



# Using Avaya IX 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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#### RSS Standards Statement

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

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

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

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

#### Radio Transmitter Statement

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

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

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

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

#### Radiation Exposure Statement

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

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

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

#### Industry Canada (IC) Statements

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

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

#### Japan Statements

##### Class B Statement

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

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

#### 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

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#### México Statement

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

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

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

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

#### 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
2. This device must accept any interference received, including interferences that may cause undesired operation.

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

##### Class B Part 15 Statement

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

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

equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

#### *Radiation Exposure Statement*

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### **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

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

#### **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 EDAC EA1019AVRS Output 5Vdc, 3A, and products that conform to Radio Equipment Directive, EU directive 2014/53/EU.
- Do not push objects into holes and ventilation slots of the device.
- Do not place a naked flame source, such as lighted candles, on or near the device.
- Do not intentionally hit the device or place heavy or sharp objects on the device.
- Do not attempt to repair the device yourself. Always use a qualified service agent to perform adjustments and repairs.
- Keep the device away from benzene, diluents, and other chemicals.

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

- Utilisez uniquement les alimentations par source à puissance limitée approuvées par Avaya et spécifiées pour ce produit.
- Assurez-vous de prendre les précautions suivantes:
  - N'utilisez pas l'appareil à proximité d'une source d'eau.
  - N'utilisez pas l'appareil en cas d'orage.
  - En cas de fuite de gaz, éloignez-vous avant de la signaler.
  - Pour l'alimentation électrique d'un auxiliaire : utilisez uniquement une alimentation à puissance limitée EDAC EA1019AVRS sortie 5Vdc, 3A, et des produits conformes à la directive relative aux équipements radioélectriques, directive UE 2014/53/UE.
- N'enfoncez pas d'objets dans les trous et les orifices de ventilation de l'appareil.

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

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# Chapter 1: Introduction

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## Purpose

This document describes how to use Avaya IX CU360 Collaboration Unit features.

This document is intended for people who want to learn how to use Avaya IX CU360 features.

# Chapter 2: Avaya IX CU360 overview

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

Avaya IX CU360 conferences can be hosted on Avaya Equinox® Media Server, Avaya Equinox® Meetings Online, and Avaya Scopia® Elite 6000 MCU. You can manage Avaya IX CU360 using Avaya Equinox® Management. You can also remotely control Avaya IX CU360 through the Avaya Scopia® Control application using an iOS-based device.

Avaya IX CU360 has the following features:

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

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

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

## Avaya IX CU360 interfaces

Avaya IX CU360 supports the following interfaces:

- A compatible touch screen monitor or external keyboard and mouse connected to Avaya IX CU360.
- The Avaya IX CU360 remote control unit. You can view the GUI on a connected monitor.
- The Avaya IX CU360 web interface.
- Avaya Scopia® Control using an iOS-based device. You cannot configure Avaya IX CU360 using the application.

For more information, see *User Guide for Avaya Scopia® Control* at the Avaya Support website: <http://support.avaya.com/>.

- Avaya Equinox® Management

### Supported functions

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

Table continues...

Functions	Remote control unit	Touch screen monitor or keyboard and mouse	Web interface	Avaya Scopia® Control	Avaya Equinox® Management
Mass Avaya IX CU360 upgrades	—	—	—	—	✓
Get logs	—	—	✓	—	✓

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

## Avaya IX CU360 camera and LED indicators

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



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

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

*Table continues...*

Status	Circular LED crown	Lateral LED strips
Upgrade in progress	Red, rotating	Red

---

## Avaya IX CU360 remote control unit

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

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



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## Supported web browsers

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

- Microsoft Internet Explorer Release 8 or later

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

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## Supported resolutions

Conference type	Video resolution	Web collaboration resolution	Recording resolution	Playback resolution
Video conference	1080p@30fps	—	—	—
Video conference with web collaboration	1080p@15fps	1080p@15fps	—	—
Video conference with web collaboration and recording	1080p@7fps	1080p@7fps	720p@25fps	—
Video conference with recording playback	1080p@7fps	—	—	720p@25fps

