

Installing and Administering Avaya Cloud Office[™] Rooms by RingCentral[®] for Avaya Collaboration Unit CU360

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Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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Regulatory Statements

Industry Canada (IC) Statements

RSS Standards Statement

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

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

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

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

Radio Transmitter Statement

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

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

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

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

Radiation Exposure Statement

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

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

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

Industry Canada (IC) Statements

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

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

Japan Statements

Class B Statement

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

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

注意事項

- 本製品は室内用に設計されています。
- 本製品は金属または磁石がある所では性能が低下する恐れがあります。
- 本製品は誘導性技術を利用する通信装置であり、13.56MHzの 周波数を使っています。

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Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

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



警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
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México Statement

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

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

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

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

Class A warning statement for Taiwan EMC certificate



Warning:

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

警告使用者:

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

Taiwan Low Power Radio Waves Radiated Devices Statement 802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機,非經許可,公司、商 號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功 能。

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U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

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

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

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

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

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

Class B Part 15 Statement

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Radiation Exposure Statement

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU,

Radio Equipment Directive 2014/53/EU (RED), and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from http://support.avaya.com or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054–1233 USA.

WiFi transmitter

For Avaya J129 IP Phone, Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone

For Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone

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

Brazil Statement

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

General Safety Warning

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

Avertissement de sécurité général

- Utilisez uniquement les alimentations par source à puissance limitée approuvées par Avaya et spécifiées pour ce produit.
- Assurez-vous de prendre les précautions suivantes:
 - N'utilisez pas l'appareil à proximité d'une source d'eau.
 - N'utilisez pas l'appareil en cas d'orage.
 - En cas de fuite de gaz, éloignez-vous avant de la signaler.
 - Pour l'alimentation électrique d'un auxiliaire : utilisez uniquement une alimentation à puissance limitée EDAC EA1019AVRS sortie 5Vdc, 3A, et des produits conformes à la directive relative aux équipements radioélectriques, directive UE 2014/53/UE.
- N'enfoncez pas d'objets dans les trous et les orifices de ventilation de l'appareil.
- Ne placez par sur l'appareil ou à proximité de ce dernier une flamme libre, telle que des bougies allumées.
- Ne heurtez pas intentionnellement l'appareil et ne placez pas d'objets lourds ou pointus sur celui-ci.
- Ne tentez pas de réparer vous-même l'appareil. Utilisez toujours un prestataire de services qualifié pour effectuer les réglages et les réparations.
- Conservez l'appareil loin de sources de benzène, de diluants et d'autres produits chimiques.

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Chapter 1: Introduction

Purpose

This document contains information about installing, administering, and maintaining the Avaya Cloud Office[™] Rooms application on Avaya CU360. Implementation engineers, administrators, and support personnel will find this document useful.

Change history

Issue	Date	Summary of changes
2.0	October 2022	Updated the "Pairing the controller with the Avaya Cloud Office™ rooms using controller application" section to include information about Avaya Cloud Office™ for Rooms App version 22.3.30 (72)
		Updated the title of the "Avaya Cloud Office [™] Rooms application feature" section to "Avaya Cloud Office [™] Rooms application button descriptions".
1.0	May 2021	Initial release

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Chapter 2: Avaya Cloud Office Rooms overview

Avaya Cloud Office[™] Rooms Overview

Avaya Cloud Office[™] Rooms an easy way to start, join, and control Avaya Cloud Office[™] meetings in a conference room.

Avaya Cloud Office[™] Rooms requires an Avaya CU360 endpoint and an Android tablet as a controller for Avaya Cloud Office[™] Rooms.

Use Avaya Cloud Office[™] Rooms to initiate Avaya Cloud Office[™] meetings from different endpoints.

