



New Features Guide

Version 5



Notices

Copyright © 2020-2022 AVI-SPL, Inc. All Rights Reserved.

Following are policies pertaining to proprietary rights and trademarks.

Proprietary Rights

The information contained in this document are the sole property of AVI-SPL, Inc. and/or one or more of its affiliated entities (collectively “AVI-SPL”), and/or AVI-SPL’s third-party licensors.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from AVI-SPL.

All copyright, patents, design rights, and all other intellectual property rights of whatsoever nature contained herein are and shall remain the sole and exclusive property of AVI-SPL or its third-party licensors.

Trademarks

The AVI-SPL name and the AVI-SPL logo are trademarks or registered trademarks of AVI-SPL, Inc.

All third-party product and service names are trademarks or registered trademarks of their respective owners.

Disclaimer

The information furnished herein is believed to be accurate and reliable. However, no responsibility is assumed by AVI-SPL for its use or for any infringements of patents or other rights of third parties resulting from its use.

Table of Contents

Introduction.....	5
Version 5.5 – March 2022.....	6
New Features and Enhancements	6
Ticket Overview.....	6
User Preferences	6
Map Views	7
Analytics	8
Monitoring Extended Properties	8
Certifying Rooms.....	9
Bug Fixes	11
Version 5.4 – January 2022.....	12
New Features and Enhancements	12
Security.....	12
User Profile Settings	12
Object Date and Time Stamps	13
Ticket Adapter Configuration.....	13
MS Teams.....	13
Microsoft Exchange Meeting Participant Status	14
Control Panel Button.....	15
Cloud Connector	16
Bug Fixes	16
Version 5.3 – October 2021	17
New Features and Enhancements	17
User Preferences	17
Device Watch List	17
Exporting Device Extended Properties	18
Monitoring Devices and Rooms.....	18
Pause Monitoring of Rooms and Devices.....	18
Monitoring Statistics	19
Monitoring RAM Usage	20
Monitoring Meetings.....	20
Viewing Live Meeting Details for Codecs.....	20
Filtering Device and Ticket Lists by Country.....	20
Map View Zoom Functionality	21
Pausing Monitoring Restrictions	21
Administration	22
Room and Device QR Codes	22
Workflows	22
Audit Trails.....	23
Accessing Audit Logs.....	23
Filtering Audit Logs	23

Bug Fixes	24
Version 5.2 – August 2021	25
New Features and Enhancements	25
Searching Symphony	25
Live Device Monitoring	26
Filtering Device Display	26
Device Trigger Alerts	27
Managing Tickets	28
Administration	29
Triggers and Monitoring Restrictions	29
Managing Rooms	32
Managing Account Fields	33
Managing Devices	35
Workflows	35
Analytics	36
Optimized Data Storage	37
Bug Fixes	37
Version 5.1 – March 2021	38
New Features and Enhancements	38
Removal of Virtual Meeting Room (VMR) Functionality	38
Monitoring Live Meetings	38
Refreshing Pages	38
Modifying Favorite Rooms	39
Creating Tickets for Modules Not Detected	40
Meeting Ending On-Screen Notification	40
Support for Multiple External Video Cloud Services (EVCS)	40
Separate IP and DNS Host Name fields	41
Reporting and Analysis	42
Bug Fixes	42
Version 5.0.1 – November 2020	44
New Features and Enhancements	44
Associate Billing Codes to Devices	44
Designating Frequent Billing Codes	45
Billing Code Descriptions	45
Batch Updating Records	45
Bug Fixes	46
Known Issues	47
Version 5.0 – September 2020	48
New Features and Enhancements	48
Symphony on Prem (SYOP)	48
Marketplace Device Catalog	48
Conference Profiles	49
Email Message Template	49
Monitoring Graphs	49
Meeting Details	50
Producer Notes	51

External Video Cloud Services (EVCS) Meetings.....	52
Administration	52
Bulk Change of Properties.....	52
Workflow Automation	53
Global Device Configuration.....	53
Analytics	54
Reporting	55
Audit Trails	55
Disabling APIs.....	55
Wrap Up Meeting Wizard	55
Meeting Rating Feedback	56
Bug Fixes	57
Index.....	58

Introduction

This document highlights all new features, enhancements, and bug fixes made to Symphony in version 5.

Version 5.5 – March 2022

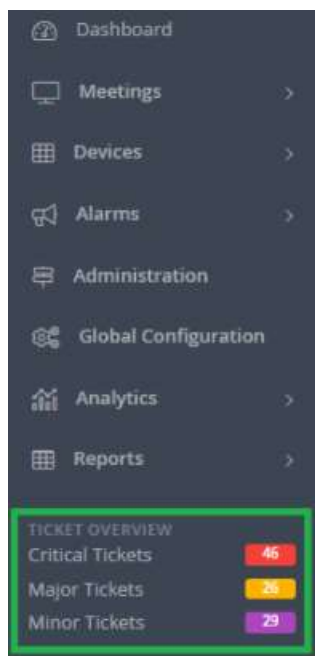
New Features and Enhancements

Ticket Overview

The total number of open tickets, by type, is displayed in the left navigation pane for quick reference:

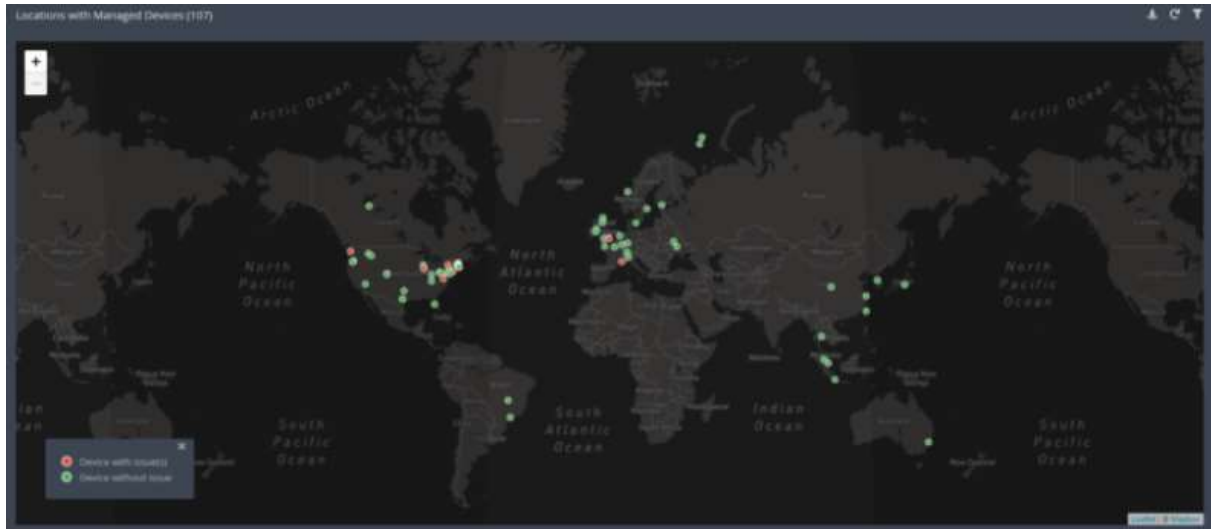
- Critical
- Major
- Minor

These are displayed in real time. Details cannot be accessed from this section. For more detailed information about the tickets, see the "Viewing Tickets" section of the Symphony *User Guide*.