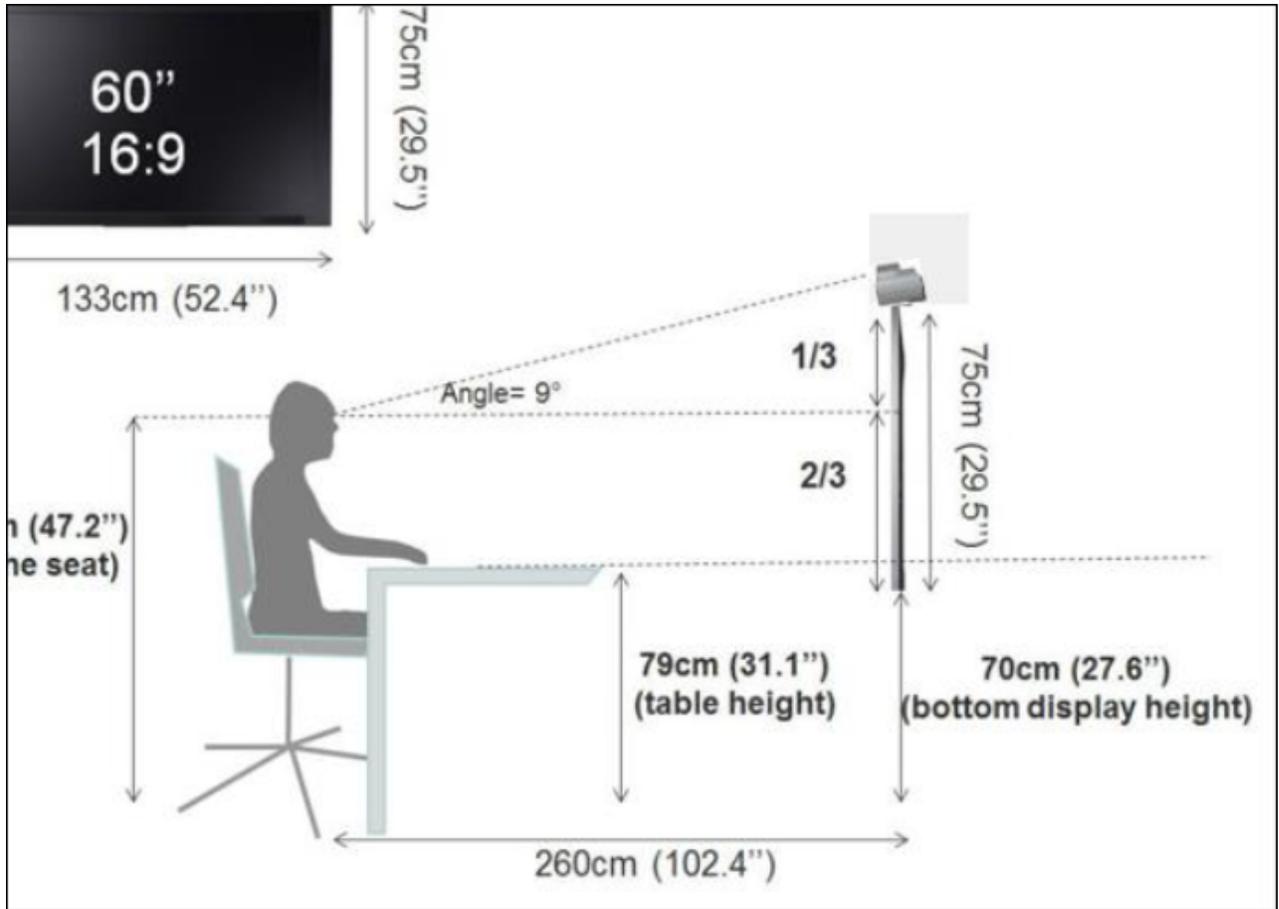
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## Avaya IX CU360 optimum room setup

The Avaya IX CU360 experience can be optimized in the following manner:

- Choose a huddle room with a capacity to seat around four people.
- Place Avaya IX CU360 on the top of a 1080p or 5k resolution monitor.

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



# Chapter 3: Setting up Avaya IX CU360

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## Checklist for setting up Avaya IX CU360

No.	Task	Description	Notes	✓
1	Set up the Avaya IX CU360 hardware.	See <i>Avaya CU360 Collaboration Unit Quick Start Guide</i>	—	
2	Pair the Avaya IX CU360 remote control unit.	<a href="#">Pairing the remote control unit with Avaya IX CU360</a> on page 16	—	
3	Turn on Avaya IX CU360.	Press the power key on the Avaya IX CU360 remote control unit.	—	
4	Configure basic settings	Configure the basic settings: <ul style="list-style-type: none"><li>• Automatically: <a href="#">Configuring Avaya IX CU360 automatically</a> on page 18</li><li>• Manually: <a href="#">Configuring Avaya IX CU360 manually</a> on page 18</li></ul>	You can use one of the following interfaces to configure settings: <ul style="list-style-type: none"><li>• The Avaya IX CU360 remote control unit.</li><li>• The Avaya IX CU360 web interface</li><li>• Avaya Scopia® Control using an iOS-based device</li></ul>	

---

## Pairing the remote control unit with Avaya IX CU360

### Before you begin

Insert two AAA batteries in the remote control unit.