Key features

Features	Functions
HD video and audio	Experience high definition video and audio
One-touch join	Join rooms meetings easily and seamlessly
Direct share	Share content from your laptop screen wirelessly
Calendar Integration	Join meetings scheduled on your calendar
Collaborative capabilities	Invite participants to join rooms meetings using the controller

Requirements

Operating System and Hardware Requirements	Functions
Rooms Host endpoint (Avaya CU360)	Avaya CU360 version 11.3.0 or higher with pre- installed Avaya Cloud Office [™] Rooms application
Controller Tablet running Avaya Cloud Office [™] Rooms application	Android OS version 8 and above
	Mode: Landscape
	Memory: At least 2GB
	Hardware acceleration: Yes
	CPU: At least 4-cores / 1.2 GHz

Table continues...

Operating System and Hardware Requirements	Functions
Recommended Controller Tablets	• Samsung Galaxy Tab A - 8.0 (1280 x 800)
	• Samsung Galaxy Tab S6 -10.5 (2560 x 1600, 287PPI)
Monitor for Avaya CU360	Display TV (55 or 65 inches)
	Recommended resolution: 1080p
Audio input or output for Avaya CU360	Avaya B109 and similar speakerphones

Network

Set up your Avaya CU360 and controller tablet in the same local area network. Also, set up your port and domain with the following recommendations:

Ports

Avaya Cloud Office[™] Video requires the following ports to be open:

- SRTP/UDP (default): 8801-8802, 8810-8829, 10000-19999
- SRTP/TLS/TCP (if UDP is not available): 443
- WSS/HTTPS/TLS/TCP: 443

Domain

Whitelist the following URLs in your firewall:

- http://v.ringcentral.com/
- http://pubnubapi.com/
- https://video.cloudoffice.avaya.com

Software

Avaya Cloud Office[™] Rooms software:

For the controller tablet, do one of the following:

- Use the link to download the Avaya Cloud Office[™] Room application.
- Browse the Google Play Store and install the Avaya Cloud Office[™] Rooms application.

Avaya CU360 supports additional monitor

You can connect an additional monitor to the USB-C port of the Avaya CU360 endpoint, using a USB-C to HDMI self-powered adapter.

Always use two monitors of the same vendor and model and select the same resolution up to 1080p and color settings on the monitors.

The additional monitor does not support the HDMI audio-out. Always use the monitor connected to USB Type-C as an additional monitor.

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

Related links

Connecting additional monitor to Avaya CU360 on page 21

Chapter 3: Initial setup and connectivity

Setting up the Avaya Cloud Office[™] Rooms

About this task

When you set up your network using the recommended platforms, you can enable Avaya Cloud Office [™] Rooms permissions, integrate your preferred calendar, and create meeting rooms.

Procedure

- 1. Switch on the Avaya CU360 endpoint and the controller tablet.
- 2. To set up the Avaya Cloud Office[™] Rooms application, connect the Avaya CU360 endpoint and the controller tablet to the same local area network.

Enabling Avaya Cloud Office[™] Rooms permissions

About this task

Ensure that your Avaya Cloud Office[™] account enables the Avaya Cloud Office[™] Rooms application messaging permission to support inviting meeting participants.

Existing customers can directly purchase the Avaya Cloud Office[™] Rooms license from their online account.

When users send an invite from Avaya Cloud Office[™] Rooms for a meeting:

- Users get a video call on the Avaya Cloud Office[™] Rooms application on the controller tablet.
- Users get a message on the Avaya Cloud Office[™] Rooms desktop application.

If users use the Avaya Cloud Office[™] Rooms controller tablet, participants do not get an invite on the Avaya Cloud Office[™] Rooms desktop application.

Procedure

To create an Avaya Cloud Office[™] Rooms account, contact your administrator to open one or both of the following permission:

- Rooms Admin Settings: You need access to Rooms management on your Avaya Cloud Office[™] online account.
- Rooms application access: You need access to log in to the Avaya Cloud Office[™] Rooms application.

Chapter 4: Initial administration

Calendar integration

Avaya Cloud Office[™] Rooms integrates with Microsoft Office 365 and Google calendar using Exchange Web Services (EWS). Integrating your Rooms system with your calendar enables your organization users to schedule a meeting, start and join meetings in the room.

