference creator leaves and the conference creator has left the conference.	Set the Ad hoc conferences terminate when option at Configuration > Conferences to Last participant leaves .

This section describes what to do if you cannot start or receive a presentation during a conference.

Possible Causes	Verification Steps
H.239 functionality is not enabled on your endpoint.	Verify that H.239 is enabled on the endpoint. Make a point-to-point call to another endpoint and verify that you can start a presentation.
Presentation is not configured in the MCU service used in your conference.	Configure the service to support presentation at Configuration > Conferences > Services list > More > Enable presentation views .
MCU presentation definitions in the service are not supported by your endpoint (frame rate, frame size, codec).	Check that your endpoint supports the frame size, frame rate and video codec as defined in the service.

RESOLVING
UNEXPECTED SIP
CALL
DISCONNECTION

This section describes what to do if a SIP call unexpectedly disconnects after 30 seconds.

Possible Causes	Verification Steps
DNS is not fully configured on the MCU and user agents.	Verify that DNS is configured on user agent and MCU.

RECOVERING THE
PASSWORD

If you forget your password, you can recover it. For operational information, see the [Changing the Global User Name and Password](#) section on page v.

INDEX

A

- access levels
 - See user types 101
- actions 103
- address settings
 - changing 25
- Advanced Invitation tab 110, 123, 124, 127
- audio
 - codecs 4
- audio announcement interval 83
- auto switch 129

B

- block admission 115
- block video stream 118

C

- cascaded conferences 8, 126
 - view participants 127
- Chinese 23
- codecs
 - audio transcoding 4
- cold start 66, 69
- Conference Control interface
 - Advanced Invitation tab 124
 - Moderator-level options 112
 - refresh 112
- conference description 103
- conference ID number 92, 94, 103
- conference layouts
 - See layouts 128, 129
- Conference List window 102

- conference procedures
 - block admission 115
 - block video stream 118
 - disable dynamic layouts 128
 - enable dynamic layouts 128
 - invite from SIP endpoint 94
 - invite multiple H.323 endpoints 93, 94
 - invite using quick invite 124
 - join ad hoc conference with H.323 endpoint 92, 94
 - mute audio connection 114
 - unmute 114

- conference statistics 123
- Conference View section 127
- configuration procedures
 - configure dynamic layouts 37
 - configure H.323 gatekeeper settings 31
 - configure PIN settings 45
 - configure SIP Proxy settings 32
 - import settings 80
 - methods for creating conferences 37
 - select language 23
- Create Conference window
 - terminate conference 130

D

- deleting participants 116
- dialing conventions
 - IP-based endpoints 96
- DTMF 5
 - conference control 97
 - control signals 97
 - enable in-band DTMF (RFC 2833) 86
 - forwarding 82

- handle after XML 84
- dynamic layouts 37, 128

E

- encryption 5, 103, 109
 - support 43
- English 23
- external programs 26

F

- factory default settings 80
- font align 83
- FTP 26

H

- H.235 3
- H.239 3
- H.243 5
- H.323 advanced commands
 - hide stack 83
 - show stack 83
 - show status 83
- H.323 endpoints
 - inviting 93, 94
 - joining ad hoc 92, 94
- H.323 gatekeepers
 - conference registration 37
- HTTPS 27
 - Import Certificate 27
 - Manage Certificate 27

I

- ICMP 26
- importing configuration settings 80
- initial configuration 11
- interoperability 2
- invite
 - from SIP endpoint 94
 - multiple participants with single dial string 93, 94

- using quick invite 124
- invite sign 93, 94
- IP-based endpoints
 - dialing conventions 96
- IVR 5

J

- Japanese 23

L

- language support 23
- layouts
 - changing 128, 129
 - display name in video layout frame 41, 129
- link down 66, 69
- link up 66, 69
- log notify level filter 84

M

- MCU messages 49
- media processor
 - registration failure 67, 70
- media types 103
- mute 114

N

- NTP synchronization period 84

O

- optional no self see 5

P

- packet size
 - maximum across network 85
- participant
 - current number of 103
- Participant List tab 109, 126
- PIN

- settings 45
- PIN Settings tab 45
- Portuguese 23
- presentation
 - view 42
- privacy 5
- protocol settings 31
- protocols 3

Q

- quick invite 124

R

- reconnect participants 115
- remote control 5
- remove participants 116
- restoring factory default settings 80
- Russian 23

S

- saving configuration settings 79
- security 5
- Select sub-conference dialog box 110, 118
- self-view 5
- service prefix number 92, 94
- services configuration 38
- Services tab 38
- SIP advanced commands
 - show status 85
- SIP advanced commands
 - hide stack 85
- SIP advanced commands
 - show stack 85
- SIP endpoints
 - inviting 94
- SIP Proxy
 - settings 32
- SNMP 26
- Spanish 23
- Statistics tab 110

- sub-conference 117
- SVC Error Resiliency 2
- system procedures
 - change address settings 25
 - configure external program access 26
 - configure security 26

T

- Telnet 26
- terminal baud rate 85
- text-based commands
 - See advanced commands 81
- transcoding 4

U

- unmute 114
- user interface language 23
- user types 101
 - administrators 76, 102
 - conference participants 102
 - Moderators 102
 - operators 102
 - operators 76

V

- video
 - formats 4
- video quality 2, 4
- viewing
 - conference statistics 123
 - participants in cascaded conference 127

W

- warm start 66, 69
- web refresh interval 82
- web server certificate
 - creating 27
 - importing 27
- web-based management and control 2



XML 84