### Procedure

1. Remove the power cable plug of Avaya IX CU360 from the power socket.

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

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

### Result

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

---

## Logging in to the Avaya IX CU360 web interface

### About this task

The home page of Avaya IX CU360 displays the IP address of the endpoint on the top. Change the default login credentials when you log in to the web interface for the first time.

### Procedure

1. In a web browser, navigate to the IP address of Avaya IX CU360.  
Avaya IX CU360 displays the login page.
2. Enter the following:
  - **User Name:** The default user name is Admin.
  - **Password:** The default password is 1234.
  - **Language:** Select a language from the drop-down list. This field is optional.
3. Click **Login**.

---

## Configuration of Avaya IX CU360 basic settings

Avaya IX CU360 supports two methods to configure the basic settings:

- Manual configuration using the quick setup wizard.
- Automatic configuration using a service code. The administrator must provision Avaya IX CU360 for automatic configuration and to send the service code to users. When users switch on Avaya IX CU360 for the first time, it prompts users to enter the service code, after which the basic settings are automatically configured.

---

## Configuring Avaya IX CU360 automatically

### About this task

Avaya IX CU360 prompts you to enter the service code that initiates the automatic configuration when you start the endpoint for the first time. The administrator must provision Avaya IX CU360 for automatic configuration and to send the service code to users.

### Procedure

1. Start Avaya IX CU360.

Avaya IX CU360 displays the quick setup wizard.

2. From the drop-down list, select your preferred language, and click **Next**.

Avaya IX CU360 displays the window to enter the service code.

3. Enter the service code.

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

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

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

4. Click **Next**.

### Result

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

---

## Configuring Avaya IX CU360 manually

### About this task

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

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

## Procedure

1. Do one of the following:
  - On the Avaya IX CU360 endpoint, click **Configure > Quick Setup**.
  - On the web interface, click **Basic Settings > Preferences > General**.

Avaya IX CU360 displays the Welcome to Avaya CU-360 window.

2. Configure the following fields:

- **System Name**
- **Country**
- **Language**
- **Protocol Type**

3. Click **Next**.

Avaya IX CU360 displays the Configure TCP/IP (GLAN) window.

4. Configure the following fields:

- **IP Address Mode**
- **IP Address**
- **Subnet Mask**
- **Gateway**
- **DNS**

5. Click **Next**.

Avaya IX CU360 displays the Configure Gatekeeper window.

6. Configure the following fields:

- **Use Gatekeeper**
- **Mode**
- **Gatekeeper Address**
- **E.164**

7. Click **Next**.

Avaya IX CU360 displays the Configure SIP window.

8. Configure the following fields:

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

- **Server Address**

9. Click **Done**.

## Quick Setup field descriptions

Name	Description
<b>System Name</b>	<p>The name of the Avaya IX CU360 endpoint.</p> <p>Avaya IX CU360 also uses the system name as the user name to register for SIP and H.323.</p>
<b>Country</b>	<p>The country where Avaya IX CU360 is located.</p> <p>The value of <b>Language</b> and the language of the menu automatically changes based on the language of the country you select.</p>
<b>Language</b>	<p>The language of the menu.</p> <p>You can select different languages for the web interface and the endpoint interface.</p>
<b>Protocol Type</b>	<p>The protocol that Avaya IX CU360 must use.</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: Select this option to register Avaya IX CU360 to only a gatekeeper.</li> <li>• <b>SIP</b>: Select this option to register Avaya IX CU360 to only a SIP server. For redundant SIP-based deployments, you can register the endpoint to maximum three SIP servers.</li> <li>• <b>H.323 and SIP</b>: Select this option to register Avaya IX CU360 to a gatekeeper and a SIP server.</li> </ul> <p>The selection of the protocol, such as SIP or H.323, depends on the protocol that the enterprise network uses.</p>
<b>IP Address Mode</b>	<p>The option to determine whether the IP address is allocated dynamically using DHCP or designated a static IP address.</p> <p>Use static IP addresses for Avaya IX CU360 deployed on:</p> <ul style="list-style-type: none"> <li>• Public networks.</li> <li>• SIP networks where the endpoint is secured using TLS certificates and the certificate requests need static IP addresses.</li> </ul>

*Table continues...*

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

## Configuring the Avaya IX CU360 advanced calling options

### About this task

Configure advanced settings of calls for new dial strings.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click the down arrow next to **Call**.
  - On the web interface, click **Make your Call > Advanced Options > Direct Call**.