Microsoft Office 365 Calendar integration

To successfully add a calendar, you must create a dedicated user in Office 365 to manage calendars. Create a calendar resource for the room and configure the user and resource by delegating access. After creating a dedicated user for the room in Office 365 and creating a calendar resource, you can delegate the room to the dedicated user and give it permissions to manage the Avaya Cloud Office ™ Rooms calendar.

Google Calendar integration

To successfully add a calendar, you must create a dedicated user in Google to manage calendars and then share the calendar resource. After creating a dedicated user and sharing the calendar resource, add the calendar resource to the Google calendar. From then, you can add the Google calendar into your Avaya Cloud Office[™] Rooms.

Creating a dedicated user in Microsoft Office 365 calendar

About this task

Create a dedicated user first to manage calendars in Microsoft Office 365.

Procedure

- 1. Log in to Microsoft Office 365 as an admin.
- 2. Add a user to your Microsoft Office 365 account.
- 3. Note the email address and password.

Use the email address and password when you add the calendar within the Avaya Cloud Office $^{\text{\tiny{M}}}$ online account.

Next steps

Create a calendar resource for the Avaya Cloud Office[™] Rooms.

Creating a Microsoft Office 365 calendar resource for Avaya Cloud Office[™]

About this task

Configure Avaya Cloud Office[™] Rooms to create a calendar resource for the room.

Procedure

- 1. Log in to Microsoft Office 365 as an admin.
- 2. Click Recipients > Resources.
- 3. To add a room, click the **plus (+)** button.

Next steps

Delegate the Avaya Cloud Office[™] Rooms resource to the dedicated user.

Delegating the Avaya Cloud Office[™] Rooms resource to the dedicated user

About this task

Configure Avaya Cloud Office[™] Rooms to provide the resource account access to the room.

Procedure

- 1. Log in to Microsoft Office 365 as an admin.
- 2. Click Recipients > Resources.
- 3. Located and double-click the room.
- 4. Click Mailbox delegation.
- 5. Under Send As, click the plus (+) button.
- 6. Search and select the resource account.
- 7. Click add->.
- 8. Click OK.
- 9. Scroll down to Full Access and click the plus (+) button.
- 10. Search and select the resource account.
- 11. Click add->.
- 12. Click **OK**.
- 13. Click Save.

Next steps

After you delegate and enable permissions to the room resource, you can add the calendar to your online account or create your room.

Creating a dedicated user in Google calendar

About this task

Create a dedicated user first to manage calendars in Google.

Procedure

- 1. Log in to Google as an admin.
- 2. Create a dedicated user who can manage calendar resources.
- 3. Create and locate the calendar resource.
- 4. Open the Calendar app.

Make sure that you can see the calendar resource for the room in the My calendars option.

Next steps

Share the calendar resource for the Avaya Cloud Office[™] Rooms.

Sharing the Google calendar resource for Avaya Cloud Office[™]

About this task

Configure Avaya Cloud Office[™] Rooms to share the Google calendar resource for the Room.

Procedure

- 1. Log in to Google Calendar using the user you created to manage calendar resources.
- Click Menu > Calendar resource.
- 3. Click ellipses (...) and select Settings and sharing.

Avaya Cloud Office[™] Rooms is redirected to the Calendar Settings page, and you can see your Room or resource under **Settings** for my calendars.

- 4. Click the arrow beside your Room or resource and select Share with specific people.
- 5. Under Share with specific people section, click **Add people**.
- 6. Enter the name or email of the person to share the calendar with the **Add email or name** field.
- 7. Click the arrow on **Permissions**.
- 8. Select Make changes and manage sharing.
- 9. Click Send.

Subscribing the Google account for Avaya Cloud Office[™] Rooms

About this task

Configure Avaya Cloud Office[™] Rooms to provide the resource account access to the room.

Procedure

- 1. Log in to the Avaya Cloud Office[™] Rooms account for Google.
- 2. Click Google Calendar.
- 3. Click Add calendar.
- 4. Click Browse resources.
- Select the box beside the resource.

Result

After you share permissions to the room resource, you can add the calendar to your online account or create your room.

Adding a calendar to Avaya Cloud Office[™] Rooms in the online account

About this task

You can add the calendar for Avaya Cloud Office[™] to your online account.

