

# SCOPIA Video Gateway for Microsoft Lync

## User Guide

Version 7.7



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# 1

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# 1

## Making Video Calls between Lync Clients and H.323 Devices

While making calls between two Microsoft Lync Clients or between two H.323 endpoints is documented elsewhere, this section focuses on how to make calls between a Microsoft Lync Client and an H.323 endpoint.

When extending the reach of Lync Clients to include H.323 endpoints, bear in mind that an endpoint can also be present in a physical conference room in an enterprise. Therefore you also need to set up contacts in your Lync Client which represent the conference rooms, so they can be contacted like any other Lync Client appearing in your Contact List.

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## What is SCOPIA Video Gateway for Microsoft Lync?

SCOPIA Video Gateway for Microsoft Lync is a video network device that allows you to make video calls between the Lync Clients and H.323 video endpoints. H.323 video endpoints are “physical” endpoints: meeting rooms equipped with room systems and personal endpoints typically located on a desktop. Calling an H.323 video endpoint is just like when calling any other Lync Client. You can also call from an H.323 video endpoint to a Lync Client.

**Figure 1-1** Lync Client in a call with an H.323 video endpoint



If your organization deploys a SCOPIA Solution as the video network, you are able to use these additional features:

- Creating a video conference in a virtual meeting room or in your personal virtual room and invite other Lync Clients or H.323 video endpoints.

A virtual meeting room is literally a virtual room that serves as a meeting place and shows several participants at the same time, instead of showing only one participant at a time as in a Lync video call. [Figure 1-2](#) shows a virtual meeting room attended by three participants using their Lync Clients and the rest of participants joining from meeting rooms using H.323 video endpoints.

Figure 1-2 Virtual meeting room



- Joining one of the video conferences in progress.
- Seeing a presentation shared by an H.323 endpoint.

When an H.323 endpoint shares content in a video call or in a videoconference, the SCOPIA Video Gateway automatically switches to the presentation channel and starts sending the presentation to the Lync Client. The presentation is supported in H.264 format with a maximum resolution of 720p at 30fps; the minimum supported resolution is VGA at 30fps.

This feature is available in every point-to-point call between an H.323 endpoint and a Lync Client when you share presentation from the H.323 endpoint side and also when sharing a presentation in a videoconference housed by an MCU (RADVISION or third-party).

Contact your network administrator to check if these features are available in your organization.

## Setting up the Lync Client Contact List

You need to setup your Lync Client Contact List so that it contains meeting rooms equipped with H.323 room systems.

If your video network supports additional videoconferencing features, you need to add contacts that represent these features to the Contact List:

- Virtual meeting rooms – Virtual meeting rooms are used for creating videoconferences with many participants. The video layout of a virtual meeting room allows you to see many participants at the same time.
- Auto Attendant – This contact provides easy access to the list of videoconferences in progress. You select the conference you want to join from this list.
- Your personal virtual room – This contact provides immediate access to your personal virtual room from where you can create videoconferences with many participants at the same time.

The Contact List shows the availability status (presence) of contacts in real time. The list also reflects the availability of a contact that was set up to receive calls simultaneously on more than one device (for example, on a Lync Client and on an H.323 endpoint).




The Contact List displays default user pictures next to the name of a meeting room, personal virtual room, virtual room or Auto Attendant, as it does for any other contact. See [Figure 1-3 on page 4](#).

**Figure 1-3** Default picture of a Lync user



RADVISION provides custom pictures to quickly track video equipment in the Contact List. Ask your network administrator for the availability of this service. [Table 1-1 on page 5](#) lists the custom pictures. [Step 6](#) in this procedure explains how to replace the contact's default picture with a custom picture once it is available.

**Table 1-1** Pictures representing video equipment in the Contact List

Picture	Description
	Meeting room
	Virtual meeting room / personal virtual room
	Auto Attendant

### Before You Begin

Contact your network administrator to find out if your video network supports additional features. If it does, you need to add virtual meeting rooms and Auto Attendant to the Contact List in addition to meeting rooms. The names of these additional contacts are determined by your video network administrator.

### Procedure

- Step 1** Open your Lync Client.
- Step 2** Add meeting rooms to the your Contact List:
- a. Type “meeting room” in the **Search** box.  
A list of meeting rooms is displayed.

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**Note:** If the list is empty, ask your video network administrator for the name given to meeting rooms, and type that name into the **Search** box.