Avaya IX CU360 displays the Advanced Calling Options window.
2. Configure the following fields:
  - **Call Protocol**
  - **Call Type**
  - **Call Rate (Kbps)**
3. Click **Done**.

## Advanced Calling Options field descriptions

Name	Description
<b>Call Protocol</b>	The protocol to use in calls. The options are: <ul style="list-style-type: none"> <li>• <b>H.323</b>: The protocol for calls to H.323–based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Equinox® Media Server.</li> <li>• <b>SIP</b>: The protocol for calls to SIP-based endpoints.</li> <li>• <b>ISDN</b>: The protocol for calls to ISDN-based endpoints. Calls to ISDN-based endpoints need an ISDN gateway, such as Avaya Equinox Gateway for ISDN.</li> </ul>
<b>Call Type</b>	The type of the call. The options are: <ul style="list-style-type: none"> <li>• <b>Audio-Video</b></li> <li>• <b>Audio-Only</b></li> </ul>

*Table continues...*

Name	Description
Call Rate (Kbps)	<p>The specific bandwidth to use for calls.</p> <p>This field is optional. If you do not configure a specific bandwidth to use, Avaya IX CU360 uses the maximum available bandwidth.</p>

---

## Configuring Avaya IX CU360 to automatically share content

### About this task

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

### Before you begin

Your computer:

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

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > Advanced > Local Presentation Mode**.
  - On the web interface, click **Administrator Settings > Presentation > General**.
2. Configure the following fields:
  - On the endpoint main menu, configure **Local Presentation Mode** to **Automatic**.
  - On the web interface, configure **Local Presentation Mode** to **<auto>**.

### Result

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

---

## Disabling the Avaya IX CU360 video

### About this task

Configure meetings to start with video disabled.

## Procedure

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

---

# Configuring call answering preferences in Avaya IX CU360

## Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure the following fields:
  - **Automatic Answer**
  - **Answer after (Rings)**
3. On the web interface, click **Save**.

## Calling field descriptions

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

## Configuring meeting recording in Avaya IX CU360

### About this task

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

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

- The Avaya Equinox® Conferencing deployment must have a recording server.
- The Avaya IX CU360 endpoint must be managed by Avaya Equinox® Management, and Avaya Equinox® Management must have remote access to the endpoint.
- The meeting must be hosted on Avaya Scopia® Elite 6000 MCU or Avaya Equinox® Media Server.

## Procedure

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

## General field descriptions

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

*Table continues...*

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

*Table continues...*

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

*Table continues...*

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

---

## Configuring PIN protection for Avaya IX CU360 settings

### About this task

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

### Before you begin

To configure PIN from:

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

### Procedure

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

Avaya IX CU360 displays a window to enter PIN.