User Preferences

When the Dark color scheme is selected, all maps are now displayed with the dark theme to be more consistent with all other color scheme options.



For more information, see the "Setting Account Preferences" section of the Symphony *User Guide*.

Map Views

When viewing devices, meetings, and tickets, in the Map view, the map can be displayed in Satellite mode. There is a Satellite View option in the upper-right corner of the map window.



For more information, see the following sections of the Symphony *User Guide*:

- Viewing Meetings in Map View
- Viewing Devices in Map View
- Viewing Tickets in Map View

Analytics

For applicable reports, **Device Model** was added as an available **Attribute** to group data by on the following Analytic dashboards:

- **Meetings**
- **Meetings Performance**
- **Meetings Quality**

For more information, see the following sections of the Symphony *User Guide*:

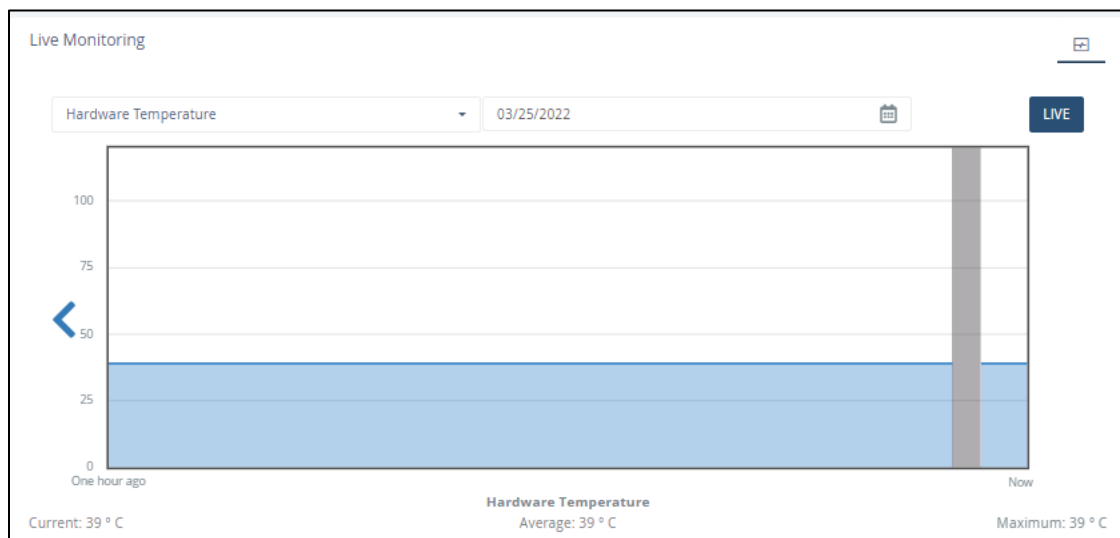
- Meetings Dashboards
- Meetings Performance Dashboard
- Meetings Quality Dashboard
- Working with Bar Chart Graphs

Monitoring Extended Properties

Extended properties that can be quantified with a unit of measure, such as hardware temperature, can be displayed on the Live Monitoring graph. The property must be setup by AVI-SPL upon request; this is not a configurable option within the customer view of Symphony.

The configured extended properties are displayed in the drop-down menu on the Live Monitoring page for any Symphony managed device. When selected, the associated data for that property is displayed on a graph chart.

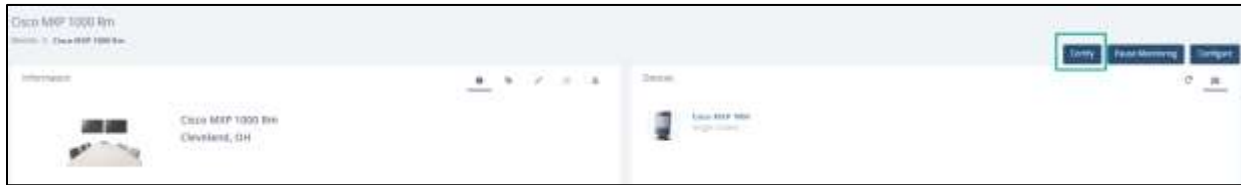
By displaying extended properties in a graph, historical and live data can be compared and used in troubleshooting.



For more information, see the "Viewing Device Details" section of the Symphony *User Guide*.

Certifying Rooms

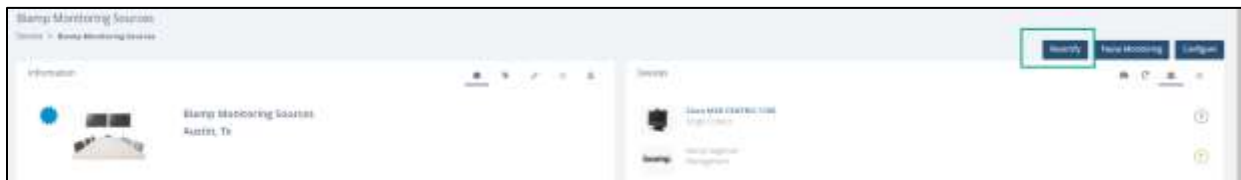
Rooms are no longer certified during the meeting wrap up process. They are certified and recertified on the Room details page. There is a new **Certify** button that allows the user to certify the room.