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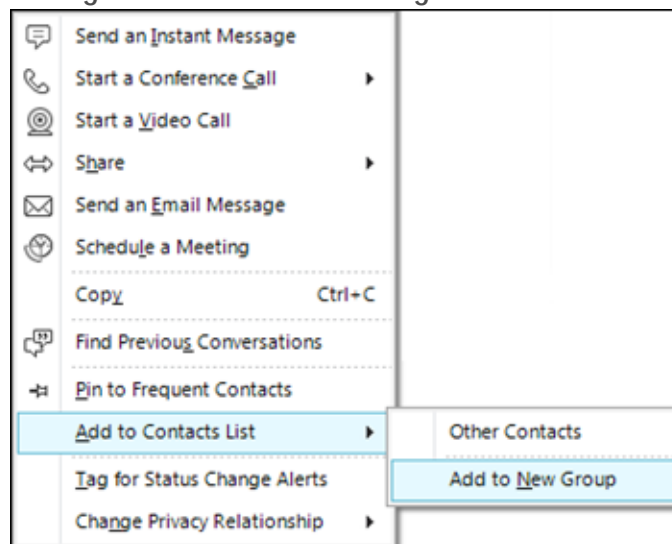


Figure 1-4 A list of meeting rooms



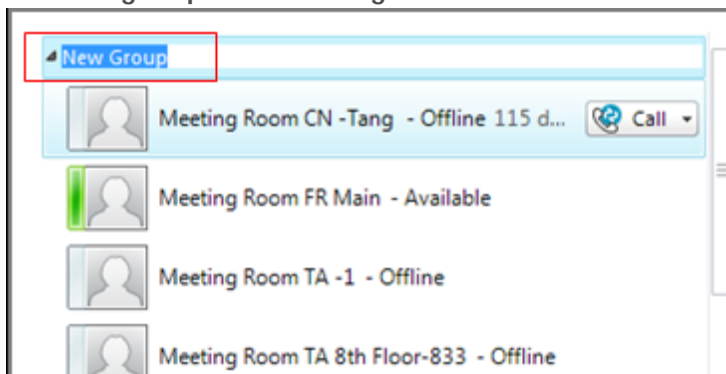
- b. Hold down the Ctrl key and select the required meeting rooms.
- c. Right-click and select Add to Contacts List.

Figure 1-5 Right-click menu showing Add to New Group option



The meeting rooms you selected appear under the new group heading.

**Figure 1-6** New group for meeting rooms added to the Contact List



- d. Change the new group name to "Meeting Rooms".

---

**Note:** You can also choose to add all the meeting rooms of your organization as a group contact by searching for the Meeting Rooms group in your Contact List and adding it to the list as explained above. You cannot change the name of the Meeting Rooms group.

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### Step 3

If necessary, add virtual meeting rooms to your Contact List:

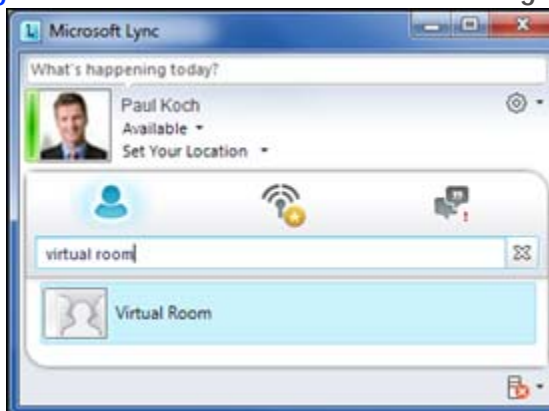
- a. Type "virtual room" in the Search box.  
The Virtual Room contact group is displayed.

---

**Note:** If the list is empty, ask your video network administrator for the name given to virtual rooms, and type that name into the Search box.

---

**Figure 1-7** The Virtual Room contact group



- b. Right-click the Virtual Room contact group and select **Add to Contact List**.  
The new contact group for virtual rooms is added to your Contact List.