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

---

## Configuring Avaya IX CU360 to verify before disconnecting calls

### About this task

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

### Procedure

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

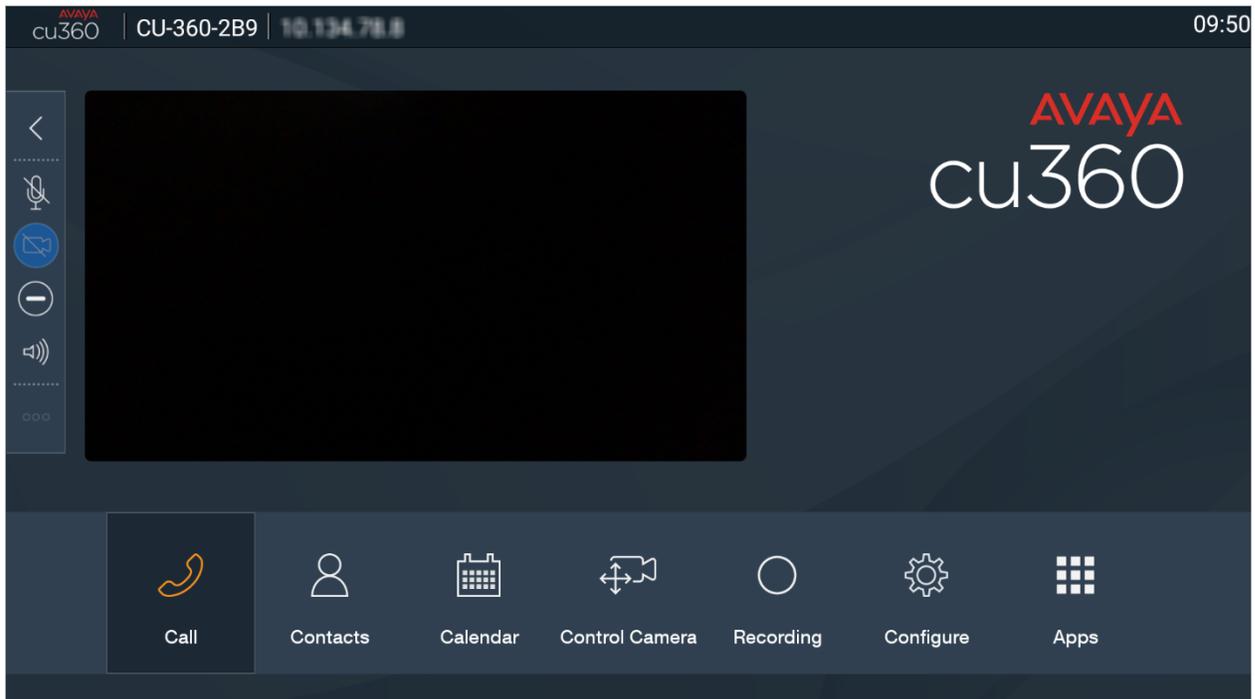
# Chapter 4: Navigation

## Avaya IX CU360 home page

When you switch on Avaya IX CU360, the endpoint displays the home page. Using the buttons on the main screen, you can start calls, navigate menus, and configure settings. When you switch on Avaya IX CU360 for the first time, the endpoint displays the quick setup wizard.

The home page header displays the following information:

- The configured system name
- The endpoint IP address
- The SIP number
- The E.164 number
- The time



The lower pane displays the main menu that provides the following features:

Name	Description
<b>Call</b>	Starts audio and video calls.
<b>Contacts</b>	View, edit, and call contacts.
<b>Calendar</b>	View and join meetings scheduled for Avaya IX CU360.
<b>Control Camera</b>	Pan and tilt the camera.
<b>Recording</b>	Record and playback video conferences.
<b>Configure</b>	Configure the Avaya IX CU360 settings.
<b>Apps</b>	<p>View a list of installed applications.</p> <p>You can start the applications that display in a split portion of the main screen.</p> <p> <b>Note:</b></p> <p>Avaya IX CU360 does not support Google Play Store. Customer Support will provide best-effort assistance to third-party Android applications installed on the device.</p>

The left side of the screen displays a floating bar that provides the following options:

Icon	Name	Description
	Back to previous page	Navigates to previously opened page.
	Audio mute	Mutes the audio.
	Video mute	Mutes the video.
	Do not Disturb	Blocks all incoming calls.
	Ringling or audio output level	Adjusts the ringing or audio volume.
	Dial pad	Opens the dial pad.

# Chapter 5: Operation

---

## Starting Avaya IX CU360 meetings

### About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

#### **Note:**

If your system administrator configured a time limit for video conferences, Avaya IX CU360 displays a warning when the time limit expires. You can ignore the warning and let the video conference end in five minutes, or you can snooze the warning and extend the video conference by 30 minutes.

### Before you begin

Verify that Avaya IX CU360:

- Supports dialing to external endpoints.
- Calls are encrypted. Avaya IX CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

#### **Important:**

Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

### Procedure

1. Do one of the following:

- On the web interface, click **Make your Call > Basic Options > Direct Call**.
- On the endpoint main menu, click **Call**

Avaya IX CU360 displays the Call page.

2. Enter the dial string.

Dial strings can be another endpoint's number, an H.323 alias such as john\_smith, or a URI address such as john@company.com.

3. Click **Call**.

---

## Starting Avaya IX CU360 meetings using recently called contacts

### About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

#### **Note:**

If your system administrator configured a time limit for video conferences, Avaya IX CU360 displays a warning when the time limit expires. You can ignore the warning and let the video conference end in five minutes, or you can snooze the warning and extend the video conference by 30 minutes.

### Before you begin

Verify that Avaya IX CU360:

- Supports dialing to external endpoints.
- Calls are encrypted. Avaya IX CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

#### **Important:**

Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

### Procedure

1. Do one of the following:
  - On the web interface, click **Make your Call > Basic Options > Direct Call**.
  - On the endpoint main menu, click **Call**Avaya IX CU360 displays the Call page.
2. From the recently dialed contacts list, select the contact to call.
3. Click **Call**.