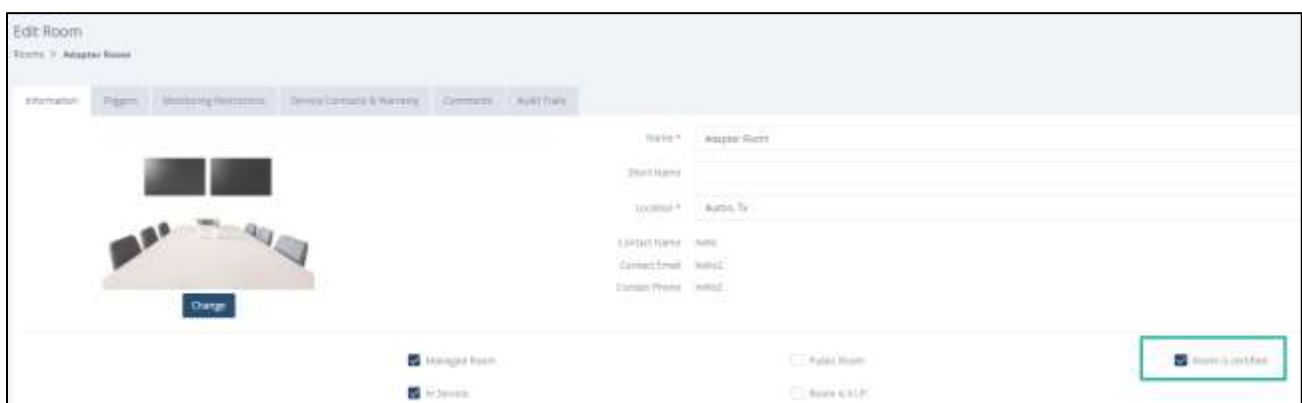
Once the room is certified, a blue icon is displayed next to the room logo.



When a room is certified, the button on the room details page is **Recertify**. The room can be recertified at any time.



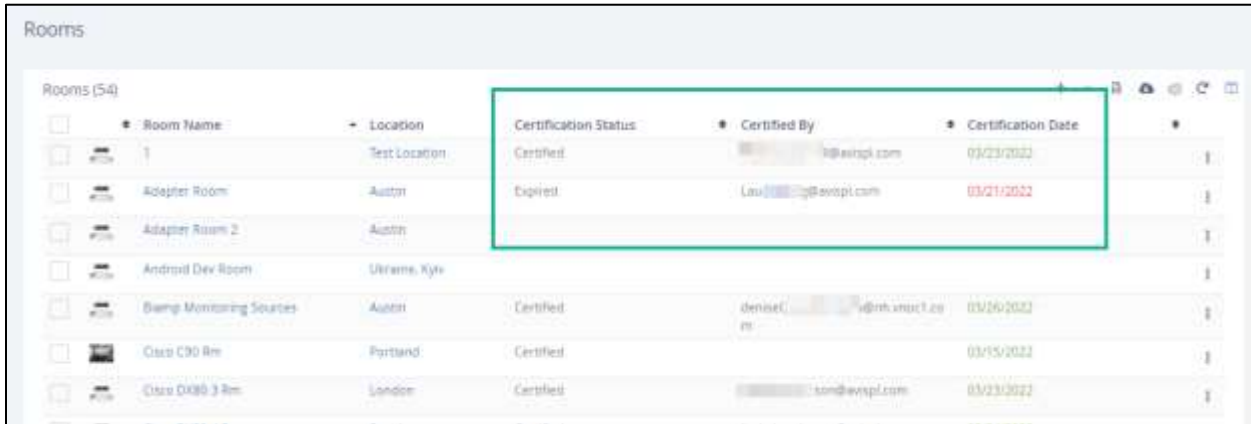
An Administrator can uncertify a room on the **Edit Room > Information** tab by clearing the **Room is certified** check box.



The Devices and Administrative Room list views can be configured to display or hide the following new columns:

- **Certified Status**
- **Certified by**
- **Certification Date**

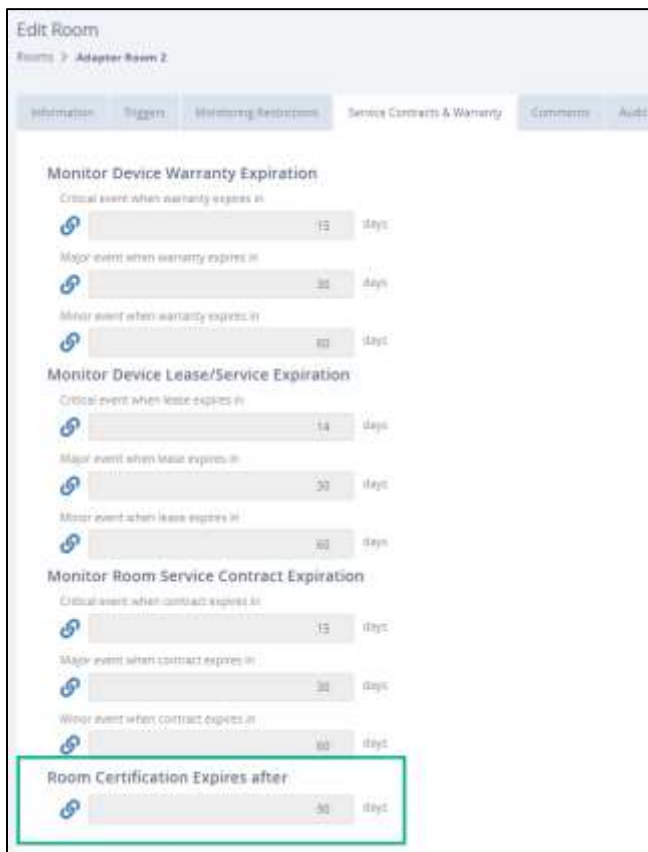
The certification date is displayed in green if the certification is valid and red if the certification is expired.



The screenshot shows a table titled 'Rooms' with 54 items. A green box highlights the 'Certification Status', 'Certified By', and 'Certification Date' columns. The 'Certification Date' is green for valid and red for expired.

Room Name	Location	Certification Status	Certified By	Certification Date
1	Test Location	Certified	[redacted]@avisp.com	03/23/2022
Adapter Room	Austin	Expired	Lou [redacted]@avisp.com	03/21/2022
Adapter Room 2	Austin			
Android Dev Room	Ukraine, Kyiv			
Bleep Monitoring Sources	Austin	Certified	denise [redacted]@rh.npsci.co	03/26/2022
Osco C90 Rm	Portland	Certified		03/15/2022
Osco DX90 3 Rm	London	Certified	[redacted]son@wvpl.com	03/23/2022

The number of days the certifications remains valid after the certification date is configured on the **Administration > Rooms > Service Contracts & Warranty** tab.