**Step 4** If necessary, add the Auto Attendant to your Contact List:

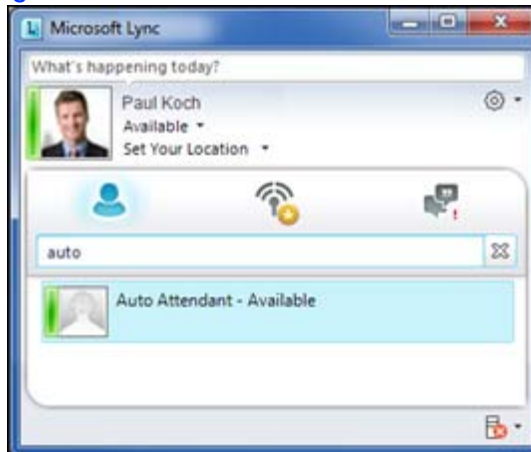
- a. Type "auto" in the Search box.  
The Auto Attendant contact is displayed.

---

**Note:** If the list is empty, ask your video network administrator for the name given to the Auto Attendant, and type that name into the Search box.

---

**Figure 1-8** The Auto Attendant contact

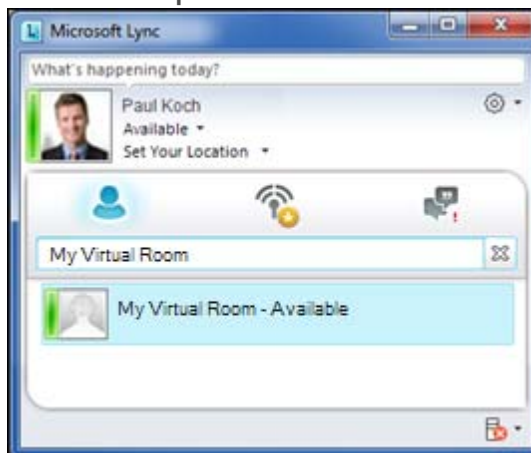


- b. Right-click the Auto Attendant contact and select Add to Contact List > Other Contacts.  
The Auto Attendant is added to your Contact List.

**Step 5** Add your personal virtual room to your Contact List:

- a. Type the name of your personal virtual room in the Search box (My Virtual Room in the example shown in Figure 1-9 on page 8).  
The personal virtual room contact is displayed.

**Figure 1-9** The personal virtual room contact



- b. Right-click the contact and select **Add to Contact List > Other Contacts**.

The personal virtual room contact is added to your Contact List.

#### **Step 6**

If required, replace the contact's default picture with the custom picture:

- a. Select the **Lync options**.
- b. Select **My Picture**.
- c. Select **Show a picture from a web address**.
- d. Connect to the selected picture.

## Accessing your Personal Virtual Room

Your virtual room is your personal meeting place that was set by your administrator. This meeting room has a special number that you can use to host your meetings. The virtual room number is set by your network administrator and cannot be changed by users. The room is associated with your corporate user name and password so you can easily access the room definitions and change them at any time.

### **Procedure**

#### **Step 1**

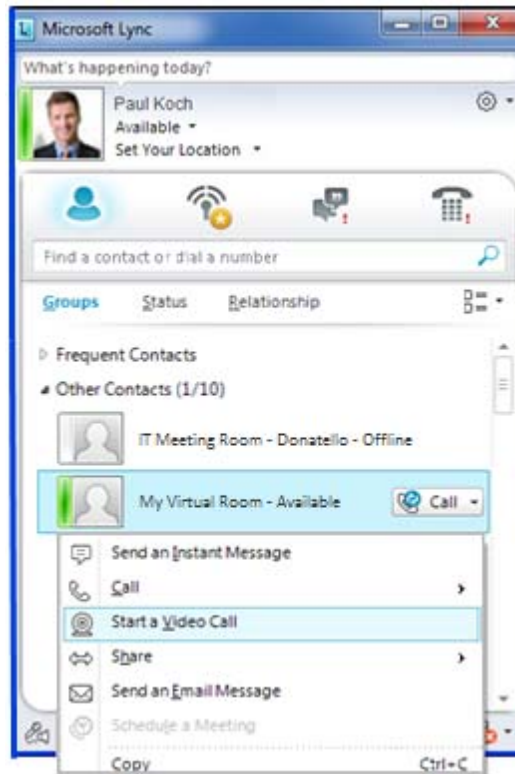
To join from your Lync Client, open the Lync Client window.

The Contact List is displayed.

#### **Step 2**

Right-click the contact **My Virtual Room** and select **Start a Video Call**.