---

## Starting Avaya IX CU360 meetings using saved contacts

### About this task

Your enterprise might have implemented a dial plan that defines different dial prefixes to determine specific calls. For example, dialing 8 to start a low-bandwidth video conference or dialing 6 to start an audio-only call. For more information about the dial plan, contact your system administrator.

 **Note:**

If your system administrator configured a time limit for video conferences, Avaya IX CU360 displays a warning when the time limit expires. You can ignore the warning and let the video conference end in five minutes, or you can snooze the warning and extend the video conference by 30 minutes.

**Before you begin**

Verify that Avaya IX CU360:

- Supports dialing to external endpoints.
- Calls are encrypted. Avaya IX CU360 displays a padlock icon on the screen when calls are encrypted. Check with your system administrator whether call encryption is configured.

 **Important:**

Using encryption is subject to local regulations. In some countries it is restricted or limited for usage. For more information, consult your local reseller.

**Procedure**

1. Do one of the following:
  - On the web interface, click **Make your Call > Basic Options > Direct Call**.
  - On the endpoint main menu, click **Call**

Avaya IX CU360 displays the Call page.

2. Click **Contacts**.
3. Select the contact to call.
4. Click **Call**.

---

## Searching for contacts in the Avaya IX CU360 contacts list

**About this task**

You can add, edit, or remove contacts from the Avaya IX CU360 **Favorites** contact list.

**Procedure**

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

Avaya IX CU360 displays the Contacts page.

2. To search for:
  - Individual contacts, in the search field, type the first name or the last name of the contact.

- Groups, in the **Search by Group**, type the group name.

## Result

Avaya IX CU360 displays the contacts that match the search criteria. Avaya IX CU360 also displays:

-  next to contacts in the **Favorites** contact list.
-  next to contacts located in remote servers, such as another Avaya IX CU360 endpoint, Avaya Equinox® Management, or remote third-party LDAP servers.

---

## Adding contacts in the Avaya IX CU360 Favorites list

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Contacts**.
  - On the web interface, click **Make your Call > Contacts**.Avaya IX CU360 displays the Contacts page.
2. To search for:
  - Individual contacts, in the search field, type the first name or the last name of the contact.
  - Groups, in the **Search by Group**, type the group name.
3. Click **Add to favorites** next to the contact name.

---

## Adding recently called contacts in the Avaya IX CU360 Favorites list

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Call**.
  - On the web interface, click **Make your Call > Basic Options > Recent Calls**.
2. Select the recently called contact.
3. Do one of the following:
  - On the endpoint main menu, click **Add to favorites**.
  - On the web interface, click **Details > Add to favorites**.

---

## Adding new contacts in the Avaya IX CU360 Favorites list Procedure

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

Avaya IX CU360 displays the Contacts page.

2. Click **New Favorite**.

Avaya IX CU360 displays the New Favorite window.

3. Configure the following fields:

- **Name**
- **Number**
- **Group**
- **Type**
- **Call Type**
- **Rate**
- **Trusted**

4. Click **Save**.

---

## New Favorite field descriptions

Name	Description
<b>Name</b>	The name of the contact.
<b>Number</b>	The dial string of the contact.  Dial strings can be another endpoint's number, an H.323 alias such as john_smith, or a URI address such as john@company.com. You can also add multiple numbers to the contact after you save the new contact entry.
<b>Group</b>	The group name to associate the contact to a particular group of contacts.  If you add the name of a new group name, Avaya IX CU360 creates the new group. This field is optional.

*Table continues...*

Name	Description
<b>Type</b>	<p>The protocol to use in calls.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>H.323</b>: The protocol for calls to H.323–based endpoints, such as Avaya endpoints, and for meetings that are hosted on Avaya Scopia® Elite 6000 MCU and Avaya Equinox® Media Server.</li> <li>• <b>SIP</b>: The protocol for calls to SIP-based endpoints.</li> <li>• <b>ISDN</b>: The protocol for calls to ISDN-based endpoints. Calls to ISDN-based endpoints need an ISDN gateway, such as Avaya Equinox Gateway for ISDN.</li> </ul>
<b>Call Type</b>	<p>The type of the call.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Audio-Video</b></li> <li>• <b>Audio-Only</b></li> </ul>
<b>Rate</b>	<p>The specific bandwidth to use for calls.</p> <p>This field is optional. If you do not configure a specific bandwidth to use, Avaya IX CU360 uses the maximum available bandwidth.</p>
<b>Trusted</b>	<p>The option to indicate whether the contact is trusted.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> <p>You can configure Avaya IX CU360 to automatically accept calls only from trusted contacts.</p>

---

## Modifying contacts in the Avaya IX CU360 Favorites list

### Procedure

1. Log in to the Avaya IX CU360 web interface.
2. Do one of the following:
  - On the endpoint main menu, click **Contacts**.
  - On the web interface, click **Make your Call > Contacts**.

