© 2019 Avaya Inc. All rights reserved.



# Release Notes for Avaya IX Room Systems XT Series



Version 9.2.1.10 For Avaya XT7000 Series For Avaya XT5000/XT4x00/XTE240 Series Avaya Equinox® Solution 9.1.9 September 2019 © 2019 Avaya Inc. All rights reserved.

© 2000-2019 Avaya Inc. All intellectual property rights in this publication are owned by Avaya Inc. and are protected by United States copyright laws, other applicable copyright laws and international treaty provisions. Avaya Inc. retains all rights not expressly granted.

All product and company names herein may be trademarks of their registered owners.

This publication is AVAYA Confidential & Proprietary. Its use is pursuant to your signed agreement or Avaya policy. No part of this publication may be reproduced in any form whatsoever or used to make any derivative work without prior written approval by Avaya Inc.

No representation of warranties for fitness for any purpose other than what is specifically mentioned in this guide is made either by Avaya Inc. or its agents.

Avaya Inc. reserves the right to revise this publication and make changes without obligation to notify any person of

such revisions or changes. Avaya Inc. may make improvements or changes in the product(s) and/or the program(s) described in this documentation at any time.

If there is any software on removable media described in this publication, it is furnished under a license agreement included with the product as a separate document. If you are unable to locate a copy, please contact Avaya Inc. and a copy will be provided to you.

Unless otherwise indicated, Avaya registered trademarks are registered in the United States and other territories. All registered trademarks recognized.

For further information contact Avaya or your local distributor or reseller.

Version 9.2.1.10 September 2019

http://support.avaya.com

### **Table of Contents**

Avaya XT Series Highlights4
Supported Languages4
Web Interface Management4
Advanced Settings Menu
What's New6
Avaya IX Tracking Camera TC2206
Setup Wizard Enhancements9
Enhancements17
Control API Extension (AT Commands)
Software Upgrade & Downgrade19
Signed Software Packages19
How to Upgrade XT Series to 9.x Releases20
Downgrading from this Release
Integrating with Other Components22
Resolved Issues
Known Issues24
Common Remote-Control Shortcuts
Avaya Policy for GDPR
Additional References
Finding Customer Documentation
Copyright, Licensing and Credits

## **Avaya XT Series Highlights**

Avaya offers a complete range of advanced HD video conferencing room systems, stand alone or part of Avaya Equinox® Solution.

Our full range of dedicated Avaya IX Room System video conferencing endpoints lets you experience exceptional video conferencing in any environment. Avaya IX Room System endpoints leverage leading, powerful video communications technology to deliver an unparalleled video collaboration experience, from immersive Telepresence, to conference room systems and all-in-one Executive endpoints.

Our Avaya IX Room System endpoints incorporate the latest video communications technology, including dual 1080p/60fps video channels, H.265 and H.264 High Profile for bandwidth efficiency, H.265 and H.264 Scalable Video Coding for error resiliency, and Apple iPad/iPhone device control.

The Avaya XT Series includes a full range of room, personal and group systems.

This section details useful information on the following items:

- Supported languages
- Managing the system through the web interface
- Enabling the Advanced Settings system menu in the graphical interface

### **Supported Languages**

Avaya XT Series supports the following **25** languages on the endpoint and its web interface: English, French, Spanish, Deutsch, Italian, Portuguese, Norwegian, Swedish, Chinese (Mandarin), Japanese, Russian, Korean, Czech, Magyar, Polish, Finnish, Thai, Traditional Chinese, Turkish, Arabic, Farsi, Serbian, Bahasa Indonesia, Slovak, Hebrew.

Each web client can select the interface language independently from the language used on the graphical user interface of the endpoint (GUI).

## Web Interface Management

Avaya XT Series endpoints can be managed from the XT Graphical User interface ([GUI]) or using a standard web browser ([WEB]), via HTTPS (default) or HTTP.

To login into the Codec Unit with a web browser, browse to https://<XT IP Address >

The default credentials are:

#### User: Admin Password: 1234

All the paths specified in this release note with a notation with the [WEB] prefix, like

[WEB] ADMINISTRATOR SETTINGS>...,

refer to an XT Web interface menu.

#### Important

• You need to press the 'Save' button to apply changes done to a configuration via the Web Interface, otherwise your changes will not be applied.

Figure 1:

Save Settings in the Web Interface



## **Advanced Settings Menu**

To enable Advanced Settings in the endpoint's Main menu (Graphical User Interface, GUI), set

[GUI] > CONFIGURE > GENERAL > SHOW ADVANCED SETTINGS: YES

#### Important

- Changes to settings done via the Graphical Interface are automatically saved and applied when exiting the menu page.
- The XT Graphical Menu items available in the path [GUI] > CONFIGURE > ADVANCED can be found also inside the XT Web Interface Menu, tab 'Administrator Settings'. This tab is always enabled in the Web Interface.

[GUI] > CONFIGURE > ADVANCED>... [WEB] ADMINISTRATOR SETTINGS>...

## What's New

This release 9.2.1.10 introduces a few new features and enhancements, described in the following sections, respect to previous Avaya XT Series GA version, v9.2.0.215

# Avaya IX Tracking Camera TC220

Avaya IX Tracking Camera TC220 is the Avaya solution for large meeting rooms, directing the meeting in intelligent way, and focusing on the active speaker.

Thanks to the combination of audio tracking and face recognition, it properly identifies the active speaker (or speakers) position, and thanks to the dual cameras it handles fluidly the transition from one view to the other.



### **Tracking Camera Setup and Placement**

The Avaya TC220 Tracking Camera (1) must be connected to an XT Series Codec Unit as main camera, as described below.

#### Important:

- Before connecting cables, assure that the both the Camera and the Codec Unit are turned off.
- Using the HDMI cable (2), provided with the camera:
  - o insert it in the HDMI-OUT connector (6) of the TC220 Camera.
  - insert it in the HD1 input of XT Series Codec. Please note the placement of the HD1 input in the XT7000 series.
- Using the VISCA and Power Cable (3), provided with the Codec Unit:
  - Insert the 8-pin connector in the TC220 Camera RS-232 socket (4)
  - Insert the power connector in the TC220 Camera DC IN 12 V socket (5)
  - Insert the VISCA connector to the XT Series Codec VISCA socket.
- Assure that the power switch (ON/OFF selector) on the TC220 Camera is ON.

•

Turn on the XT Series Codec.

6 5 2 0 1 **XT5000 Series Codec Unit** • • • • dinini. 0 00 **XT7000 Series Codec Unit** 

Please note: the camera placement must be at **1.4-1.8 meters height** from the floor, while the suggested placement respect to the room table is as depicted below.

Notice that the centre of the camera should be moved slightly **on the left** respect to the centre of the table.



### **Camera Configuration in the Codec**

The camera is automatically recognized when properly connected to the codec with the VISCA and HD cables as explained above.

In any case, you can verify the camera configuration as follows:

• Under I/O connections > Cameras> General

- HD1 is selected as default.
- o Driver Mode is Automatic
- Under HD1 camera config:
  - Check that the detected camera driver is XTSeries TC220 Camera. If the driver mode was set as Manual, select this diver.
  - Check that the tracking is enabled. If the tracking is disabled, only the rightmost camera will be used and can be controlled manually (for PTZ and presets). If the tracking is enabled, manual PTZ and preset commands are ignored.

Cameras - General Save		
Default Camera	HD 1	•
Driver Mode	Automatic	•

Cameras – HDI Save Apply	
Enable	Yes 🔻
Presentation Content	No 🔻
Control Camera	Yes 🔻
Driver	XTSeries TC220 Can ▼
Tracking	Yes 🔻

#### Important

- The TC220 camera cannot be cascaded to other cameras in this release (Visca cable connection from the first HD camera to the TC220 camera is not supported).
- To use the TC220 camera as a second HD camera on XT7100, with autotracking enabled, do the following:
  - Power the TC220 camera with its own power supply.
  - Assure that the autotracking is enabled in the camera. This is the default when the camera is powered on.
  - Connect the TC220 to the HD2 camera input of XT7100.
  - When the TC220 is used as second HD camera, it will not stop following the active speaker when the camera is not selected, or the system is in standby.

## **Setup Wizard Enhancements**

When a new Avaya XT Series endpoint is installed, a quick setup wizard is displayed to manually configure some needed parameters (for instance GK address/E.164 or SIP Server address with credentials), in addition to other user preferences like displayed endpoint name and UX language.

With this release, Avaya XT Series endpoints can be auto-configured, up and running, with minimal user intervention.

In addition to manual setup, and to an automatic setup at first boot based on Equinox Management Endpoint Auto-Provisioning feature available since previous release, this release adds the possibility to easy configure the endpoint when part of an Equinox Deployment with autoconfiguration enabled based on DNS service discovery.

If your Equinox Deployment does not support this feature, you can still configure your endpoint at first boot through Equinox Management (with a pre-provisioning or post provisioning code), or any time manually.

At first boot, the user will see the below screen on the UX interface of the endpoint.

You can choose the preferred language for the device.

If no Ethernet cable is connected, you can also configure your Wi-Fi Network.

- Figure 2: Initial Setup Wizard Choose your Language
  - To configure your Wi-Fi, press Wi-Fi and select you network. See Network Connectivity section for more details.
  - Once network connectivity is available, press Next.
    - You can also proceed with Manual setup without network connectivity.