Figure 1-10 Accessing your personal virtual room



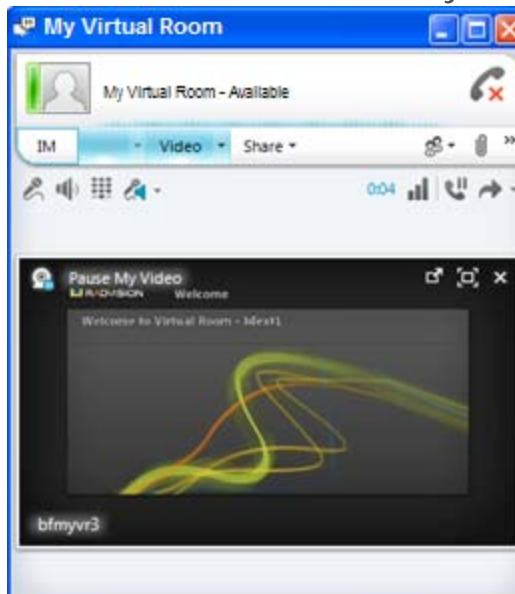
---

**Note:** Even when you're in a call, the contact shows that your personal virtual room is available.

---

The welcome screen of your personal virtual room appears on the display.

Figure 1-11 The welcome screen of My Virtual Room



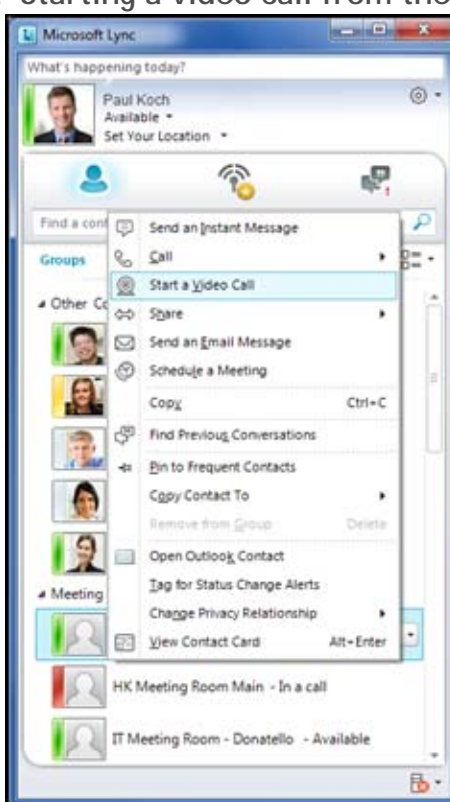
## Making a Video Call from a Lync Client to an H.323 Endpoint

You can make a video call from your Lync Client to a meeting room equipped with the H.323 room system in the same way as you make a video call to another Lync Client.

### Procedure

- Step 1** Open the Lync Client.  
The Contact List is displayed.
- Step 2** Right-click the meeting room you want to call and select **Start a Video Call**.

**Figure 1-12** Starting a video call from the Contact List



The video call is established. You can see participants in the meeting room.

**Figure 1-13** The Lync Client window showing video from the meeting room



## Making a Video Call from a Lync Client to a Public H.323 Endpoint

You can make a video call from your Lync Client to a meeting room equipped with the H.323 room system and located outside the organization's firewall. The meeting room user needs to provide you with an IP address and a calling number prior to call setup.

Ask your video network administrator which one of these URI dialing formats you can use for calling the public H.323 endpoint:

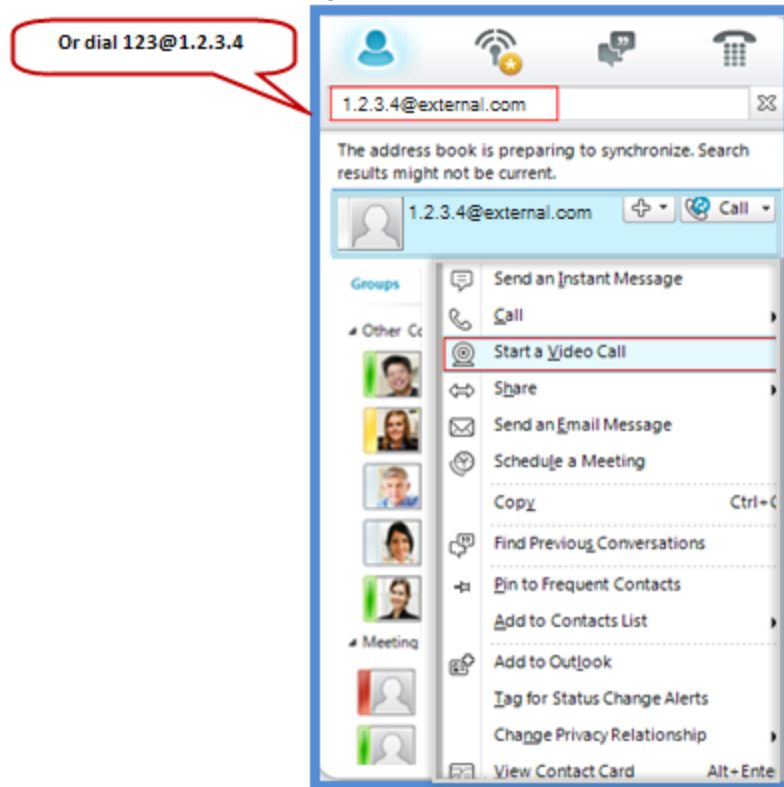
- 1.2.3.4@external.com. In this instance you dial the IP address of the H.323 endpoint followed by a domain name that your video network administrator has allocated for calling public H.323 endpoints.
- 123@1.2.3.4. In this instance you dial the H.323 calling number followed by its IP address.

You can add this contact to your List of Contacts; the contact's presence is always unknown.

### Procedure

- Step 1** Open the Lync Client.
- Enter the public IP address of the H.323 endpoint you want to call.
- Step 2** Select **Start a Video Call**.

Figure 1-14 Starting a video call to an H.323 meeting room outside the organization



The video call is established. You can see participants in the meeting room.

Figure 1-15 The Lync Client window showing video from the meeting room





## Making a Video Call from an H.323 Endpoint to a Lync Client


This section describes how to make a video call to a Lync Client from an H.323 endpoint: a room system or a personal endpoint. It does not detail the interface of any specific endpoint model, but the examples use the SCOPIA XT1000 Series to illustrate each of the steps.

### Before You Begin

Contact your administrator for this information:

- Service number of the SCOPIA Video Gateways used in your deployment
- The URI of the Lync Client you want to call, like user@company.com, or the E.164 number of the Lync Client you want to dial.

### Procedure

- Step 1** In the room system, enter the URI of the Lync Client contact, like user@company.com. Alternatively you could dial the SCOPIA Video Gateway service number and the Lync contact E.164 number.
- For example, if you are making a video call from a SCOPIA XT1000 Series, perform these steps:
- a. In the Main Menu page, select **Make your call**.
  - b. Enter the URI address, or dial the service number and the E.164 number using the Remote Control Unit.
  - c. On the Remote Control Unit, press the **Call** button .
- Step 2** The incoming call indication appears on the Lync Client, your party should select **Accept**, and then, after the video call is established, select **Start My Video**.

## Creating a Video Conference in a Virtual Meeting Room

You can create a video conference by notifying participants to join a virtual meeting room. A virtual room shows several participants at the same time. Each participant connects to the virtual room independently from their Lync Client.

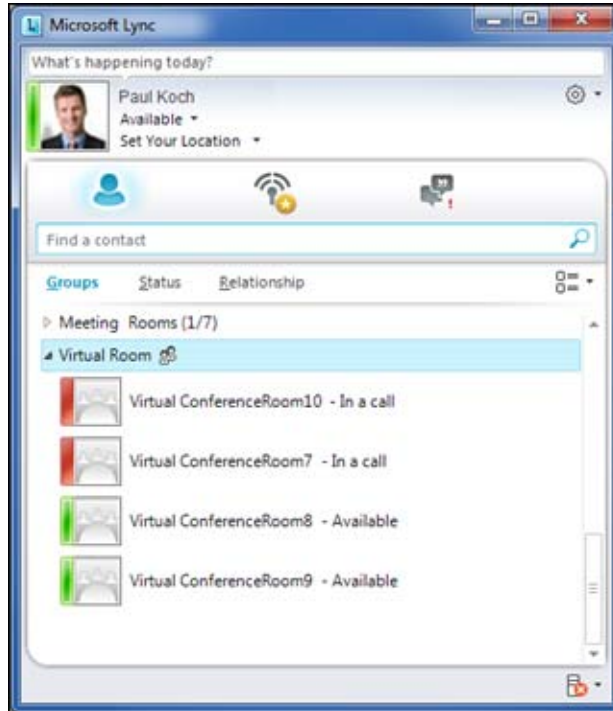
This feature is available only in deployments using a SCOPIA Solution. Contact your video network administrator to find out whether this feature is available in your organization.