Avaya IX CU360 displays the Contacts page.

3. Select the contact, and click **Edit**.

Avaya IX CU360 displays the Edit Favorite window.

4. Modify the contact.

You can also add multiple numbers for the contact using the **Insert Number** option.

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

The Avaya IX CU360 endpoint automatically saves your changes.

---

## Configuring the Avaya IX CU360 status

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > Presence**.
  - On the web interface, click **Presence**.
2. From the **Status** drop-down list, select one of the following options:
  - **Automatic**
  - **Available**
  - **Away**
  - **Busy**
  - **Do not Disturb**
  - **Out of Office**

---

## Subscribing to Avaya IX CU360 contacts

### About this task

Subscribe to contacts to view their presence status.

Depending on your Avaya IX CU360 configuration, you might not have permissions to subscribe to contacts. If you do not see the Subscriptions option, check with your administrator.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure > Presence > Subscriptions > .**
  - From the web interface, click **Presence > Subscriptions >**
2. In **User Name**, type the contact name.

3. Click **Subscribe**.

---

## Reviewing the Avaya IX CU360 contact subscription requests

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Configure** > **Presence** > **Subscriptions** > **Advanced**.
  - From the web interface, click **Presence** > **Subscriptions**.

Avaya IX CU360 displays the subscription requests.

2. Click one of the following:
  - **Yes**: Allow users to view your presence status.
  - **No**: Prevent users from viewing your presence status.

---

## Viewing the presence status of the subscribed Avaya IX CU360 contacts

### Procedure

Do one of the following:

- On the endpoint main menu, click **Configure** > **Presence** > **Subscribed Users**.
- From the web interface, click **Presence** > **Subscribed Users**.

### Result

Avaya IX CU360 displays the list of subscribed users and their presence status.

---

## Joining meetings from the Avaya IX CU360 calendar

### About this task

The Avaya IX CU360 calendar is located in Avaya Equinox® Management. Your Avaya IX CU360 endpoint must be managed by Avaya Equinox® Management to join meetings from the endpoint calendar.

### Procedure

1. Do one of the following:
  - From the endpoint main menu, click **Calendar**.
  - From the web interface, click **Home** > **Calendar**.
2. Click **Join Now** next to the meeting invitation.

---

## Adjusting the Avaya IX CU360 audio volume

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Drag the **Volume** slider to adjust the audio volume.
3. On the web interface, click **Save**.

---

## Sharing content in Avaya IX CU360 meetings

### About this task

Avaya IX CU360 supports only **Avaya Screen Link** to share content from your computer in meetings.

### Before you begin

Your computer:

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

### Procedure

1. Connect your computer to Avaya IX CU360 using the IP address of the endpoint.  
Avaya IX CU360 displays the IP address on the top bar.
2. Right-click Avaya Equinox®, and click **Screen Link** > **Enter a Manual Location**.
3. Enter the IP address of Avaya IX CU360.  
If required, Avaya Equinox® prompts your to enter PIN.
4. **(Optional)** Enter PIN.

Avaya IX CU360 displays PIN to enter on the screen.

5. Click **OK**.

### Result

Avaya IX CU360 displays the shared content on the screen. The endpoint also displays alerts for incoming calls.

---

## Blocking all incoming calls in Avaya IX CU360

### About this task

Configure Avaya IX CU360 to block all incoming calls by enabling the Do Not Disturb feature. When this feature is enabled, Avaya IX CU360:

- Blocking all incoming call notifications.
- Automatically disconnects all incoming calls and sends a message to remote endpoints that Avaya IX CU360 is unavailable.

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure the following fields:
  - **Do Not Disturb: Yes**
  - **DnD Mode: All**
3. On the web interface, click **Save**.