The initial wizard will present three choices:

Figure 3: Initial Setup Wizard – Three Options

င်္ဂြင် Configure
Welcome to Avaya XTE240
Please choose your preferred initial setup mode
Easy to Start
You have a corporate account with an email address
Auto Provisioning
You have a service code
Manual Setup
Follow few simple steps to configure your device
Back

- Easy to Start: choose this option if there is an Equinox Deployment with autoconfiguration enabled (via DNS Services) in your company. In this case you will be required to enter your personal credentials, or the phone number (extension) and password assigned to your video endpoint (same as an Avaya phone/Equinox Client). In this case, the endpoint will receive from a network server the information for SIP configuration and other preferences.
- Auto Provisioning: chose this option if your endpoint is fully managed by Equinox Management, and you received a Service Code for it. In this case your endpoint is connected to the corporate directory, can automatically receive upgrades, and can be fully provisioned as an H.323 and/or SIP endpoint. This option is available only at first setup or when the device is reset to factory settings.
- Manual Setup: Chose this option if you can insert manually the information to fully configure your endpoint, including your network preferences. You can also use this option to manually adjust already configured preferences.

### Easy to Start – Auto-Configuration for Equinox Endpoints

When the endpoint is part of an Avaya Equinox Deployment supporting auto-configuration via DNS service discovery, it can be easily auto-configured as a SIP video endpoint.

The automatic configuration process automatically configures the device settings related to SIP configurations when the device is booted for the first time, or any time the Setup Wizard is activated.

Users can configure an endpoint automatically by using their email address or the company domain to retrieve the available Equinox Deployment in their company. Follow those steps and chose "Next" to progress:

- Chose Easy to Start
- Enter your email address, including the company domain, or your company domain only (i.e. @yourcompanydomain)
- Chose the Equinox Deployment environment you want to join.
- According to what is configured in the chosen environment, you can be asked for your personal credentials (username/password) or for a phone-like SIP extension (phone number) and password.

Figure 4:

Easy to Start Sequence		
	Please choose y	our preferred initial setup mode
		Easy to Start
	You have a corpo	orate account with an email address
		جِنَّے <b>Configure</b>
	Welcor	ne to Avaya XTE240
	Ente	r your email address
	Email	user@company.com abc
	Close	Back Next
		දိ္ပ္လိုင် Configure
	Chc	ose your environment
		$\checkmark$ 1-production $\mathbf{k}$
		2-production-aemo
		3-alpha-blue
		5-alpha-pune
	6	-production-testing
		Choose your environment
	1-productio	
		<u></u>

• According to what is configured in the chosen environment you can be asked for your personal credentials (username/password) or for a phone-like SIP extension and password.

Figure 5	<b>Fasy to Start</b>	Sequence – Personal	Credentials Required
i igui o o.	Lugy to otalt		

Enter your credentials			
User Name			
Password			
Close	Back Next		

• Once completed, your endpoint will receive the SIP configuration and some other settings from the configuration server auto-discovered with this procedure.



Configuration is completed	
Done	

#### Important

- Only SIP parameters are configured by this procedure in this release.
- If you want to see your Exchange Calendar on the endpoint, you need to configure it separately in this release. See Integration with Microsoft Exchange Calendar.

### **Cloud Management and Auto-Provisioning**

The input of a numeric code at the first start-up allows configuring your endpoint automatically with a pre-provisioned profile created by your IT Administrator using Avaya Equinox® Management available as part of Equinox Solution 9.0.0 or higher.

When using an Avaya IX video endpoint in a company where Avaya Equinox® Management is available, the administrator can now enable the Auto-Provisioning feature in the Avaya Equinox® Management Settings.

Auto-Provisioning an endpoint means to define a set of parameters for it in Avaya Equinox® Management, even before it is connected to the network (at home or in the company premises), and have the endpoint get these parameters automatically from Avaya Equinox® Management at first start-up. Once provisioned, the endpoint will be managed by the Avaya Equinox® Management, which can change the endpoint configurations and preferences at any time.

Figure 7: Avaya Equinox® Management with Auto-Provisioning Server Code



In this way the administrator can easily configure a provisioning profile for any Avaya IX endpoint even before it is installed. No manual configuration is required on the endpoint for common parameters.

#### 1 Important

- This feature will be supported for an endpoint installed in any location, provided that an Avaya Equinox® Management compatible version is available for association with the endpoint, that the Auto-provisioning Endpoint feature is enabled on Avaya Equinox® Management, that the endpoint is connected to the Internet and that your DHCP server is able to assign a valid DNS address to the endpoint.
- Please refer to Avaya Equinox® Management documentation for further details about configuring this feature.

#### 1 Important

• The endpoint Auto-Provisioning Service may be interrupted, including for maintenance, repairs, upgrades, or equipment or network failures. We may discontinue certain features and the support for certain video devices at any time. Events beyond our control may affect our service, such as force majeure events.

### Pre-Provisioning an Avaya IX Endpoint

To define a pre-provisioning parameter for an endpoint, click on the Add button in the Avaya Equinox® Management Endpoints tab, and choose Pre-Provisioning an Endpoint.

Figure 8: Add a Pre-Provisioned Endpoint



A Service Code corresponding to the pre-provisioned endpoint profile is generated.

You can then specify a set of basic/advanced settings for an endpoint.

Figure 9: Pre-provisioned Endpoint's Service Code



Once they are added, Pre-provisioned endpoints are marked with a blue "clock" icon in the Avaya Equinox® Management list. This icon means that a profile is ready to be applied to an endpoint with a certain Service Code, but the endpoint did not yet connect to receive the provisioning profile.

Figure 10: Pre-provisioned Endpoints Listed

	Name .			Lest Added/Modified Time	
	C XT_Ancona_Tinto retto		1590451	11/18/2015 18:24	Home
	C XT7000-Marzia		9259627	11/19/2015 09:47	Home

When the pre-provisioned Endpoint starts for the first time, you will be invited by a guided procedure to choose the preferred language and then to enter your Service Code

Figure 11: Insert the service code in the Quick Setup Wizard

	င်္လြှင် Configure	
If you received a service code	with your endpoint enter it now. If not, select N	ext.
	2632265	
Close	Back Next	

Figure 12: Pre-configuration Found

နိုင်္ပိုင် Configure
A pre-configuration was found for
CU-Laura
Close Back Next

If the service code is correct, the pre-provisioned name for your endpoint is shown and you can continue the automatic configuration. If the service code is not correct or you do not accept the pre-configuration, you can go back to previous step and proceed with a manual configuration.

#### Important

- Once your endpoint has been successfully provisioned, the Avaya Equinox® Management mode will be marked as "Cloud"
- When managed in "Cloud mode", the endpoint is connected using a secure web socket to Avaya Equinox® Management for services like configuration, LDAP entries, software upgrade, scheduling and meeting management (meeting roster and similar features).

### **Post-Provisioning an Endpoint**

If you don't have the code for a specific endpoint, because it has not yet been provisioned in Avaya Equinox® Management, you can insert the Server Service Code of your Avaya Equinox® Management, and leave the Endpoint Service Code digits empty or all zeroes (post-provisioning code). This feature is called Post-Provisioning. In this case the Avaya Equinox® Management Admin will be notified that an endpoint, not yet provisioned, has been added to the list of the manageable endpoints and can be configured any time later.

This way, an IT administrator can plug all the endpoints in all the company conferencing rooms, just inserting the same post provisioning code; then set a mnemonic name for the endpoint and configure it later in Avaya Equinox® Management, where it will be displayed with a red clock icon near the name.

You can then specify a set of basic/advanced settings for an endpoint or delete the endpoint if you don't want to provision it any longer.

Figure 13: Post-provisioned Endpoint Listed

Name 🔺	Dialing Info	Model
C XT_Ancona_Tinto retto		
🕒 XT7000-Marzia		

### Auto Provisioning FAQ

[Q]What is the default for Auto-provisioning in Avaya IX video endpoints?

[A]The default depends on the installation of the endpoint and if it was already managed by an Avaya Equinox® Management entity. If the endpoint is a newly installed endpoint or it was not managed, the default will be "Cloud"; otherwise it will be "Local". The Local Mode will be automatically changed to "Cloud" when the Avaya Equinox® Management entity managing the endpoint is updated to solution release 9.0, if Auto-Provisioning is enabled.

[Q]How to check if my endpoint is managed through the cloud or not?

[A]Check Configure>Advanced>Utilities>Remote Access>Avaya Equinox® Management

 <u>Mode</u>: Cloud (Connection using auto-provisioning)/ Local (Connection to Scopia Management 8.3 version or earlier, or Endpoint Auto-provisioning not enabled in Equinox Management)

If the connection Mode is "Cloud", your endpoint is connected to Avaya Equinox® Management using a secure web socket. Status of the connection is visible in the endpoint Web home page or in System Status> More.

Figure 14: Cloud Mode – Connected

Cloud Connected wss://10.134.72.204:9443/websocket/sxmp

[Q]What happens if I load factory defaults on a provisioned endpoint?

[A]Your endpoint will remember the Service Code inserted for Provisioning and will propose it again (only the first 5 digits are needed). Just press "Next" in the initial wizard to have you're the endpoint configured again with the same Avaya Equinox® Management.