### Procedure

- Step 1** Create an invitation to all participants to join the virtual meeting room, using the iVIEW Microsoft Outlook Add-on (see [“Scheduling SCOPIA Meetings in Microsoft Outlook”](#) on page 17).
- Participants can join the meeting from their H.323 endpoints, or from their Lync Clients.
- Step 2** To join from your Lync Client, open the Lync Client window.
- The Contact List is displayed.

- Step 3** Double-click the **Virtual Room** group to expand the group.  
The virtual meeting rooms are displayed.

**Figure 1-16** Virtual meeting rooms displayed in the Contact List



- Step 4** Right-click the available virtual meeting room, and then select **Start a Video Call**.  
The virtual meeting room is displayed.  
Other participants who joined the virtual room from their Lync Clients or H.323 endpoints can be seen in the virtual room.

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**Note:** Avoid inviting participants directly from your Lync Client. They should join the conference by dialing in from their endpoint or Lync Client.

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## Joining a Conference in Progress Using your Lync Client

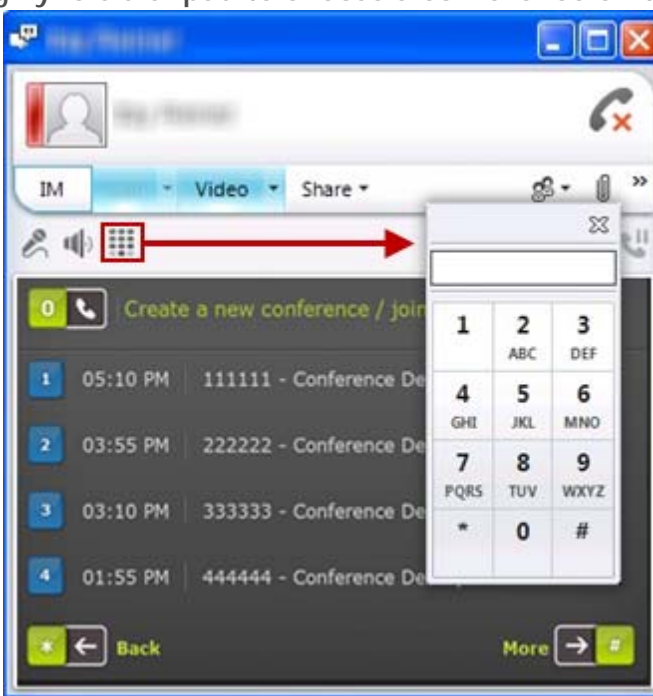
If you want to join a conference happening at this moment, you can do it easily using the Auto Attendant as described in this section.

This feature is available only in deployments using a SCOPIA Solution. Contact your video network administrator to find out whether this feature is available in your organization.

## Procedure

- Step 1** Open the Lync Client.  
The Contact List is displayed.
- Step 2** Right-click the Auto Attendant contact and select **Start a Video Call**.  
The video menu shows a list of conferences in progress, each clearly numbered.
- Step 3** Select the number pad icon in the Lync window to open the Lync Client's number dial pane (Figure 1-17).

**Figure 1-17** Using Lync's dial pad to choose a conference on the Auto Attendant



- Step 4** Enter the number corresponding to the displayed conference you wish to join.  
The videoconference window is displayed, showing the conference view with several participants.

# 2

## Scheduling SCOPIA Meetings in Microsoft Outlook

There are two ways to schedule virtual meetings from within Microsoft Outlook.

You could use the SCOPIA Desktop Microsoft Outlook Add-on, which schedules regular Outlook meetings and embeds web links (URLs) to easily and quickly join the virtual meeting either from a SCOPIA Desktop Client or a Microsoft Lync Client when available.

Alternatively, the iVIEW Microsoft Outlook Add-on allows users to schedule virtual meetings by combining the scheduling features of Outlook with the scheduling functionality of SCOPIA iVIEW Management Suite.

In this way, users can see when people are available for the call and when the video network device resources are available for the call, ensuring high quality conferencing for the duration of the meeting.

The remainder of this section is devoted to creating meetings using the iVIEW Microsoft Outlook Add-on.