Procedure

- 1. Log in to https://service.cloudoffice.avaya.com with your admin account.
- 2. Click Meetings.
- 3. Click Calendar > Add calendar.
- 4. Do one of the following:
 - Select Microsoft Office 365.
 - Select Google Calendar.
- 5. Log in to the Rooms email address and complete authorization.

Adding a room in Avaya Cloud Office[™] Rooms

About this task

Configure Avaya CU360 and controller tablet for your Avaya Cloud Office[™] Rooms to start, join, and invite users to your meeting.

Procedure

1. Log in to https://service.cloudoffice.avaya.com with your admin account.

2. Click Meetings > Rooms List.

- Avaya Cloud Office[™] displays all your meeting Rooms on the Avaya CU360 connected monitor.
- If you do not create a room, it does not display any room in the list. You can see the
 available Avaya Cloud Office™ Rooms licenses for your account. Use one license per
 room to create a meeting room.
- 3. Click Add Room.
- 4. Configure the following:
 - Room name
 - Passcode (optional)
 - Calendar (optional)
- Click Add.

Result

Avaya Cloud Office[™] displays Rooms List on the Avaya CU360 connected monitor.

Setting up Avaya Cloud Office[™] Rooms as the default application for Avaya CU360

About this task

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

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

Before you begin

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

Procedure

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

Avaya CU360 starts the Quick Setup wizard.

- 3. **(Optional)** From the list, select your preferred language.
- 4. Click Next.

- 5. (Optional) To update new version, click Install.
 - Avaya CU360 displays the System updates status.
 - When the installation process is completed, Avaya CU360 restarts automatically and resume the Quick Setup Wizard from the beginning.
- 6. Click With Avaya Cloud Office.
- 7. (Optional) Configure the following features:
 - Wi-Fi
 - Bluetooth
 - Graphic Adjustment: Adjust the graphic to fit your monitor.
- 8. Click Next.

Avaya CU360 prompts you that the configuration is complete.

Result

Avaya CU360 displays the Avaya Cloud Office[™] Rooms page containing the pairing code.

Pairing the controller with the Avaya Cloud Office[™] rooms using controller application

About this task

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

Before you begin

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

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

Procedure

- 1. Open the controller application on your Android-based controller.
- 2. Enter the paring code.

The paring code is available on the CU360 - Avaya Cloud Office[™] rooms page.

- 3. Log in to the controller Avaya Cloud Office[™] rooms application with a valid account.
- 4. **(Optional)** You could also receive an authentication code for your account. To activate the code:
 - a. Tap Enter activation code on the Sign in page.

- b. Enter the code you received in the email.
- c. Tap Done.

Result

The controller displays the Avaya Cloud Office[™] room page.

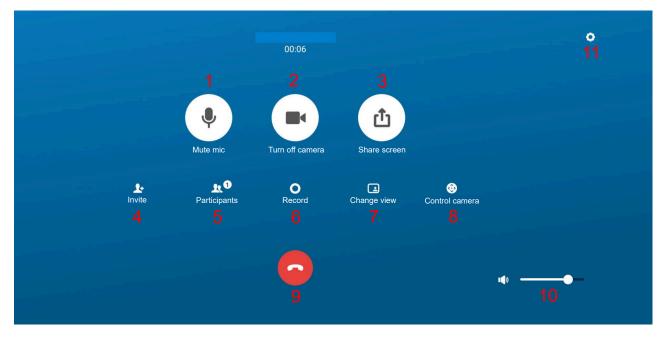
Next steps

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

- Join meetings with a single click from the room calendar
- · Mute and enable audio
- Enable and disable camera
- Start and stop sharing content
- · Invite participants
- · View and manage participants
- Start and stop meeting recording
- Change layouts
- Increase and decrease speaker volume
- Select cameras (built-in camera/USB camera)
- Control selected camera (ePTZ)
- Join Zoom meetings
- Invite external participants by email
- Navigate in Gallery view with multiple pages
- Activate close captions, with font size and placement options (More button)
- Show meeting chat on Room display (as overlay or popup notification)
- Join Zoom, Webex meetings through SIP, also if encrypted
- Share Rooms camera full screen in meetings
- Schedule Rooms Host device restart from Admin Web Portal
- Schedule Rooms Host upgrade from Admin Web Portal
- Invite by email in rooms from the controller