[Q]How can I associate my endpoint to a different Management Server with auto provisioning?

[A]Ask your administrator to **remove** your endpoint from the Management Server and to add it to a new Management Server. Once you received a new Service Code, load Factory defaults on your endpoint. You will be prompted to insert the Service Code for the Management Server. Insert the new one you received.

[Q]How can I associate my endpoint to a different Management Server manually?

[A]Ask your administrator to remove your endpoint from the first Management Server and to add it to a new Management Server manually. You will be disconnected from the first server and connected automatically to the second one.

[Q]How can I force my endpoint to forget the assigned Management Server Service ID?

[A]Configure your endpoint for "Local" mode with a manual IP empty address (0.0.0.0) or with a different Management Server.

[Q]I have a valid service code for my endpoint, but the initial Wizard keeps saying that the Management Server is not available...? What can I do?

[A]Check that your endpoint is connected to the network. Check that it received a valid IP address and a valid DNS server address from the DHCP server on your network. Then connect to the endpoint Web Server using any browser (see "Web Interface Management section") and browse to [WEB] DIAGNOSTICS>NETWORK>PING. Ping "support.avaya.com" or a similar well-known web URL. If it is not reachable, your endpoint is not connected to the internet or the configured DNS is not valid. If the above URL is reachable, check that the FQDN configured in Avaya Equinox<sup>®</sup> Management is reachable.

[Q]What happens if my endpoint is managed by Equinox Management and I run the Quick Setup Wizard and choose an Equinox Environment different from the one in which my endpoint is managed, or I change the settings manually?

[A] After a while, Equinox Management will detect the changes and show an alert for your endpoint in the dashboard. A similar alert is displayed if you change some settings manually after your endpoint is provisioned. It is possible for the Equinox Management administrator to change the endpoint settings any time while the endpoint is managed.

### **Enhancements**

This release introduces a few enhancements and fixings

- Added the possibility to choose as Home Screen Background the Calendar page and to hide the Calendar Panel in Home page (only if the Calendar is enabled)
  - [Gul] Configure> Advanced > System>Customization
  - [WEB] ADMINISTRATOR SETTINGS> SYSTEM>CUSTOMIZATION
- Fixings for join meeting alerts and messages.
- When making SIP direct calls to a destination that has been resolved with different IP addresses, the system now tries to connect to the next IP address in case the call to the previous one fails, as already available for H.323 calls. Moreover, the system tries all available transport protocols, in this order:

If SIP "Outbound Transport Call" field is set to:

- TLS, the system will try TLS -> TCP -> UDP;
- TCP, the system will try TCP -> UDP
- UDP, the system will try only UDP
- In this way, the system will make DNS resolution to find the IP addresses related to the transport protocol used. If none of them is reachable using that transport protocol, the system will switch to the next transport protocol, making a new DNS resolution.
- Improved SIP presentation interoperability with ZOOM platforms: with previous releases, it could happen your device receives the presentation as a mixed stream together with the live video (AKA Gallery Layout). To have it as a second stream:
  - Press "1" via DTMF code to access the menu.
  - Press "0" to access more options.
  - Press "1" to toggle H.239 or BFCP for dual-screen.
- Improved H323 video presentation interoperability with CISCO VCS ExpressWay: the system on a private network registered to VCS through H.460 now can receive the video presentation when a remote endpoint stops and starts presenting more than one time.
- Some optimization for the Start-up Wizard
- Added predefined SIP dial mappings for Zoom for integration with Exchange Calendar. They can be changed to H.323 if needed.

FQDN List	CAR I Z - X-		
conferencing.avaya.com	useastsipvideo.avaya.com	ı SIP	>
zoom.us	zoomcrc.com	SIP	>
bluejeans.com	bjn.vc	SIP	>

• Added automatic integration for any Exchange Calendar invitation containing "sip:" or "h323:" URI Schemes in the location or in the body.

## **Control API Extension (AT Commands)**

AT commands can be used to control XT Series or XT Series devices.

The following commands have been extended or added since last major API documentation release.

For full documentation, refer to https://support.avaya.com/downloads/download-details.action?contentId=C20143693548450\_0&productId=P1430

 Table 1:
 Recently Added or Modified Control API Commands

Version	New/ Extended	Command/ Indication	Description
CU 10.1.0 XT 9.2	Extended	SW	Command to emulate go back to home page

## Software Upgrade & Downgrade

This section explains how to upgrade or downgrade XT Series software.

## **Signed Software Packages**

Since release 9.0, XT Series software packages are signed by an Avaya Certificate Root Authority recognized by the XT Series.

Only verified signed software packages will be accepted by XT Series once upgraded to this release.

A software package will be installed only if XT verifies that:

- The software package is signed by Avaya IT Root Authority and produced by an authorized build server.
- The software package content is not tampered or changed in any way.

For this reason, the XT Series upgraded to 9.0 releases will no longer accept by default software packages which have not been signed.

This means that to downgrade XT Series to a previous version you must manually disable the verification of the downloaded package signature. Browse to:

[GUI] CONFIGURE >ADVANCED>UTILITIES>REMOTE ACCESS>DOWNLOAD [WEB] ADMINISTRATOR SETTINGS>UTILITIES>REMOTE ACCESS>DOWNLOAD

• Verify Signature: Yes\*/No.

#### Important

• The Verify Signature option does not apply to recovery mode. It is not possible to force an XT version 9.0 or higher to accept an unsigned package when in recovery mode. See Known Issues, "Software Upgrade & Downgrade" section and the table below.

#### Important

• The signed package version cannot be uploaded directly on an XT running a version 8.3.x or earlier by USB or XT Web interface or AT interface or iView. You need to use a special unsigned package in this case. Ask Customer support to receive an unsigned package.

#### Table 2: XT Software Update Verification Table

XT Mode	Recovery Mode		Normal Mode	
SW update done by	РС	USB	PC/Management	USB/AT/WEB
Unsigned package	XT <= 8.3.x:	XT <= 8.3.x:	XT <= 8.3.x:	XT <= 8.3.x:
(8.3.x)	XT >= 9.0:	XT >= 9.0:	XT >= 9.0:	XT >= 9.0:
	not accepted	not accepted	not accepted*	not accepted*
Cigned neckage		XT < 9.0: not accepted		XT < 9.0: not accepted
(9.0 or higher)	r higher)	XT >= 9.0: Accepted	accepted	XT >= 9.0: accepted

\*By default, an unsigned software package is not accepted. You can force the system to accept an unsigned package by setting "Verify Signature" to No.

\*\* XT7000 does not accept the package due to memory capacity.

## How to Upgrade XT Series to 9.x Releases

Release 9.x improves security when upgrading. Since 9.0 version, XT Series software packages are signed by an Avaya Certificate Root Authority recognized by the XT Series. Only signed packages will be accepted by XT Series once upgraded to this version (see XT Software Update Verification Table).

Software upgrade packages named XT5000\_Vx\_y\_z.exe can be used only to upgrade Avaya XT5000/XT4300/XTE240 Series Codec Units.

Software upgrade packages named XT7000\_Vx\_y\_z.exe can be used only to upgrade Avaya XT7000 Series Codec Units.

To upgrade the software of an Avaya XT Series Codec Unit:

- Save the XTn000\_vx.y.z.exe file containing the XT Series Software in your Windows PC
- Verify that the PC is connected to the network in wired mode (otherwise the upgrade process can be very slow when using a wireless connection) and that it can ping XT.
- Double click the version .exe file. Below application will be launched.
- Insert IP address of the XT to upgrade in the Codec Unit IP address field.
- Press "Start" button in the app.

#### Figure 15: Software Upgrade Application



- Do not turnoff or unplug XT, until it completes the upgrade.
- The application will signal that the software package transfer is completed. Wait until the XT applies the updates contained in the package and restarts, by checking the progress on XT's graphical interface (monitor screen).
- This procedure is completed when you see the initial graphical menu displayed continuously for at least one minute after a restart.
- If the XT does not restart but it shows an indication to repeat the upgrade, press the "Start" button again.

#### Figure 16: End Upgrade Message



#### Caution

- Do not turn off the system until the upgrade procedure is completed.
- If the upgrade procedure is interrupted for any reason, do not restart the Codec Unit but repeat the procedure as suggested by the Codec User Interface.
- The system LED may blink repeatedly while upgrading.
- If you are upgrading from a 3.0/3.1 version of XT5000/XT4000, the upgrade procedure may reboot more than once while upgrading. A 30 to 40-second interval may occur between the reboots.
- If the GLAN interface is not reachable any more, put the .exe upgrade package into a formatted USB key and insert it into the <u>upper USB socket</u>.

#### Important

• Since version 9.2 is a Major Release for Avaya XT Series, a new license might be required for this upgrade if the endpoint is not under Maintenance Contract.