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## Installing the iVIEW Microsoft Outlook Add-on

Contact your system administrator to install the iVIEW Microsoft Outlook Add-on on your computer.

## Sending a Meeting Invitation with iVIEW Microsoft Outlook Add-on

Sending a meeting invitation using the iVIEW Microsoft Outlook Add-on is similar to sending a regular Microsoft Outlook meeting request, but it already contains text in the body of the invitation with web links (URLs) for the recipients to easily and quickly access your virtual meeting. You can also specify conference passwords (PINs), streaming and recording options, as well as specifying specific endpoints as participants in the meeting.

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

### Procedure

- Step 1** Open a new appointment or meeting request form in Microsoft Outlook.
- Step 2** Select **SCOPIA Meeting**.

If you already have a virtual room defined, your virtual room details are displayed. The information displayed to the meeting participants includes web links (URLs) to easily and quickly join the conference using any endpoints, SCOPIA Desktop Clients or Microsoft Lync Clients when available.
- Step 3** Enter passwords (PINs) if you want to restrict access to your meeting to those who know the access PIN, or to restrict moderator features to those who know the moderator PIN.
- Step 4** To use virtual room settings different from your default settings, select **Advanced**, and configure advanced settings:
  - a. Select a meeting type form the list.
  - b. Select a meeting location from the list to instruct SCOPIA iVIEW Management Suite where to schedule the meeting (available only in multiple-location deployments).
  - c. If you entered a moderator PIN, you can enable the **Place participants in a 'waiting room'** option. This option allows to place all participants joining a meeting before a moderator in a virtual meeting room. Then the participants are connected only after the moderator joins.
  - d. If you entered a moderator PIN, you can enable the **Automatically record meeting** option.
  - e. Enable the **Automatically stream meeting** option to automatically start streaming when the meeting starts (available only when SCOPIA Desktop Server is configured in iVIEW Management Suite).
  - f. Enter the number MCU ports you want to reserve for the meeting.
  - g. To invite specific endpoints, select **From Directory** or **By Address**, select an endpoint, and then select **Invite Selected Terminal**.

- Step 5** Select **OK** to save the iVIEW Management Suite scheduling request and close the SCOPIA Meeting window.
- The SCOPIA Meeting button is selected and the name of the virtual room appears in the **Location** field of the appointment or meeting request form.
- Step 6** Specify invitees in the **To** field.
- Step 7** (Optional) Select **Cancel Meeting** to change this meeting from an iVIEW Management Suite meeting to a generic Outlook meeting.
- Step 8** Select **Send** to send the meeting request to iVIEW Management Suite.
- If scheduling succeeds, iVIEW Management Suite sends the invitation to all invitees. If scheduling fails, iVIEW Management Suite displays an error message.

## Joining a Videoconference from an Invitation in iVIEW Microsoft Outlook Add-on

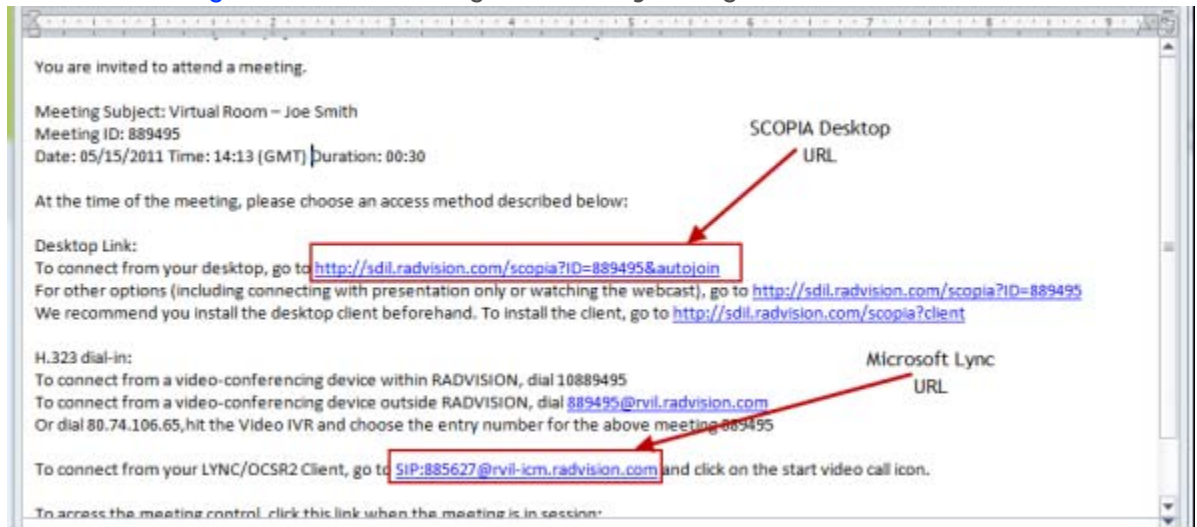
You can send invitations from the Microsoft Outlook calendar using the iVIEW Microsoft Outlook Add-on to schedule a meeting in the recipient's calendar. The invitation automatically includes instructions on joining a videoconference. The text of the invitation includes one or more web links (URLs) which directly open the videoconference for participation.