The screenshot shows the 'Edit Room' configuration page for 'Adapter Room 2'. The 'Service Contracts & Warranty' tab is selected. The 'Room Certification Expires after' field is highlighted with a green box and set to 30 days.

Monitor Device Warranty Expiration

- Critical event when warranty expires in: 15 days
- Major event when warranty expires in: 30 days
- Minor event when warranty expires in: 60 days

Monitor Device Lease/Service Expiration

- Critical event when lease expires in: 14 days
- Major event when lease expires in: 30 days
- Minor event when lease expires in: 60 days

Monitor Room Service Contract Expiration

- Critical event when contract expires in: 15 days
- Major event when contract expires in: 30 days
- Minor event when contract expires in: 60 days

Room Certification Expires after: 30 days

For more information, see the following sections of the Symphony *User Guide*:

- Showing/Hiding Columns in the Device List View
- Certifying Rooms
- Managing Rooms

Bug Fixes

The following bugs were fixed in this release:

- Customizing a Global trigger at the lower levels for H323 and SIP Registration now shows the correct behavior. The Global trigger is substituted with a trigger of a relevant level with the chain icon being broken to show it is now customized.
- The Pexip MCU no longer returns dial command failure errors, and the endpoint is not dialed twice if the Pexip MCU is not ready at the start of a meeting.
- Pexip calls now allow additional rooms to be added after the meeting begins.
- The correct adaptor is now being used when a new account uses the AVI-SPL ServiceNow ticket type.

Version 5.4 – January 2022

New Features and Enhancements

Security

Password requirements were updated. When a user logs into the system for the first time after this release, if their current password does not meet the new requirements then the user is notified that their existing password is no longer valid. An email is sent to the user with instructions on how to change their password.

Weak passwords are no longer valid. The following are examples of weak passwords:

- Password
- Qwerty
- 123456
- Qwerty01

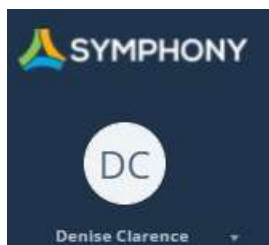
Passwords must meet the following requirements:

- At least 8 characters
- A mixture of both uppercase and lowercase letters
- A mixture of both letters and numbers
- Include at least one special character, such as !, @, #, and }

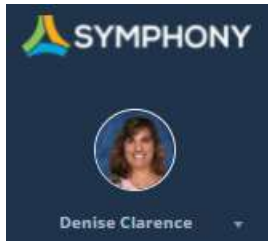
NOTE While Symphony is used globally, letters in some languages might not be deemed as valid when creating a password.

User Profile Settings

By default, the user's profile picture, displayed in the left navigation pane, now includes a circle with the user's initials in them.



The ability to upload and display a picture of the user rather than the initials is still available.



For more information, see the “Updating User Profiles” section of the Symphony *User Guide*.

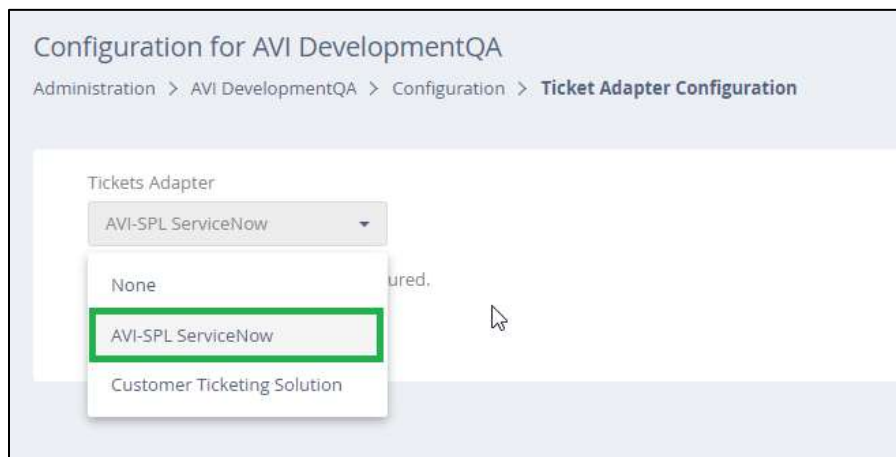
Object Date and Time Stamps

All Accounts, Users, Locations, Devices, and Rooms include the date that object was created in Symphony and the date it was last updated. This date and time are displayed on the lower-left side of each object’s page, as well as the Room or Device Monitor view.



Ticket Adapter Configuration

Salesforce is no longer an option when configuring the Ticket Adapter. It was replaced with AVI-SPL ServiceNow.



MS Teams

We now support MS Teams meetings in monitored Rooms. At the meeting start time, the status changes to **In Progress**, even if none of the invited participants are connected.



Previously, only Codecs were capable of participating in meetings. Now, devices, such as a laptop or tablet, can be identified as being able to participate in a meeting. A new option was added to support this functionality when configuring the Device. The **Device is Call Capable** check box can be selected on the Information tab to indicate the device can be a meeting participant.





For more information, see the "Add/Edit Device | Information Tab" section of the Symphony *User Guide*.

Microsoft Exchange Meeting Participant Status

When a meeting is scheduled through Microsoft Exchange, the Rooms & Participants list in Symphony shows the status of each invited room. When a room participant accepts or tentatively accepts a meeting invite, the list displays the room with a green or purple icon next to it. If a participant declines the meeting invite, the room is not displayed on the list.



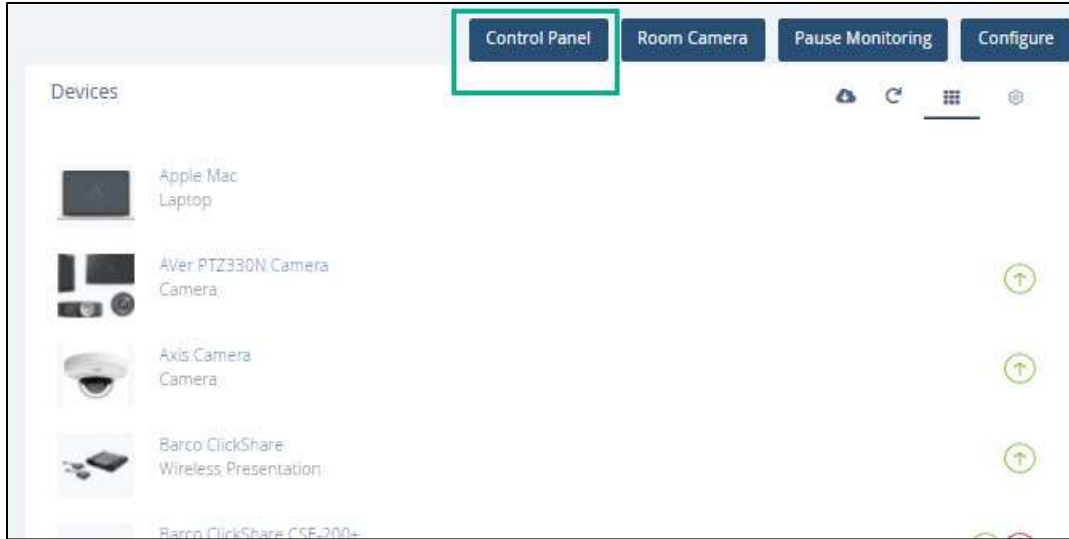
Icon	Description
	The room has accepted the meeting.
	The room has tentatively accepted the meeting.