- The codec can in any case work in preview mode without a license for 30 days (Power ON time countdown is suspended when the system is OFF).
- Before upgrading it's always suggested to back-up the previous system configuration from Diagnostics > Utilities > Configuration > Export.
- To upgrade the XT to a version 8.3.2 or higher using the USB key, a version 8.3.2 must be already installed on the XT. You cannot upgrade directly from 8.3.0.x to 8.3.2.x using the USB Key.
- To upgrade from an USB key, the version file must be named XT5000 Vx\_y\_z.exe or XT7000\_Vx\_y\_z.exe. An optional \_U suffix can also be present if the package is unsigned. Do not change version file name, otherwise the package will not be recognized.
- For any issue appearing when using this software package please contact Avaya Customer Support opening a Service Request at http://support.avaya.com and providing
- the system CS Package (Web > Diagnostics> Utilities >Customer Support Package: press Create and download the newly created package to your computer)
- the NetLog capture (if the problem can be easily reproduced vs. any external thirdparty IP device)
- the detailed description of the issue occurred (see also https://support.avaya.com/ext/index?page=content&id=FAQ105903)

#### Important

• If your Codec Unit was configured to use 97, 98 or 99 as remote-control codes, you will no longer be able to set these codes after upgrading to 9.x version. Please configure your Codec Unit and Remote Control to use a different code in the range [1...96]. (See Remote Control Shortcuts).

### **Downgrading from this Release**

Downgrading to earlier releases could be unsupported by some Avaya XT Series products or in some conditions.

In particular:

In 9.x standard mode, you need to disable "Verify signature" to **downgrade from this release to an 8.3.X** or older release. Browse to:

[GUI] CONFIGURE >ADVANCED>UTILITIES>REMOTE ACCESS>DOWNLOAD [WEB] ADMINISTRATOR SETTINGS>UTILITIES>REMOTE ACCESS>DOWNLOAD

• Verify Signature: No.

<u>In 9.x recovery mode</u>, you cannot downgrade to 8.3.x or use an unsigned package. The Verify Signature option does not apply to recovery mode. It is not possible to force an XT version 9.0 or higher to accept an unsigned package when in recovery mode. See Known Issues, "Software Upgrade & Downgrade" section and the table above.

- XTE240 cannot be downgraded to versions earlier than 3.1.1.
- Avaya Branded XT Endpoint s cannot be downgraded to versions earlier than 8.3.0.61.
- XT4300 cannot be downgraded to versions 8.3.0 or earlier.
- XT7000 cannot be downgraded to versions earlier than 8.3.2.2xx

#### Important

 If you reset a codec unit to factory defaults using a newer version and then downgrade to an earlier version, some new defaults could not be properly recognized by the earlier version. It is strongly suggested to execute again the reset to factory defaults after downgrading. See Known Issues, "Software Upgrade & Downgrade" section.

## **Integrating with Other Components**

Avaya Equinox® Solution includes several new components, but XT Series supports also components of the previous Avaya Scopia<sup>®</sup> Solutions.

#### Table 3: Solution Compatibility

Current Solution Component Name	Previous Solution Component Name	Version
Avaya Equinox <sup>®</sup> Management	Scopia <sup>®</sup> Management	8.3*
Avaya Equinox <sup>®</sup> Media Server		8.5
(Elite 7000 + AMS+ WCS)		
Scopia <sup>®</sup> Elite 6000 MCU	Scopia <sup>®</sup> Elite 6000 MCU	8.3**
Scopia <sup>®</sup> Elite 6000 MCU	Scopia <sup>®</sup> Elite 5000 MCU	7.7
Avaya Scopia <sup>®</sup> Desktop Server	Scopia <sup>®</sup> Desktop Server	8.3***
Avaya Equinox <sup>®</sup> Streaming and Recording	Scopia <sup>®</sup> Recording Server	8.3*
Server (AESR)		
Scopia <sup>®</sup> Mobile (iOS/Android)	Scopia <sup>®</sup> Mobile (iOS/Android)	8.3****
Avaya Scopia <sup>®</sup> XT Series	Scopia <sup>®</sup> XT Series	8.3
Avaya Scopia <sup>®</sup> XT Desktop Server	Scopia <sup>®</sup> XT Desktop (SMB solution)	8.3****
Avaya Scopia <sup>®</sup> XT Series	Scopia <sup>®</sup> XT Series	8.3
Scopia <sup>®</sup> XT1000	Scopia <sup>®</sup> XT1000	2.5
Scopia <sup>®</sup> VC240	Scopia <sup>®</sup> VC240	2.7.1
Scopia <sup>®</sup> TIP Gateway	Scopia <sup>®</sup> TIP Gateway	8.0
Scopia <sup>®</sup> Video Gateway for Microsoft Lync	Scopia <sup>®</sup> Video Gateway for Microsoft Lync	7.7
Scopia <sup>®</sup> Gateway	Scopia <sup>®</sup> Gateway	5.7.2
Scopia <sup>®</sup> Enhanced Communication Server (ECS)	Scopia <sup>®</sup> Enhanced Communication Server (ECS)	7.7
Avaya Equinox <sup>®</sup> H.323 Firewall Traversal	Scopia <sup>®</sup> Path Finder	8.3
Avaya Aura Presence Server	Avaya Aura Presence Server	7.0
Avaya IPO for Presence, One-X Portal for IPOffice	Avaya IPO for Presence, One-X Portal for IPOffice	9.1

\* Conferencing Management 9.0 is required for Auto-Provisioning Scopia<sup>®</sup> Management V8.3.3x is required for Mobile Link. Scopia<sup>®</sup> Management V8.3.2x is required for XT7000 support. Scopia<sup>®</sup> Management V8.3.x is required for Roster integration and Calendar.

\* Scopia<sup>®</sup> Elite 6000 MCU V8.3.2x is required for Gallery Layout.

\*\*\* Scopia<sup>®</sup> Desktop V8.3.3x is required for Screen Link and Mobile Link.

\*\*\*\* Scopia\* Mobile V8.3.3 is required for Mobile Link.

\*\*\*\*\* Scopia<sup>®</sup> XT Desktop 8.3.800 minimum is suggested.

#### Important

- It is always recommended to update the to the latest release (9.1.8).
- Solution wide features like Mobile Link or Auto-Provisioning require that the (as a whole) is up to date and all components support those features. Please refer to the release notes of the specific components for details.

### **Resolved Issues**

Version 9.2.1.10 of the Avaya XT Series includes resolved issues from previous GA version 9.2.0.215.

#### Table 4: Resolved Issues

Release	Case Number/ Ticket ID	Description of Issue	
9.2.1.10		Parsing of Bluejeans invitations.	
9.2.1.9	AXT3100-1019	Status record via USB displays not consistency between app interface and web interface when no space left on device RVXT5000-2548: AMS - XT5000 cannot see sharing when he rejoins locked meeting Webcollab is immediately displayed if the wccurl contains a valid token Streaming features is not supported for CPU lower than 2.0. Brightness, Contrast, Saturation, Hue and Sharpness management for tracking TC220 camera.	
9.2.1.7		Fixed some parsing issue for the meeting location when present only in the calendar invitation body	
9.2.1.7	RVXT5000-2535	A memory leakage could cause a random crash starting a call or doing other UX actions with Exchange Calendar enabled with lots of meetings per day.	
9.2.1.6	RVXT5000-2542	Endpoints are dropped from call when moderator invites them to join meeting	
9.2.1.6	RVSM-12758	Endpoints cannot see web collab sharing when dial in to conf protected by meeting PIN.	
9.2.1.5	RVXT5000-2546	XT7000 is not able to view WebCollab Presentation	
9.2.1.4	RVXT5000-2540	Specific XT7000 - XT7000 doesn't display Gatekeeper IP on Web Portal	
9.2.1.2	RVXT5000-2476	Small text in 'Remote Endpoint Information' when make a P2P call to devices with extremely long info.	
9.2.0.216		Do not display alerts for meetings that are joined and disconnected Fixed a bug in the 'Dnd except trusted' feature. Incoming call from a Desktop Server saved as trusted was not accepted. Fixed the test for the Desktop Server exception in the incoming calls. Added a few strings to debug show/raise/activate sequence in changing pages Solved some issues related to closing and opening pages when hint are received with MessageBox opened Once a meeting is joined, alerts on the info bar for it should not be displayed. Dismissed meeting should not redisplay message box. If NAT feature was enabled, the BFCP presentation does not work for IPv4 SIP calls that requires the	
		usage of the FW/NAT public address. 800x600 video live and presentation coding for 1600x1200 video input resolution added Managed Moderator pin for recording via Web Fixed a few issues for Moderator and Presenter Refresh the roster recording available status while the page is open	
		Added some import/export fields Avoid sending multiple SIP re-Invites to add presentation media descriptor when BFCP is negotiated but the remote has answered zeroing the presentation media descriptor and removing its media attribute.	
9.2.0.216	RVXT5000-2534	Cannot download Screen Link app from web link	
9.2.0.216	RVXT5000-2513	Cannot see sharing in Audio with Web Collaboration meeting unless XT joins meeting which is having a presentation	
9.2.0.216	RVXT5000-2527	"Are you sure you want to disconnect" popup is stuck when screen link is activated while the message is visible	
9.2.0.216	RVXT5000-2524	Presentation button is grayed out when XT 9.2 becomes moderator and starts presentation in meeting enabled sharing for Moderator only or Moderator and register users	
9.2.0.216	RVXT5000-2526	XT sometimes doesn't receive sharing when user changes layout	
9.2.0.216	RVXT5000-2510	Test I/O connection - XT will be stuck if user performs monitor test with two monitors	
9.2.0.216	RVXT5000-2471	Issue with HDMI 4:3 format inpu	
9.2.0.216	RVXT5000-2537	"Join Meeting" UX popup not automatically closed when meeting joined via Web or AT	
9.2.0.216	RVXT5000-2530	Overlapped icons in the info bar when crowded	

## **Known Issues**

Avaya performs effective testing of each software version. Patch software may be available to fix known issues of this software version. Please contact Avaya's Customer Support Service for further information.