The URLs in the calendar invitation usually open a SCOPIA Desktop portal. In some organizations, the invitation text will also include a URL to directly open your Microsoft Lync window to join the videoconference, if you have Microsoft Lync installed and a SCOPIA Video Gateway deployed in your organization.

### Procedure

- Step 1** Open the invitation you received in MS Outlook.
- The meeting invitation includes several links (URLs), including those to join the videoconference in SCOPIA Desktop, and where applicable, URLs to join the videoconference from your Microsoft Lync Client.

Figure 2-1 Selecting a link for joining a videoconference



- Step 2 Select the link to join the videoconference from the client of your choice.  
If you selected the SCOPIA Desktop link, it will open your SCOPIA Desktop Client. If you selected the Lync URL, your Microsoft client will automatically launch.
- Step 3 Start the call by selecting the call icon.

## Changing Virtual Meetings from iVIEW Microsoft Outlook Add-on

Meetings scheduled using the iVIEW Microsoft Outlook Add-on are displayed in the iVIEW Communications Manager web user interface with an Outlook icon next to the meeting entry. You can modify or cancel meetings scheduled using the iVIEW Microsoft Outlook Add-on only from within Outlook. You cannot do so from the iVIEW Communications Manager web user interface.

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- [Cancelling an iVIEW Microsoft Outlook Add-on Meeting](#) ..... page 21
- [Modifying the Recurrence of an iVIEW Microsoft Outlook Add-on Meeting](#) ..... page 21

## Modifying an iVIEW Microsoft Outlook Add-on Invitation

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

### Procedure

- Step 1 Open the meeting from the Outlook calendar.
- Step 2 Select SCOPIA Meeting.
- Step 3 Modify the meeting settings as required. For more information on each of the meeting settings, see [“Sending a Meeting Invitation with iVIEW Microsoft Outlook Add-on”](#) on page 18.
- Step 4 Select Send Update.

## Cancelling an iVIEW Microsoft Outlook Add-on Meeting

Cancelling an iVIEW Microsoft Outlook Add-on meeting in Outlook is similar to cancelling a regular Outlook meeting.

### Procedure

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

## Modifying the Recurrence of an iVIEW Microsoft Outlook Add-on Meeting

You cannot directly open and edit the recurrence properties of a meeting created with iVIEW Microsoft Outlook Add-on. You must cancel and create the meeting again.

### Procedure

- Step 1** Cancel the meeting from the Outlook calendar. See [“Cancelling an iVIEW Microsoft Outlook Add-on Meeting” on page 21](#).
- Step 2** Schedule a new recurring meeting.

## Uninstalling the iVIEW Microsoft Outlook Add-on

You can remove the iVIEW Microsoft Outlook Add-on like a standard Windows program.

### Procedure

- Step 1** Go to **Control Panel > Add or Remove Programs** on your computer.
- Step 2** Select **iVIEW Outlook Add-in Integration** in the list.
- Step 3** Select **Remove**.





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#### About RADVISION

RADVISION (NASDAQ: RVSN) is the industry's leading provider of market-proven products and technologies for unified visual communications over IP, 3G and IMS networks. With its complete set of standards-based video communications solutions and developer toolkits for voice, video, data and wireless communications, RADVISION is driving the unified communications evolution by combining the power of video, voice, data and wireless - for high definition video conferencing systems, innovative converged mobile services, and highly scalable video-enabled desktop platforms on IP, 3G and emerging next generation IMS networks. To gain additional insights into our products, technology and opinions, visit [blog.radvision.com](http://blog.radvision.com). For more information about RADVISION, visit [www.radvision.com](http://www.radvision.com)

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