For more information, see the "Managing Meeting Rooms and Participants" section of the *Symphony User Guide*.

Control Panel Button

A URL, such as a device's administrative control panel, can be specified in the new **Control Panel URL** field when adding or configuring a room.

If a URL is specified, a **Control Panel** button is visible on the Room details page to open the URL in another browser tab.



For more information, see the following sections of the Symphony *User Guide*:

- "Adding Rooms"
- "Editing Room Details"
- "Accessing a Device's Control Panel"

Cloud Connector

The Cloud Connector can now be upgraded or restarted from within Symphony. These options are available on the device's Live Monitoring of extended properties page.



Bug Fixes

The following bugs were fixed in this release:

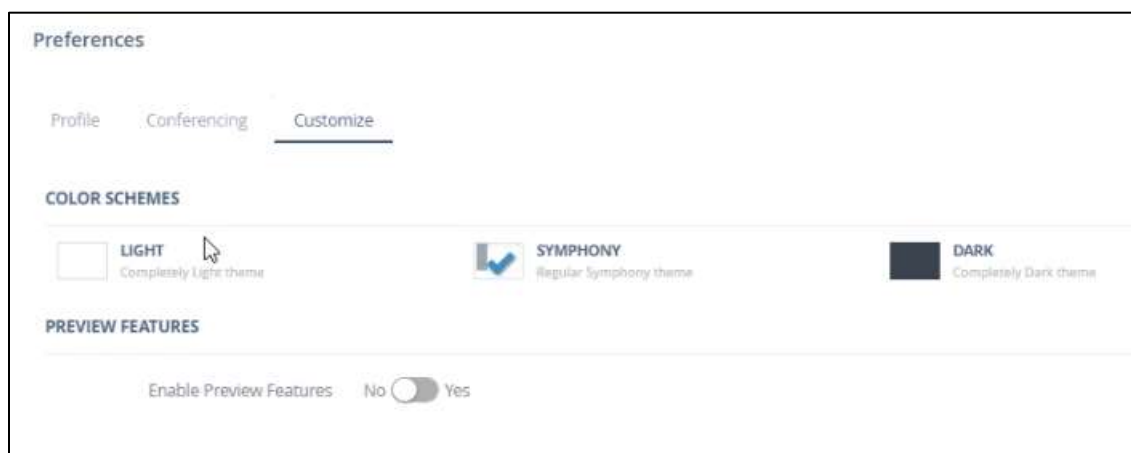
- Unable to cancel one meeting in a series with custom Rooms.

Version 5.3 – October 2021

New Features and Enhancements

User Preferences

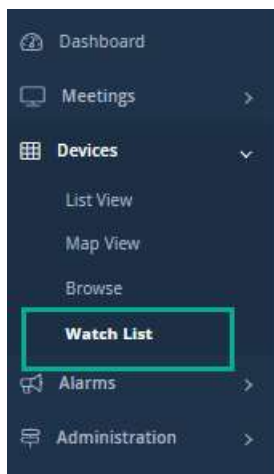
A User's color scheme preference, if different from the default selection, is now saved and displayed for all future sessions.



For more information, see the "Setting Account Preferences" section of the *Symphony User Guide*.

Device Watch List

The Devices module now includes a Watch list feature. Up to 20 devices can be added to the Watch list for quick access to the most frequently used devices. Devices can be manually added to or removed from the Watch list.





For more information, see the "Device Watch List" section of the *Symphony User Guide*.

Exporting Device Extended Properties

When exporting the Device list to a csv file, there is now the option to export raw data for all active Extended properties.

This option should be used only when necessary; it will result in a very large csv file due to the large amount of data included.

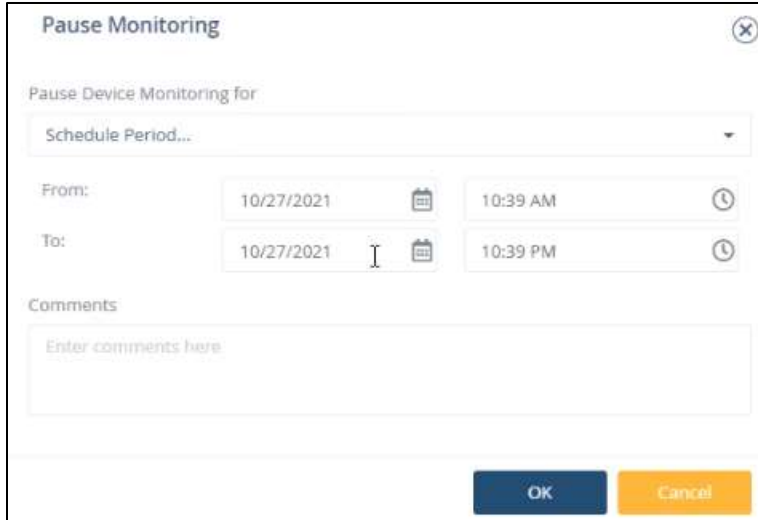
For more information, see the "Exporting Device List to a CSV File" section of the *Symphony User Guide*.

Monitoring Devices and Rooms

Pause Monitoring of Rooms and Devices

A pause in Device or Room monitoring can be set to automatically start and stop for a scheduled period rather than instantly pausing the monitoring. When setting up the monitoring pause, the Schedule Period option allows you to select a start and end date and time for the non-monitored period.

A Comments field is now available on the Pause Monitoring window to enter details about why the device or room is not being monitored. This field applies to all pause monitoring options. The comment is visible in the Audit Trail reports as well as the Device or Room Comments tab for the duration of the pause period.