This section details the list of known issues for this version. Issues are common to Avaya XT Series.

#### Table 5: List of known issues in this version

Category	Case Number/ Ticket ID	Description of issue	Solution/Workaround
		Echo cancellation issue when audio out of HD2 is enabled (HD2 is connected to a track of the XT audio mixer) and HD2 audio output is heard in the room through loudspeakers or a monitor.	In Configure > Advanced > I/O Connections > Audio – Outputs > Tracks > Outputs from tracks: Set HD2 to Off.
		Echo cancellation issue when using HD2 as single monitor	Connect the single monitor to HD1. HD2 should be used only as additional monitor.
System Setup		Some HD monitors crop the output.	If the borders of the graphical menus are not fully visible, select Configure > Quick Setup from the Main menu. Select Next in the Quick Setup to adjust how the menu is displayed in the monitor. You can also resize the local and received presentation on the additional monitor from the web interface. Select Administrator Settings > I/O Connections > Monitor > Graphical Adjustments.
		Additional monitor/Cloned monitor may become black during the call	It is strongly suggested to use two monitors of the same Vendor/Brand/Model, with the same settings. In particular, do not mix 1080p/720p monitors. During a call, do not change monitor resolutions and do not connect/disconnect monitors
	QC#12897	Placing the camera on top of the system may cause the system to overheat and reset.	Place the camera near the system.
	QC#20476	SI #161693: [Executive] During the XT Control app installation (using Internet Explorer) appears a security warning about an 'unknown' publisher.	The warning appears because the XT Control application is not signed: continue with the installation since the content is not harmful for the PC.
		In Recovery Mode, only lower slot can be used to plug an USB key for software upgrade	
Bacayary Mada	RVXT5000-1118	Sometimes the system displays black video when forced to start in recovery mode	Disconnect and reconnect XT power supply
Recovery would	QC#11258 QC#25349	In Recovery Mode, you can only use HD1 monitor and Ethernet cable connected to GLAN1. A message 'Starting System' appears for about 50 seconds at system start up.	
I/O Connections	All cameras	Camera is not recognized or is not working properly.	Connect the camera when the Codec is turned off. Assure that the Visca cable is connected. Then turn on the codec and go to I/O Connection, cameras> <b>Restore defaults</b> . Restore defaults assures that the optimal defaults are loaded for the camera. Assure to follow this procedure especially when changing the main camera from a model to another. For TC220, see also next row.
	TC220 Tracking Camera	When in auto-tracking mode manual parameters are not applied	This is by design. To apply parameters, disable auto- tracking, change parameters and enable again the auto-tracking.

VT 1000	The camera does not turn on	
X14300	the standby led when the codec unit is in power off	
Cascade came	eras Cannot change camera cascade driver mode or connect/disconnect/change cascaded camera order on the fly.	Changing camera driver mode from automatic to manual (or the reverse) or changing the camera cascade setup requires following a specific procedure: see below. In I/O Connections>Cameras>General, select Driver mode as Automatic if all the cascaded cameras are of the same model. Otherwise, select Manual and select manually the proper Driver for <u>each camera</u> <u>input</u> , in the order in which they will be cascaded. Disable all the intermediate inputs that will not be cascaded. Power off the system. Insert the three connectors of the special cable for the first camera to the sockets on the back of the first camera; pay attention to insert the 8-pin connector to the IN RS232C socket of the main camera. Connect a crossed VISCA cable from the OUT RS232C connector of the first camera to the IN RS232C connector of the second camera. Repeat with additional crossed VISCA cables if you have a third camera for XT7000 or more cameras when using an XT camera switch. Connect each additional camera to its power source and to XT HD or DVI input, or to the proper HD slot of the XT Camera Switch. Power on the system
Flex Camera fo cascading	Flex camera can be cascaded only as last camera in the chain. Some older Flex camera models do not support cascading. Please check that the Flex camera (Model VC-B20DRV) serial number (available in a label on the bottom of the camera as aside) is higher than V13C04411 or is in the format V13xxyyzzz (without any letter).	
	The USB camera is not detected	USB cameras must be plugged in the upper USB slot available in the XT rear panel.
QC#19134	The Audio Input HD could not work properly if its field 'Echo canceller' was set to 'Yes'.	
QC#16369	When restoring the system to factory default settings, the screen may appear black for a long time.	
QC#16506	Cancelling the screen saver while it is activating can cause the camera to move.	
QC#20697	SI #161991: [Executive] Sometimes the XT Control application could not realize the changes applied into the Windows OS Screen Resolution menu.	Close the XT Control application before any changes are going to be applied into the Windows OS menu Control Panel > Display > Screen Resolution.
	Analog/Digital DVI PC resolution 1280x960 could be treated as 720p or 1080p (encoding/detected format).	
QC#20566	SI #161841: [Executive] XTE240 local PC video could flash when the PC user moves between different PC active applications and the XTE is configured to be the 'Extended'/Second Monitor of the PC.	This issue belongs to the Windows ('Aero') preview feature when selecting/moving between different/open PC application windows and could appear with any third party 'Extended'/Second PC Monitor.

	RVXT5000-615	Audio transmission/reception could be choppy when using USB headset connected to upper USB port.	Connect USB headset to lower USB port.
	QC#25198	Sometimes the system is turned on, but the camera image is not present. This is more frequent using the XT camera switch, for the first camera.	Unplug and then pug again the Camera power connector or use a Flex/Deluxe camera.
	QC#24231	Issue with an input of XT camera switch due to noise on this input in no video signal conditions.	Disable unused video inputs on the XT
	XT7000 Series	The information about the HD1/HD2 cameras or audio inputs are available only for the last selected HD1/HD2 input	Select the HD1 or HD2 input to see its diagnostic info.
	RVXT5000-1202	[XT4300] When upgrading to this version, Flex camera presets assigned using 8.3.2.56 are lost and must be configured again.	To speed up PTZ to camera presets with XT Flex Camera a brand-new approach has been implemented since 8.3 FP2. This new implementation significantly improves customer experience. Please note that when updating to such new firmware version all previously set presets will be lost and must be re-configured.
		When connecting different model camera in daisy chain there could be some configuration trouble about video input format.	To avoid any trouble, configure right driver for any camera, then turn off the system, connect cables according to the configuration and then turn on the system.
	HD1 as presentation on XT7000	In local presentation mode, the XT7100 endpoint can capture 4K and 1600x1200 resolutions from its HD1 input (when configured to be used for presentation). When not in local presentation mode, 4K input is downscaled at 1080p, while 1600x1200 is downscaled to 800x600. Please note that the signal format connected to HD1 must be YCbCr 422 for any resolution higher than 1080p.	
	SR 1-11610561268	IPO 9.1 and 10.0 require Third Party license for Avaya XT4300, XT7100 and XTE240 endpoints	Use a 3rd Party SIP License to register that XT Endpoint as a SIP device to an IP Office system
	IPOFFICE-109632	When registered to IPO 10.0, Avaya XT7100, XTE240 and XT4300 endpoints do not receive presentation	Configure IPO 10.0 with "MediaSecurity=None" to the extensions associated to those endpoints to enable presentation towards them.
		Cisco SX80 TC7.2.0 is not able to receive SIP TLS incoming calls if XT is configured with AES256.	Disable AES256 on XT or place outgoing call from Cisco to XT.
	QC#26789 JIRA-57114	The XT doesn't display the message to be in call hold when Flare iPad is put in hold	
ΙΟΤ	QC#2766	Using Polycom MGC50 (v 8.0.2.6) sometimes H.239 presentation does not function.	
	QC#2981	Polycom diagnostics incorrectly identifies XT Series systems.	
	QC#11493	Incident #16384-10505: Remote camera switch from HDX to XT5000 and reverse is not performed. Issue reported to Polycom.	
	QC#2964	Cisco C20 cannot control the XT5000 camera in H.323 calls.	
	QC#6665	Polycom MGC systems (v9.0): XT Series does not receive the video stream when it is connected to MGC with default settings (reference Pivotal #16264 7580)	For low bit rate calls (up to 256Kbits), set the maximum call rate of the XT5000 to 2M (the same max. rate as MGC) in the Administrator Settings > Call Preferences page. For 384Kbit- 2Mbit calls: In the MGC Advanced Properties page decelect Auto Video Bit Pate
		π1030 <del>4</del> -/303].	I TOPETHES PAGE, DESERCE AULO VIDEO BIL RALE.