---

## Receiving calls only from Avaya IX CU360 trusted contacts

### Procedure

1. Do one of the following:
  - From the endpoint, click **Configure** > **Calling**.
  - From the web interface, click **Basic Settings** > **Call-Answer mode** > **General**.
2. Configure the following fields:
  - **Do Not Disturb: Yes**
  - **DnD Mode: All Except Trusted**
3. On the web interface, click **Save**.

---

## Using the Avaya IX CU360 applications

### About this task

Avaya IX CU360 comes with some Android-based applications. You can also install more Android-based applications

Avaya IX CU360 displays the chosen application in a split portion of the screen. You can move the slider on the screen to modify the space that the application uses.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Apps**.
  - On the web interface, click **Apps**Avaya IX CU360 displays the list of applications.
2. Click an application.

### Result

Avaya IX CU360 splits the screen and displays the application in one-half of the screen.

---

## Recording Avaya IX CU360 meetings

### About this task

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

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

- The Avaya Equinox® Conferencing deployment must have a recording server.
- The Avaya IX CU360 endpoint must be managed by Avaya Equinox® Management, and Avaya Equinox® Management must have remote access to the endpoint.
- The meeting must be hosted on Avaya Scopia® Elite 6000 MCU or Avaya Equinox® Media Server.

### Before you begin

To record meetings in a USB device, insert the device in the Avaya IX CU360 USB port.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Recording**.

- On the web interface, click **More Actions > Recording**.

Avaya IX CU360 displays the Recording page.

2. Based on where you want to save the recording, click **Record** in one of the following sections:

- **USB**
- **Network**

---

## Viewing Avaya IX CU360 meeting recordings

### About this task

You can view the recordings saved on USB devices on Avaya IX CU360 and on standard media players. You can view the recordings saved on the enterprise network through Avaya Equinox® Unified Portal.

For more information, see *Using Avaya Equinox® Unified Portal* at the Avaya Support website: <http://support.avaya.com/>

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Recording**.
  - On the web interface, click **More Actions > Recording**.Avaya IX CU360 displays the Recording page.
2. Select the recording, and click **Play**.

---

## Copying Avaya IX CU360 meeting recordings to a USB device

### About this task

The USB device must be formatted with the FAT32, EXT2, EXT3, or EXT4 file system.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Recording**.
  - On the web interface, click **More Actions > Recording**.Avaya IX CU360 displays the Recording page.

2. Click **Upload Video**, and follow the prompts.

---

## Validating Avaya IX CU360 meeting recordings

### About this task

Add a digital signature to meeting recordings to validate that the recordings are not tampered.

Avaya IX CU360 validated meeting recordings using existing recording signatures. If the meeting is recorded using a different signature, you must import the digital signature.

### Procedure

1. Do one of the following:
  - On the endpoint main menu, click **Recording**.
  - On the web interface, click **More Actions > Recording**.

Avaya IX CU360 displays the Recording page.

2. Select the meeting recording, and click **Verify Signature**.

Avaya IX CU360 displays **Verify Signature** only if the meeting recording and its signature are available.

### Result

Avaya IX CU360 validates the meeting recording and displays a confirmation message.

# Chapter 6: Customization

---

## Changing the Avaya IX CU360 video layout

### About this task

The availability of the layout options depends on the streams involved in your meeting. There are three types of streams in meetings - your video, video of other participants, and the shared content.

### Procedure

1. Do one of the following:
  - On the endpoint, click  > **Layouts**.
  - On the web interface, click **More Actions** > **Layout**

Avaya IX CU360 displays the Layouts window.

2. Select a layout option.

# Chapter 7: Troubleshooting

---

## Avaya IX CU360 monitor display flickers

### Condition

The monitor displays flickers.

### Cause

Incorrect configuration of the Avaya IX CU360 video resolution.

### Solution

Verify that the system administrator configured Avaya IX CU360 with the correct video resolution. Avaya IX CU360 supports only 720p, 1080p, and ultra HD monitors.

---

## Avaya IX CU360 monitor display is blank

### Solution

Verify that:

- The power cable of Avaya IX CU360 is connected properly.
- The power cable of the monitor is connected properly.
- The HDMI cable between of Avaya IX CU360 and the monitor is connected properly and the monitor is switched on.
- The LEDs around the Avaya IX CU360 camera are lit.

---

## Avaya IX CU360 remote control unit does not work

### Solution

Pair the remote control unit with Avaya IX CU360 again.

# Chapter 8: Resources

---

## Documentation

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

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

---

## Finding documents on the Avaya Support website

### Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.  
  
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

---

## Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes,

downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

---

## Using the Avaya InSite Knowledge Base

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

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

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

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

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

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