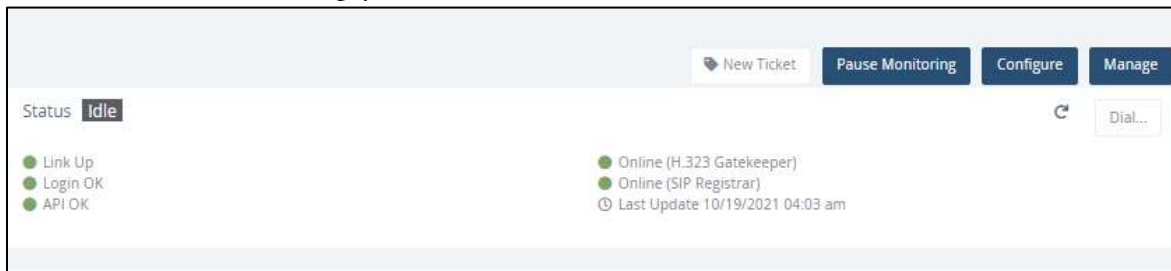


For more information, see the "Pause Device and Room Monitoring" section of the Symphony *User Guide*.

Monitoring Statistics

When monitoring devices, details, such as CPU percentage and RAM, are only displayed in the device Status page if they have a value. Empty values are not displayed.

5.3: Device details with empty status statistics are hidden:



5.2: Device details with empty status were displayed with - .



For more information, see the "Viewing Device Details" section of the Symphony *User Guide*.

Monitoring RAM Usage



When the total RAM usage statistic, displayed for a device, is less than 1.0 GB, the number is automatically adjusted and displayed in MBs. This helps to easily read output on some devices which have very low amounts of RAM.

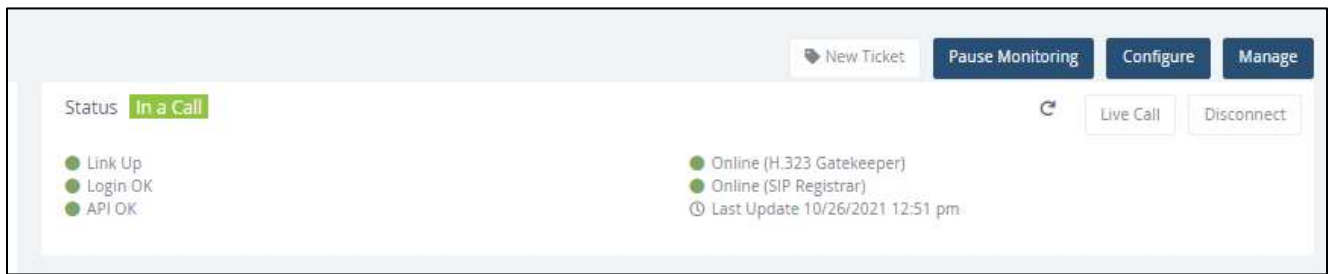
Monitoring Meetings

In addition to monitoring Live meetings, completed meetings can now be monitored. The Monitor button is available for both Live and completed meetings. By monitoring data for completed meetings, user can review a snapshot of the monitored data during the call, from beginning to end. If the data is not available, the metric indicates that the endpoint is not connected.

For more information, see the "Monitoring Meetings" section of the Symphony *User Guide*.

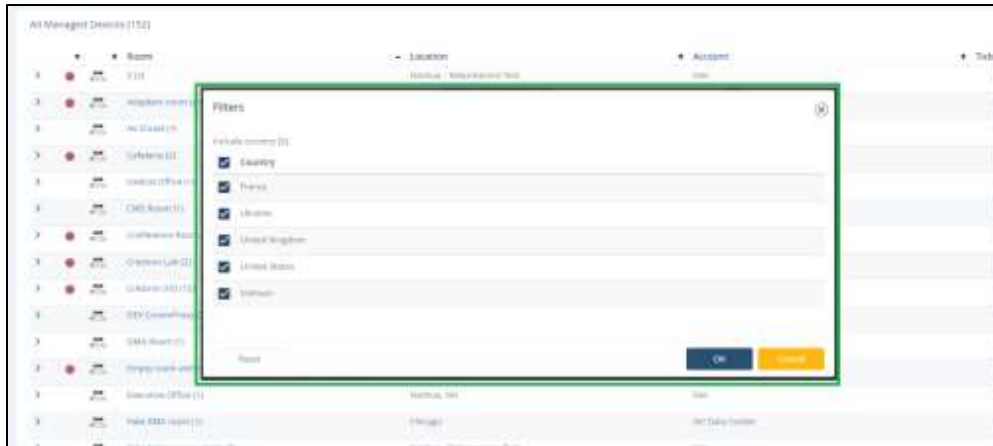
Viewing Live Meeting Details for Codecs

The  icon on the Device details page was replaced with the  button. When a Codec device is in a live call, this button is displayed. The user can select the button to view the meeting details. This functionality is not new; however, this change now provides a better user experience by making the button more intuitive.



Filtering Device and Ticket Lists by Country

Filter Ticket and Device List views by Country to include only specific Locations and Countries that contain monitored devices in the list. When this filter is applied to one of these lists, it is automatically applied to the other list until the filter is cleared.



For more information, see the "Filtering the Tickets List by Country" and "Filtering the Devices List by Country" section of the Symphony *User Guide*.

Map View Zoom Functionality

When viewing devices, meetings, and tickets, in the map view, the map automatically opens to the location the user is based out of using geolocation technology. When a user selects a different location on the map, Symphony remembers and displays that same location, by default, for future sessions. This can be reset in the Map filter settings at any time.

This is especially helpful for Producers assigned to monitor specific locations.

Pausing Monitoring Restrictions

The settings for monitoring locations, rooms, and devices that result in generating tickets are inherited from the Global and Account levels. However, this can be changed to temporarily stop generating tickets when monitoring restrictions are met for a specific location, room, or device. Monitoring will continue but tickets are not generated when the triggers are met until the ticket generation settings are turned back on.

This is most helpful if maintenance is being performed on a specific location, room, or device that will result in many tickets being generated.

A new option, Block Monitoring Triggers, was added to the Monitoring Restrictions tab when configuring or editing locations, rooms, and devices.