	QC#5567	LifeSize Express LS_EX1_3.0.7 (2) produces corrupted audio in SIP calls with audio coding based on G.722.1 Annex C, 48 kHz. XT Series cannot establish incoming point-to-point SIP calls if H.264 coding is used. IOT issue with Tandberg/CISCO	Update LifeSize Express to latest version. As a temporary alternative, disable G.722.1 from the web interface by navigating to Administrator Settings > Calls > Preferences > Audio
	QC#16828	MXP1500. Reported to Tandberg/Cisco.	Disable H.264 High Profile on X15000. Configure > Advanced > Preferences > Video
	QC#17464	does not send video to the as soon as a call is started. Reported to Tandberg/Cisco.	Disable H.264 High Profile on XT5000.
	QC#16857	Avaya 10x0(LifeSize) v4.8 issue. Avaya Integration Rad #57 [XT/SIP]: An XT5000 registered with SIP cannot share content (via BFCP) with Avaya 1000- series endpoints.	Upgrade Avaya 1000-series endpoints to version 4.9 or higher.
	QC#22592 QC#22593	Cisco C20/SX20 SIP presentation interoperability issue when it placed a call towards an XT5000 MCU	Upgrade CISCO C20 to latest version.
	RVSM-5252	If XT is configured with Unicode name, the ECS rejects the H.323 call	Use a plain ASCII name for XT
	QC#26201	Tandberg MXP Series interoperability issue when placing SIP TLS calls.	Configure > Advanced > Protocols > SIP > TLS > Enabled =No
	RVELITE-6045	Presentation, sent in WCS mode from an XT, is sent black from MCU7000 to other XT (8.3.x or not in WCS mode)	
	Avaya B109	When Avaya B109 is connected to XT as USB audio device, only Volume+/- keys have an effect on the endpoint.	
	QC#9510	You cannot dial a recent incoming ISDN number from the Recent Calls list. (Incident #156601)	Dial the ISDN number manually.
In a Call	QC#9509	Before making an ISDN voice- only call, you need to first change the service mode to manual. (Incident #156599)	To make an ISDN Voice-Only call, perform the following procedure: From the web interface, select Administrator Settings > Calls > Preferences > ISDN and change the Service Mode to Manual. Insert a different Service Code for 64K calls. Add the same Service Code to the Gateway Service Prefixes List and specify the type as voice-only. Dial the ISDN/PSTN number and select 64K as the required Call Rate (Advanced call options).
In a Mosting	Equinox/Scopia Conference Features	Advanced conference features (meeting roster, Equinox recording, meeting management via UI, web collaboration, chat via SC and web) in an Equinox/Scopia Meeting are available only if XT is managed by the iView hosting the meeting or the solution is 9.x and the call is sip	Check that your XT can access the meeting roster (you should see Local – Your XT Name listed in XT UI, Participants tab). If this entry is not available, please check that your solution is 9.x and invite XT as sip participant in the meeting (you can invite XT by dialling xt@xtipaddress in your Equinox client, or sip: xtipaddress in Scopia desktop/mobile clients) or ask your Equinox Solution IT reference to add XT as managed endpoint in the Equinox Management server.
in a weeting	MCURVELITE-3000	MCU6000 doesn't manage correctly the XT video privacy option (auto or hide video) when in a sip call	Configure > Advanced > System > Customization > Set Privacy Options = Image
		If you are using multiple monitors and there is no presentation, you cannot select the PIP layout.	
	RVXT5000-131	When connecting to a XT embedded meeting not as first	The camera of the active speaker in the embedded MCU can be moved anyway

		terminal, the arrows in FECC page are not displayed after	
		"Control Far" selecting. XT cannot send or receive presentation if there is only one	
	QC#22715	XT Desktop Client in the conference and that Client does not have a webcam.	
		Embedded MCU license cannot be enabled on systems with CPU version lower than 2.0	
	Downgrading to unsigned versions	XT Series refuses the downgrade to a not signed version (8.3.X or lower) in regular mode or in recovery mode.	To downgrade XT to a version 8.3.X or lower, you must manually disable the "Verify Signature" option in the Download menu for normal mode. For recovery mode it is not possible to downgrade to an unsigned version. You need to use a signed version for recovery mode and then disable the above option and downgrade the XT to previous version.
	QC#18364	If you are updating a system with PIC firmware rev 33 (implemented in versions up to v3.1.019), the system might keep rebooting, and the Codec Unit's LED or logo blinks 3 or 5 times as an error code.	Disconnect and reconnect the power jack connector.
Software Upgrade & Downgrade	QC#26658 SI#169789	If you change parameters with a newer version, or load factory defaults with a newer version, some parameters could be not properly managed by earlier versions when downgrading. For instance, new gatekeeper configuration supporting DNS name is not available in previous version, so when downgrading you must configure gatekeeper again. The same for the TLS configuration and similar settings.	Reconfigure the parameter to the default value or restore the previous version backup configuration after downgrading, especially if you changed parameters with the new version or loaded default values/factory defaults with the new version and then downgraded the system.
	RVXT5000-804	Uploading a SW package into the XT codec through USB key is not possible - whenever the SW Package is not newer than the one already running - when trying to upgrade from v8.3.0.x (or older) to a v8.3.2 or higher; in this case it's firstly needed to upgrade to any v8.3.2.x using a Windows PC - when a password is set for the software upgrade - when the *.exe package copied into the USB Key has been renamed to a different name than XT5000_Vx_y_z.exe or XT7000_Vx_y_z.exe - when the *.exe package is not contained in the root directory of the USB key.	
	QC#18670 QC#19192 SI#8192-14380	Network negotiation issues occur on both ports when using specific network equipment, like CISCO C2960.	Always configure Autosensing in both the XT and the GLAN Port. Alternatively, you can limit the auto negotiation mode to 100/Full or lower.
Network	QC#16278	In few/random cases the XT does not get the IP Address in permanent way from DHCP.	Set the Speed/Duplex Mode to 'Automatic - Up to 100/Full' or lower.
	QC#18450	The system may not function properly after modifying the network settings.	Reboot the system to apply the update.

	QC#18671	To execute commands when using a telnet connection to port 60123, press 'Enter' twice after each command.	
	QC#26262	The XT GUI displays the un- correct network information when detaching and attaching the cable very quickly while using an old Aethra DHCP server.	
		Mac address conflict can be displayed when connecting the two GLAN ports to the same subnet	This configuration is not supported by the endpoint. Please connect each GLAN port to a different subnet.
		XT could not automatically determine your country or time zone correctly.	The Quick Setup wizard connects to some Internet public geo-localization services to determine the system location and time zone. The availability of such services is not guarantee. When using a proxy to connect to the Internet the results could be not accurate.
		Telepresence triplet cannot work properly (if configured with dynamic IP addresses) when their addresses changes.	When setting up a Telepresence system, it is strongly recommended to use static IP addresses for the three endpoints.
Telepresence		Telepresence higher than 8.3.X cannot be calibrated or configured using a previous calibration application.	Connect to the Telepresence Master using a Web Browser from your computer (Windows or Mac) and download the updated package for the Calibration application. The version of the application can be checked by pressing F1 for Windows (or CMD+1 for Mac) when the application is running.
		Your recording can become corrupted if USB key is unplugged while a USB recording is in progress.	Stop the recording before unplugging the USB key.
		When recording the additional monitor shows the same video as the main monitor	
Recording&		Recording license cannot be enabled on systems with CPU version lower than 2.0. Streaming is not supported on systems with CPU version lower	
Streaming		than 2.0. Save Recording status seems correct, but the file is not available in AESR.	Verify that your Owner name and the Organization ID are correct. Transfer status shown by XT is relative to FTP transfer.
	RVXT5000-2109	USB Recording in a telepresence system will record only master codec content and force a single monitor scenario on the master.	To properly record a telepresence session, use Network Recording
		It is not possible to activate Screen Link while playing a video from the USB key.	
Snapshots & Web Video AT commands		When recording is active or the HD1 monitor is duplicated, it is not possible to select the single source to snapshots. The content of the whole screen will be captured.	
Sonic Pairing	Screen Link Mobile Link Scopia Control	Automatic acoustic pairing (or Sonic Paring): this option on a PC/Mac or mobile device will generate an ultrasonic sound (around 18 kHz, preceded by an audible short beep) that can be detected by a nearby XT (using 3-way pod or 1-way pod) for acoustic pairing. A list of all the detected XTs will be displayed, together with their status (represented by icons).	To use Sonic Pairing functionalities, please add a 3- way or 1-way microphone pod to your XTE or select the XT manually.