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

Avaya Cloud Office[™] Rooms application button descriptions



Key no.	Key name
1	Mute and enable audio
2	Enable and disable camera
3	Start and stop sharing content
4	Invite participants
5	View and manage participants
6	Start or stop meeting recording
7	Change layout
8	Select camera and control PTZ
9	Decline call or disconnect
10	Increase and decrease speaker volume
11	Settings

Configuring audio in Avaya Cloud Office[™] **Rooms**

About this task

You can enable the software audio processing option for optimized audio.

Procedure

- 1. Click **Settings > Audio**.
- 2. Click Software audio processing.

Configuring video in Avaya Cloud Office[™] Rooms

About this task

Configure the Avaya Cloud Office[™] Rooms application to view the video settings menu.

Procedure

Click **Settings** > **Video**.

Connecting additional monitor to Avaya CU360

About this task

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



Tip:

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

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

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

Procedure

Connect the additional monitor through a self-powered USB Type-C to HDMI adapter before turning on the Avaya CU360 endpoint.

Result

Avaya CU360 automatically detects the additional monitor and displays participants live video during the meetings on the additional monitor.

Related links

Avaya CU360 supports additional monitor on page 10

Connecting USB cameras to Avaya CU360

About this task

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

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

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

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

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

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

Procedure

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

On the endpoint, Avaya CU360 displays the Configure window.

2. On the endpoint, click Advanced.

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

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

- 3. Click I/O Connections > Cameras > USB.
- 4. Configure the following fields:

· Enable: Yes

Control Camera: Yes

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

Selecting the USB camera in the Avaya Cloud Office[™] Rooms app

About this task

You can use the control camera option from the Avaya Cloud Office[™] Rooms app to select the USB camera during meetings.

You can choose to use the following cameras:

- The Avaya CU360 integrated camera.
- A USB camera, such as Avaya Huddle Camera HC010, Avaya Huddle Camera HC020, Avaya Huddle Camera HC050 and Avaya Room Camera RC100, is connected to the Avaya CU360 endpoint.

Note:

Upgrade the Avaya Cloud Office[™] Rooms controller app to version 22 or later to use the USB camera.

Before you begin

Connect the USB camera to the Avaya CU360 endpoint.

Procedure

- In the Avaya Cloud Office[™] Room app, click Control camera.
 Avaya CU360 displays the available camera list.
- Select a USB camera.

Related links

Connecting USB cameras to Avaya CU360 on page 22

Setting up the USB camera in the Avaya Cloud Office[™] Rooms app

About this task

You can use the settings option from the Avaya Cloud Office $^{\text{\tiny M}}$ Rooms app to select the USB camera during meetings.

You can choose to use the following cameras:

- The Avaya CU360 integrated camera.
- A USB camera, such as Avaya Huddle Camera HC010, Avaya Huddle Camera HC020, Avaya Huddle Camera HC050 and Avaya Room Camera RC100, is connected to the Avaya CU360 endpoint.

Note:

Upgrade the Avaya Cloud Office[™] Rooms controller app to version 22 or later to use the USB camera.

Before you begin

Connect the USB camera to the Avaya CU360 endpoint.

Procedure

- 1. In the Avaya Cloud Office[™] Room app, click **Settings** > **Video**. Avaya CU360 displays the available camera list.
- 2. Select a USB camera.

Related links

Connecting USB cameras to Avaya CU360 on page 22

Controlling the camera in the Avaya Cloud Office[™] Rooms app

About this task

You can use the control camera option from the Avaya Cloud Office[™] Rooms app to control the pan, tilt, and zoom during meetings.



Note:

Upgrade the Avaya Cloud Office[™] Rooms controller app to version 22 or later to use the USB

Procedure

- 1. In the Avaya Cloud Office[™] Room app, click **Control camera**.
 - Avaya CU360 displays the available camera list.
- 2. Select a USB camera.