For more information, see the following sections of the Symphony *User Guide*:

- “Setting Account Monitoring Schedules”
- “Overriding Default Device Settings”
- “Pause Ticket Generation for Locations”
- “Pause Ticket Generation for Rooms”
- “Pause Ticket Generation for Devices”

Administration

Room and Device QR Codes

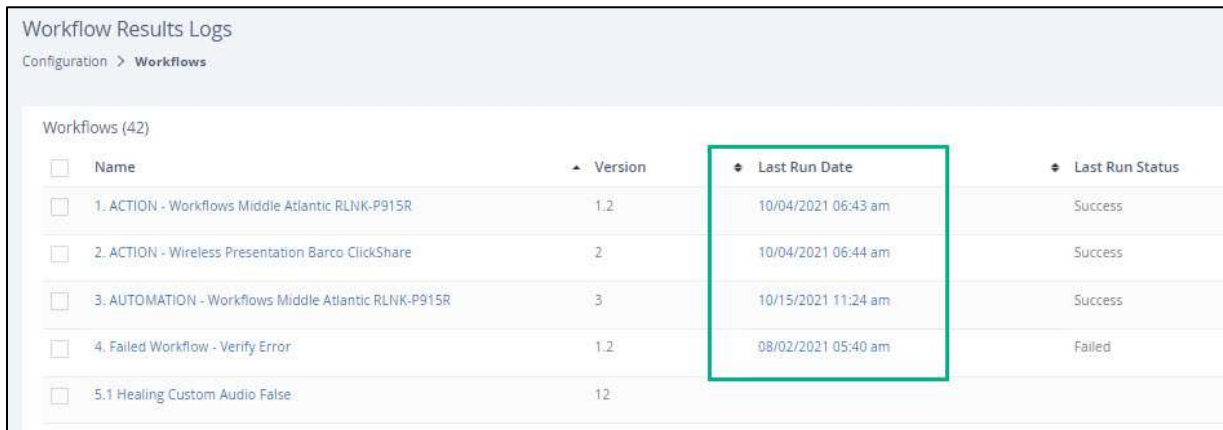
Each device/room has a unique QR code that can be downloaded, printed, and posted in a room or near a device. Users can scan the code to access the device or room from their smart phone or tablet.



For more information, see the "Downloading a Device's QR Code" or "Downloading a Room's QR Code" section of the Symphony *User Guide*.

Workflows

The Workflows list includes a new column, Last Run Date. This column displays the date and time the workflow was last run. Select the date and time link to display additional details for the workflow for each date and time it ran.



<input type="checkbox"/>	Name	Version	Last Run Date	Last Run Status
<input type="checkbox"/>	1. ACTION - Workflows Middle Atlantic RLNK-P915R	1.2	10/04/2021 06:43 am	Success
<input type="checkbox"/>	2. ACTION - Wireless Presentation Barco ClickShare	2	10/04/2021 06:44 am	Success
<input type="checkbox"/>	3. AUTOMATION - Workflows Middle Atlantic RLNK-P915R	3	10/15/2021 11:24 am	Success
<input type="checkbox"/>	4. Failed Workflow - Verify Error	1.2	08/02/2021 05:40 am	Failed
<input type="checkbox"/>	5.1 Healing Custom Audio False	12		

For more information, see the "Workflows" section of the Symphony *User Guide*.

Audit Trails

Accessing Audit Logs

Audit logs are now available in the Administration module when configuring the following:

- Global Configuration
- Accounts
- Users
- Locations
- Rooms
- Devices

They are still available in the Reports module. However, these additional locations provide more convenient access to the audit information while working in each module.

For more information, see the following sections in the Symphony *User Guide*:

- “Managing Account Configuration Settings”
- “Viewing a User’s Audit Trail”
- “Viewing a Location’s Audit Trail”
- “Viewing a Room’s Audit Trail”
- “Viewing a Device’s Audit Trail”
- “Viewing Predefined Reports”

Filtering Audit Logs

Audit logs, accessed from the Reports module, can now be filtered to show multiple actions taken on the various type of data within Symphony. This allows the user to show or hide only specific audit records of specific types, such as Users, Devices, or Tickets and specific actions, such as deletions, logins, and creations.



For more information, see the "Filtering Audit Logs" section of the Symphony *User Guide*.

Bug Fixes

The following bugs were fixed in this release:

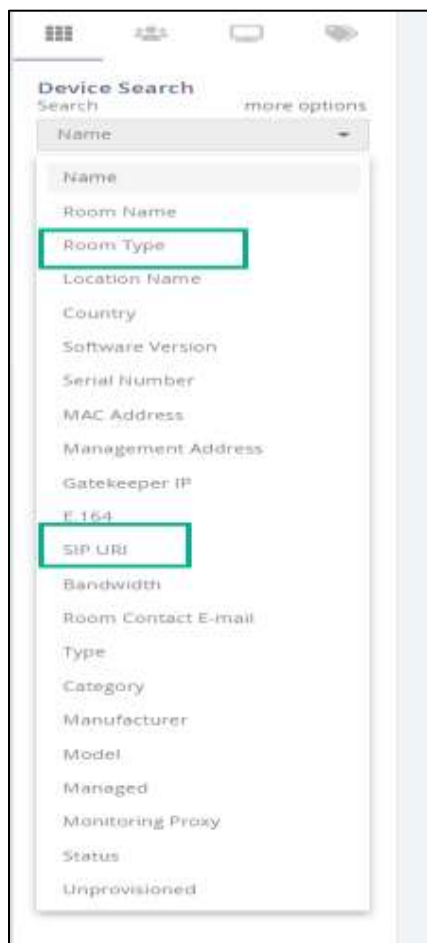
- Updating the E-Logs after the Billing reports are completed resulted in clearing the reports.
- Importing data without a Room type resulted in a message stating nothing was imported.
- Entering a space after the data in the **Management Address** field was not allowed.
- The ability to search for a specific Device name in the Ticket search stopped working after the 5.2 upgrade.

Version 5.2 – August 2021

New Features and Enhancements

Searching Symphony

New Search fields were added to the Device Search fields: **Room Type** and **SIP URI**. When searching for Devices, the search can include or be limited to specific Room Types or SIP URIs.




For more information on the search functionality in Symphony, see the “Searching in Symphony” section of the *Symphony User Guide*.