		Detected XTs automatically	
		display on their screen the title	
		bar with their name and IP	
		address. The automatic pairing (by	
		sound) is possible only in quiet	
		meeting rooms or offices where:	
		<ul> <li>the laptop is on the same table as the XT microphone</li> </ul>	
		pod	
		• the distance between the	
		pod and the laptop is not	
		from a 3-way pod, or 1	
		meter using the 1-way pod	
		<ul> <li>there are no relevant obstacles between the</li> </ul>	
		laptop and the pod.	
		• XTE240 built-in microphone	
		embedded in XTE240	
		pairing sound.	
		Avaya HC020, Avaya HC050	
		and most USB cameras	
		sound.	
		when XT is registered to or managed by Scopia®	
Mobile Link	Scopia® Management EP2	Management FP2, it could	Upgrade Scopia <sup>®</sup> Management to 8.3.3.xx
	Management 12	connect to the wrong meeting if	
		When Screen Link is used as	
		main video during a call (by	
	DV/VTE000 1289	selecting DVI camera), Screen	
	KVX15000-1288	presentation and the DVI input	
		is used in place of the Screen	
		Link When Screen Link is used audio	Screen Link is a replacement for the DVI cable. To
		is not transmitted from PC/Mac	share audio from PC/Mac to XT, you need to use a
		to XT	digital/analog audio physical connection.
		When a DVI content is displayed on XT or another Scopia®	To activate Screen link from a different client, terminate presentation on XT by pressing Present or
		Desktop client or Equinox Client	stop screen link from the client.
	Canada Link and	has an active Screen Link	Presentation priority is DVI/Screen Link. You need to
	DVI	the Screen Link pairing will fail	Please note that if you plug in DVI input while
		(the endpoint is listed with	Screen Link content is sent or shown, it will be
Screen Link		forbidden icon or manual	automatically stopped. The physical connection is
		unavailable" message).	has precedence over screen link).
			To activate Screen link from a different client,
			terminate presentation on XT by pressing Present or screen link from the client
		When a DVI/HD1 content is	When Presentation Content is enabled on HD1, DVI
		Scopia <sup>®</sup> Desktop Client/Equinox	Input is used for presentation only if no input is
	Screen Link and HD1 and DVI on	Client has an active Screen Link	connected on HD1. Otherwise HD1 has the precedence for presentation.
	XT7000 with	connection with the same XT,	Presentation priority with "Presentation Content on
	Presentation	(the endpoint is listed with	HD1" enabled is HD1/DVI/Screen Link. You need to
	enabled	forbidden icon or manual	Link content.
		pairing will fail with "Endpoint unavailable" message).	Please note that if you plug in DVI or HD1 input
			while Screen Link content is sent or shown, it will be automatically stopped. If you connect HD1 input
			while DVI content is sent or shown, it will be
			automatically stopped.
SNMP		SNMP supported version is SNMPv1 for Traps and SNMPv2c	SNMP is disabled by default to enhance security
		for reading info.	

	RVXT5000-1243	SNMP default community	Change default SNMP community names or disable
		names are easily guessable	SNMP
	RVX15000-1244	SNMPV1 is not secure	Sinitip is disabled by default to enhance security
		forced to "Busy" when in a SIP	
		call when using IP Office as	
		Presence and SIP Server.	
		Offline presence status in not	
		correctly displayed by XT when	Salact "Aura 7.1" in XT processo server type
		using Aura Presence Server 7.1	Select Adia 7.1 III AT presence server type
Presence		(pre-release)	
	Avaya One-X	It is not possible to subscribe to	As a workaround you can temporarily assign the
	Portal for IP Office.	accounts used by One-X Portai	same account to another XI, subscribe to it from
		Contacts are not notified of	
		subscription requests. It is not	
		possible to grant/revoke	
	Avaya Aura	subscription request.	
	Fresence Server	XT endpoint must manually	
		subscribe to other contacts to	
		view their presence	
		Remote Control Codos 97, 99	Unly codes [196] can be used to control the codec.
Remote Control		99 cannot be used any longer to	Deluxe Camera since release 8.3.6
		control the Codec Unit.	Reprogram your codec and your remote control to
			use a different code.
			Rx FPS depends on resolution and content of the
			remote sharing.
		FPS when sending or receiving	TX FPS depends on resolution and content of local
		Web Collaboration on XT is low	sharing, but it is further reduced if using an analog
			DVI input.
			Check that Calls>Preferences>Dual Video> Web
			Collaboration (WCS) is set to Yes
			Check that your XT is managed in the meeting (you
			should see Local – Your XT Name) listed in XT UI,
Web			Participants tab if the call is H323 or the
		WCS sharing is not active	Conferencing Management is 8.3.x.
			must resolve the WCS FODN
			Check that your XT can connect to the WCS server
Collaboration			(WCS server info are available through XT's CS
(WCS)			Package)
		When WCS Rx is active, there is	This is by design. Gallery layout preference is
		no gallery layout	ignored when receiving WCS.
		When the received	You can pan/tilt the received presentation using the
		higher than 1920 width or 1020	anows when the presentation is displayed in a major window (full screen or first pap or pop
		height the presentation is	window in any monitor). Change layout to pan the
		cropped on the monitor.	near camera in place of the presentation.
		Web collaboration cannot be	
		enabled on systems with CPU	
		version lower than 2.0	
		XI cannot send and receive	
		presentation if the call is audio-	
MSSv1		MSS cannot be enabled on	
		systems with CPU version lower	
		than 2.0	
		If Web Collaboration is disabled,	
		no presentation is available in	
		an MSS meeting	
		Only XT Sip participants or with	
		9.0 (or new Equinox clients	
		MSSv1 meeting H 323	
		participants or old XT or third-	
		party endpoints will join as	
		audio only.	

		XT cannot connect to Management through cloud in initial wizard	Check that the DNS address assigned by DHCP is valid. See Auto-provisioning FAQ
Cloud connection	Cloud Service Availability	XT Auto-Provisioning Service may be interrupted, including for maintenance, repairs, upgrades, or equipment or network failures. We may discontinue certain features and the support for certain XT devices at any time. Events beyond our control may affect our service, such as force majeure events.	
	RVSM-7511	When XT outside company premises is managed by Equinox Management, it cannot join an existing meeting which requires Path Finder access (H323 call).	Temporarily disable Equinox Management or place a SIP call to join the meeting. To temporarily disable Equinox Management, change Configure> Advanced>Remote Access>Equinox Management>Mode to Local; and Automatic IP address to No; write down the original local IP address to be restored later, if any, and set 0.0.0.0 as IP address.
Equinox Management	RVSM-10934 RVSM-6308	If Equinox Management Mode is set to Local, the endpoint will not receive roster or calendar notifications, and could not be able to present, record to network or do other meeting actions even after inserting a valid PIN, when connected to Equinox Management <b>9.0</b> or higher.	On endpoint, set Configure>Advanced >Utilities>Remote Access>Equinox Management>Mode to Cloud. Assure that Equinox Management 9.x manages endpoints in cloud mode (Auto-provisioning enabled).

## **Common Remote-Control Shortcuts**

- To check the call status and diagnostics during a call, press the Stats button in the Call Control Panel. To view statistics for each participant in a meeting, press left/right arrows to select the previous and next participant.
- To access the layouts menu during a call, press and hold the 'layouts' key.
- Access the Call Control Panel by pressing 'ok/menu' on the Remote Control, or double click with the mouse. The Panel automatically disappears after a few seconds. To manually hide it, press the 'back/undo' key.
- Press and hold a single digit (0-9) on the Remote-Control Unit to recall an assigned position of the local or far PTZ camera.
- When entering the meeting ID for a videoconference hosted by an Avaya Equinox/Scopia MCU, use the \* digit to delete an incorrect digit (as indicated on the MCU prompt).

#### Figure 17: Use \* Key to Cancel a Meeting ID

Please enter meeting II	•	
		1
Cancel		Submit 🔫 🚺

- To restore the Codec Unit to automatic monitor configuration, press the 'layouts' key, and then press 0 on the Remote-Control Unit. Use this shortcut only when no call is active.
- To change the refresh frequency used for the monitors, press the 'layouts' key on the Remote-Control Unit, then press 5 to set it to 50 Hz or 6 to set it to 60 Hz. Use this shortcut only when no call is active
- Press and hold the 'call' key to toggle Do Not Disturb

### **Simplified Remote Control Shortcuts**

Figure 18:

Simplified Remote Control



- To connect the Simplified Remote-Control Unit to a specific XT endpoint (necessary if there are multiple Codec Units in the same room):
  - In the web interface, navigate to Basic Settings > General > Remote Control Code.
  - Enter two-digit code for the Remote-Control Code (from 01 to 96 to control the Codec Unit). The default code is 01. Press the '\*' and '#' keys simultaneously on the Remote-Control Unit until the red led blinks twice. Enter the two-digit code inserted in the web interface.
  - The code programmed in the Remote-Control Unit must match the setting configured in the GUI Configure > General > Remote Control Code or in the Web > Basic Settings > General > Remote Control Code.
  - Codes 97, 98, 99 are reserved to control an Avaya XT Series XT Deluxe Camera and cannot be used to control the Codec Unit.
- The 'layouts' key controls the visibility of the secondary video window (Pip/PaP/PoP/Full screen) and corresponds to the 'pip' key on the Advanced Remote Control (described in next section).
- The hold of the 'layouts' key controls the content of the visible video windows. This can be used also outside a call.
- The 'del' key corresponds to the 'C' key on the Advanced Remote Control (described in next section).
- To erase the input from a field, press and hold the 'del' key.
- To quickly move the current camera when you are in the Main menu, press the 'del' or the 'back/undo' key on the Remote Control. Press 'del' again to access the Main menu.
- During a call the title bar and the call page disappear after a few seconds. The header is automatically reactivated when mute/privacy/DND is activated. You can hide or access the title bar and call menu by pressing the 'del' key on the Remote-Control Unit. From the Main menu, you can also press the 'back/undo' key on the Remote Control.
- You can press the '1/a/A' key to quickly toggle the input editing mode of the Remote Control between numeric-only/lowercase letters and digits/uppercase letters and digits.
- Press and hold the 'mute' key to mimic the function of the 'privacy' key on the Advanced Remote Control.
- [XTE240] In the Layouts page, press the 'near/far' key to switch between your computer and the remote computer.
- When connected to a Solution Meeting, press the 'near/far' and then the 'layouts' key to cycle among the supported Meeting layouts
- Press and hold the 'near/far' key to mimic the function of the 'inputs' key on the Advanced Remote Control.