Avaya CU360 displays the Control camera window.

Result

You can control the pan, tilt, and zoom options for your selected camera.

Configuring Avaya Cloud Office[™] Rooms analytics

About this task

Avaya Cloud Office[™] Rooms analytics provides a single pane view into the quality of meetings held in each room. The feature equips admins with the visibility to check out and understand Rooms with problems without requiring reports from users. Admins can also have access to real-time insights, historical trends, and Rooms health warnings. Avaya Cloud Office[™] Rooms analytics is accessible to admins or users with admin permissions from the Avaya Cloud Office account.

Procedure

- 1. Log in to https://service.cloudoffice.avaya.com with your admin account.
- 2. Click Reports > Analytics.

Result

The following primary options are seen on the top header bar:

- Overview
- Rooms endpoint
- Unprovisioned endpoint

Each option shows the data, reports, and the status that you need, whether for Rooms or endpoints.

Rooms analytics

Overview

The option provides you an overview of the added rooms and endpoints in your online account. Under the option, you can find sections containing a summary of Rooms and endpoints statuses, a list of newly added Rooms, and a list of unassigned endpoints.

Snapshot

The option provides a summary of Rooms and endpoint status collected and broken down by geo-locations. To navigate to the details or problem areas, you can click the online or offline numbers.

Map view

The option shows the consolidated view of all locations. To view granular details with the map view, you can do either of the following:

- Hover on the numbers to view the number of total Rooms and endpoints or view offline Rooms and endpoints.
- Click the offline numbers to see the details of the offline rooms.
- Clicking the numbers to zoom in to a particular area or location. The option helps you to identify issues specific to that location.

Table view

List of all locations with problematic Rooms and endpoints with details for each location. You can click the offline numbers to see the details and the problem areas.

Rooms

The option shows all the Rooms with their corresponding status in real-time. You can view granular details per room under the option with the help of the filter section, the **Rooms Health Trend** section, and the **Rooms list** section.

The filters section allows you to click the menus to filter the data that you need. You can filter by name, location, date range, room health, room status, ISP, Hosts (Avaya CU360) app version, and the controller app version.

The **Rooms Health Trend** section is a line graph that shows an overview of Rooms with various health conditions over time. The **Rooms Health Trend** helps you to understand trends and patterns.

The **Rooms list** section is a tabulated list with all the Rooms in your account sorted by health, with critical Rooms at the top of the table. By default, the status of the previous hour is shown, where you can then select another timeframe. The following are the columns on the Rooms list:

- Room Health: The column shows the following status:
 - Good: The option indicates no problem.
 - **Critical**: The option shows the host (Avaya CU360) or controller tablet is offline.
 - Warning: The option indicates outdated application versions on the host (Avaya CU360) or controller tablet.
- Room Status: The status of the room, such as In Meeting, Online, and Offline.
- **Host**: The status of the Host (Avaya CU360).
- Controller: The status of the controller tablet.

Room details

To get granular details of a specific room, click the room, and you can view the following details:

- **Host**: The option shows the host details such as device, make and model, public IP address, device OS and firmware version, OS name and version, RC app version, and status.
- **Controller**: The option the controller details such as endpoint, make and model, public IP address, endpoint OS and firmware.
- # of Meetings: The option shows the number of meetings the room used in the last seven days. You can click the number of a particular day to view further details. Further, click again the # of Meetings, Avaya Cloud Office™ redirects to the meetings page and displays a list of meetings when the room is added as an attendee in a meeting for that day.
- **Timeline Offline**: The option provides you the view of when the room was offline in the last seven days.

Chapter 5: Resources

Documentation

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

Title	Use this document to:	Audience
Avaya Collaboration Unit CU360 Quick Setup Guide	Understand the features of and use Avaya CU360	Customers
Avaya Collaboration Unit CU360 Quick Tips Guide	Understand the features of and use Avaya CU360	Customers

Support

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

Using the Avaya InSite Knowledge Base

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

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

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

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

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

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