#### 1 Caution

- Do not disconnect or power off the system to switch off.
- Press and hold the 'on/off' key on the Remote Control to switch off the system.

### **Advanced Remote-Control Shortcuts**

Figure 19:

Advanced Remote Control



- The 'pip' key on the Advanced Remote Control controls the number and the layout of visible windows on the screen. For instance, you can choose to see the remote video in a big window and your local video in a smaller window on the upper left corner. This corresponds to the 'layouts' key on the Simplified Remote Control.
- The 'layouts' key on the Remote Control controls the content of the visible windows on the screen. For instance, you can decide to see the remote video or the local video on the bigger window. This corresponds to holding the 'layouts' key on the Simplified Remote Control.
- The 'C' key corresponds to the 'del' key on the Simplified Remote Control (described in next section).
- Press and hold the 'C' key to completely erase field content in the GUI.
- To quickly move the current camera when you are in the Main menu, press the 'C' or 'back' key on the remote control. Press 'C' again to access the Main menu.
- During a call the title bar and the call page disappear after a few seconds. The header is automatically reactivated when mute/privacy/DND is activated. You can hide or access the title bar and call menu by pressing the 'C' key on the Remote-Control Unit. From the Main menu, you can also press the 'back' key on the Remote Control.
- To customize the use of the Advanced Remote-Control Unit, press together the 'red' and 'green' keys on the Remote-Control Unit, then press the relevant digit keys to type a two-digit code (from 01 to 96 to control the Codec Unit). The default code is 01. The code programmed in the Remote-Control Unit must match the setting configured in the GUI Configure > General > Remote Control Code or in the Web > Basic Settings > General > Remote Control Code. Codes 97, 98, 99 are reserved to control an Avaya XT Series Deluxe Camera and cannot be used to control the Codec Unit.
- To switch between controlling the local and remote camera, press 'far' or 'near'. When the 'far' icon appears, all input selection, presets, camera movements and zoom actions are directed to the far camera. In a meeting, the actions are directed to the current far active speaker.
- You can press the 'inputs' key to quickly zap between the available local or far cameras
- To check the call status and diagnostics during a call, press the 'help' key on the Remote Control.
- Press and hold the 'privacy' key to toggle Do Not Disturb. Press and hold the 'mute' key to toggle 'privacy'
- When connected to a Solution Meeting, press 'far' and then 'layouts' key to cycle among the supported Meeting layouts
- You can press the 'ok/menu' key to quickly toggle the input editing mode of the Remote Control between numeric-only/lowercase letters and digits/uppercase letters and digits.
- In the Call page, press and hold 'ok/menu' to toggle the input editing mode, and press 'ok/menu' to place a call.
- In XTE240, used as personal or shared endpoint, you can press and hold 'inputs' to toggle between your pc and the remote content, when receiving a presentation.
- To access and save camera positions, press 'presets memo' or 'presets select'.
- You can store and recall up to 122 presets. Presets selection is supported as follows:
  - Presets from 00 to 99: pressing 'memo'/'select' then the two digits of the preset number
  - Presets from 100 to 109: pressing 'memo'/'select' then \* and 0/9
  - Presets from 110 to 119: pressing 'memo'/'select' then # and 0/9
  - Preset 120 pressing: 'memo'/'select' then # and \*
  - Preset 121 pressing: 'memo'/'select' then # and #
  - The two digits must be pressed quickly in sequence

#### 1 Caution

- Do not unplug or power off the system to switch off.
- Press and hold the 'on/off/monitor' key on the Remote Control (top-right key) to switch off the system.

### **XT PC Control Keyboard Shortcuts**

When using XT PC Control to interact with your XTE using your computer's keyboard and mouse, some keyboard keys can be used to emulate remote control keys.

#### Table 6: Keyboard Shortcuts for Remote Control Keys

Keyboard	Simplified Remote Control	Advanced Remote Control	
Esc	Back	Back	
F1		Help	
F2, F6	Layouts	Рір	
F3	Far/Near		
F4		Layouts	
F5	Contacts	Contacts	
Pause	Hold Mute (Video Privacy)	Video Privacy	
Backspace	Del	С	
Enter/Return	ОК	ОК	
Insert	Call	Call	
Delete	Disconnect	Disconnect	
Home	Hold Ok (Menu)	Hold Ok (Menu)	
End	Hold Near/Far (Inputs)	Inputs	
Page Up	Zoom+	Zoom+	
Page Down	Zoom -	Zoom -	
Arrow Up	Arrow Up	Arrow Up	
Arrow Down	Arrow Down	Arrow Down	
Arrow Left	Arrow Left	Arrow Left	
Arrow Right	Arrow Right	Arrow Right	
Mute (Ext. Keyboard)	Mute	Mute	
Volume+ (Ext. Keyboard)	Volume+	Volume+	
Volume- (Ext. Keyboard)	Volume-	Volume-	

## **Avaya Policy for GDPR**

GDPR gives control to citizens and residents over their personal data. Avaya customers can leverage Avaya technology to help achieve compliance through a range of features to help them comply with GDPR.

GDPR clearly defines the use of a person's personal data as relating to an identified or identifiable natural person. The new law controls any information that can be used to identify somebody via direct or linked reference, including email addresses, phone numbers, payroll data, usage statistics, purchasing history, social security numbers, etc.

Avaya solutions are engineered to help their customers protect an individual's data, with enhanced security and many features that may be leveraged by an organization to comply with GDPR. These include scripts and prompting menus that could be used across multiple digital channels – including web chat – to help gain informed consent from an individual prior to collecting their data.

Avaya's products will document what data they collect; and the mechanisms to be used to handle it.

Avaya products include mechanisms that assist in restricting access to data as well as tools and processes that enable customers to access and manipulate collected data. These tools and processes are accessed through the product and via services available from the Avaya professional services.

For GDPR documentation specific for this release, see

https://downloads.avaya.com/css/P8/documents/101058646

## **Additional References**

- To access the License Portal, login into <a href="http://plds.avaya.com">http://plds.avaya.com</a> and insert the provided XT Endpoint LAC details and the system Host ID (MACAddress) (into HOST ID or License Host field).
- For datasheets and new software releases of Avaya XT Series, see <u>http://www.avaya.com/usa/product/avaya-scopia-xt-video-conferencing</u> and <u>http://plds.avaya.com</u>
- For Avaya XT Series Port Matrix, see <u>https://support.avaya.com</u> and search for Avaya Scopia XT Series Port Matrix for latest document, or browse to https://support.avaya.com/helpcenter/getGenericDetails?detailId=C201082074362003
- For Avaya XT Series Technical Documentation and Download, see <a href="http://support.avaya.com">http://support.avaya.com</a>. Enter XT Video Conferencing or your specific XT product as the product name, to download Administration & system programming documents, User Guides, Release Notes and latest available firmware.
- For GDPR addendum see <a href="http://support.avaya.com">http://support.avaya.com</a>, search for GDPR XT Series or see <a href="https://downloads.avaya.com/css/P8/documents/101058646">https://downloads.avaya.com/css/P8/documents/101058646</a>
- For information about approved Third Party accessories (common with 8.3.x), see <a href="https://downloads.avaya.com/css/P8/documents/101030847">https://downloads.avaya.com/css/P8/documents/101030847</a>
- For more information about Avaya XT Series Integration with AMX, Crestron and Extron Controllers and XT Commands Interface API (AT Commands), see <u>https://support.avaya.com/downloads/download-</u> details.action?contentId=C20143693548450\_0&productId=P1430
- To search the Avaya XT Series Knowledge Base, see <u>http://support.avaya.com</u> or directly at <u>http://kb.avaya.com</u>
- For more information about integrating XT Endpoints in with Avaya Aura see also <u>https://downloads.avaya.com/css/P8/documents/100180521</u>
- For more information about the complete set of products offered in the Avaya Equinox Solution, see <u>http://www.avaya.com</u>
- See also Finding Customer Documentation
- Customer documentation is publicly available in two places: <u>https://documentation.avaya.com/</u> (online documentation and <u>https://support.avaya.com/</u> (pdf files)

## **Finding Customer Documentation**

Customer documentation is publicly available in two places: https://documentation.avaya.com (online documentation) and https://support.avaya.com (pdf files)

### Finding Customer Documentation on documentation.avaya.com

- 1. Click https://documentation.avaya.com/
- 2. Click Products.



3. Click Clear Filters.

Refine Results	<b>←</b>
Clear Filters	
Product Family	>
Product	~

4. Select Avaya IX CU360 and Avaya XT from the list of products.



### Finding Customer Documentation on support.avaya.com

- 1. Click <u>https://support.avaya.com/</u>
- 2. Click Support by Product > Documents.



3. In the Enter Your Product Here field, type XT or CU360 and choose a product.



4. From the Choose Release drop-down, select a release.



5. If necessary, select a **Content Type**.



- 7. View the list of associated documents.
- 8. Click to view or download the associated document (pdf).

# **Copyright, Licensing and Credits**

- Third Party Open Source License Copyright and Credits info and Commercial License
   Agreement for Avaya XT Series Products are available at <a href="http://support.avaya.com/Copyright">http://support.avaya.com/Copyright</a>
- Avaya XT Series devices include AAC-ELD technologies licensed by Fraunhofer IIS; see <a href="http://www.iis.fraunhofer.de/amm">http://www.iis.fraunhofer.de/amm</a>