Live Device Monitoring

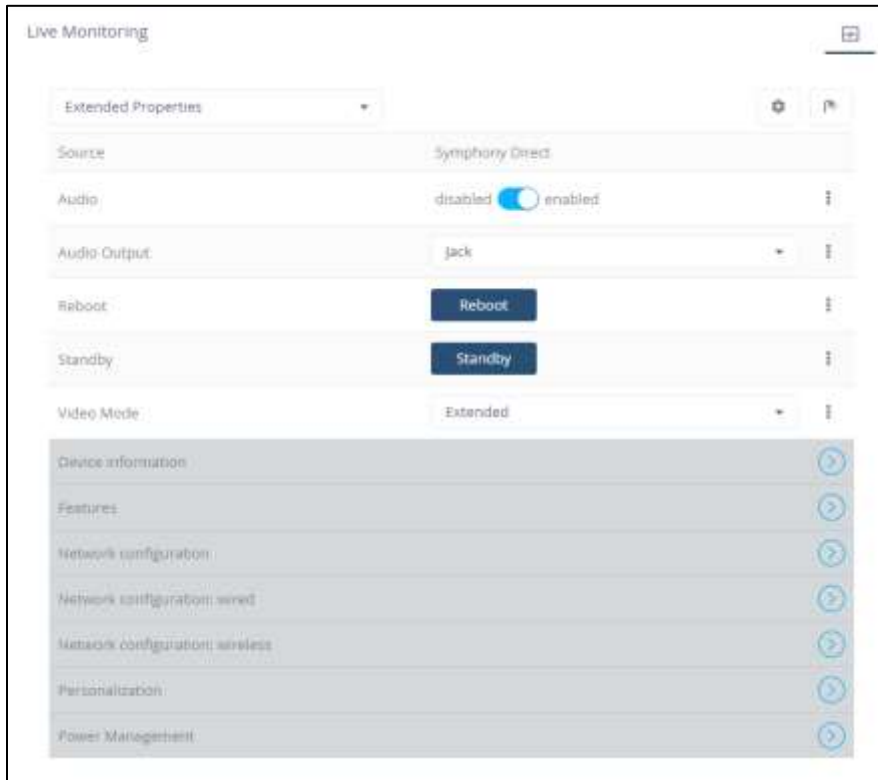
Filtering Device Display

The Live monitoring display for a Device can be filtered to display only those properties that can be modified, or it can display all properties, even if they are read-only.

The display is updated by selecting or deselecting the  icon on the Live Monitoring section of the Device details.

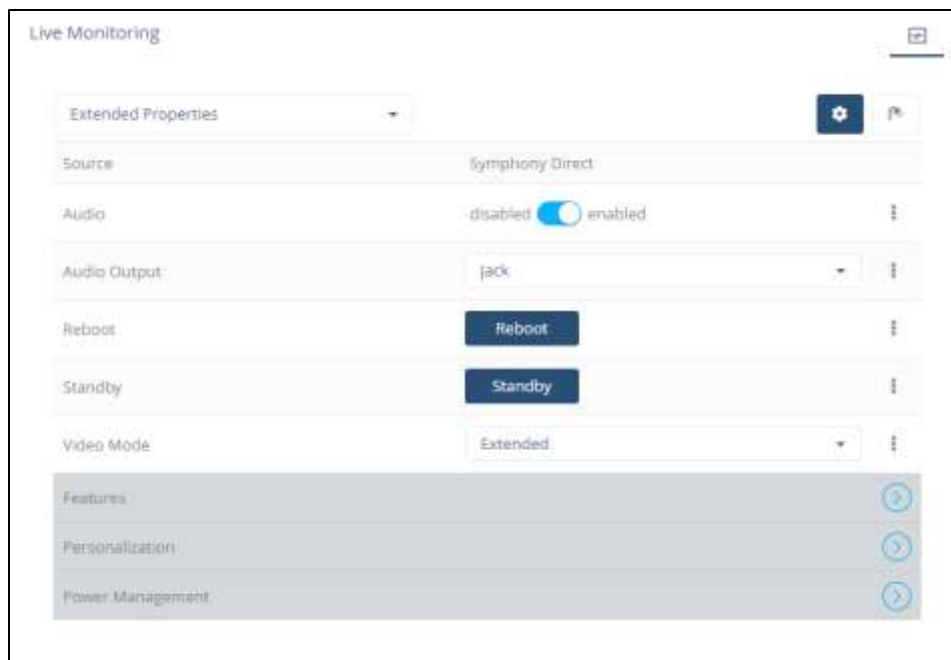
Not Filtered

This display shows both monitored (read-only) and controllable properties.



Filtered

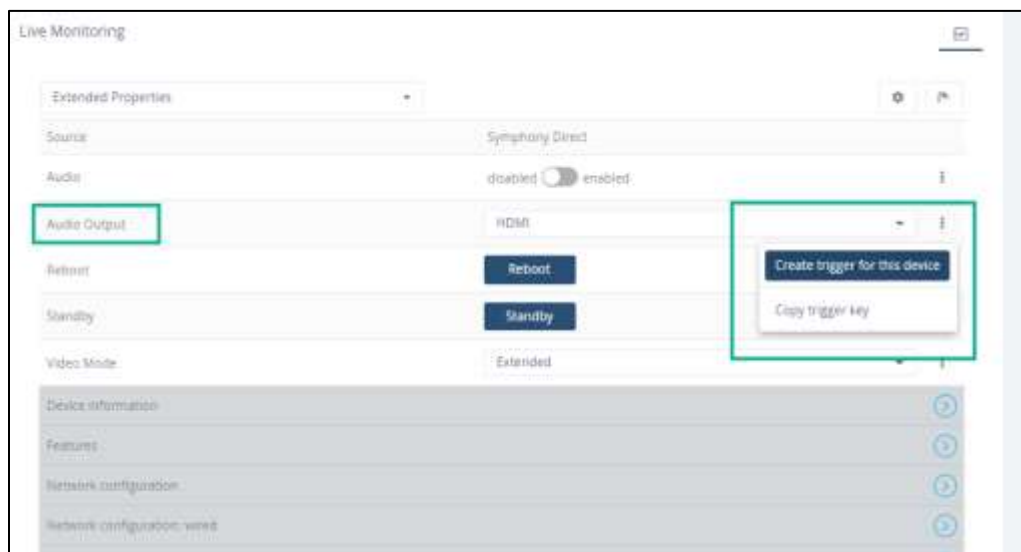
This display shows only the controllable properties. All monitored properties are hidden.



For more Device information, see the “Viewing Device Details” section of the Symphony *User Guide*.

Device Trigger Alerts

While Trigger alerts can be created at the Account, Location, Room, or Device level when configuring the monitoring restrictions for each level, they can now be created for a specific device at the Device Monitoring level during Live Monitoring.



For more information, see the “Creating Device Trigger Alerts for Extended Properties” section of the Symphony *User Guide*.

Managing Tickets

The following fields were removed from the **Ticket** details window since they are no longer used:

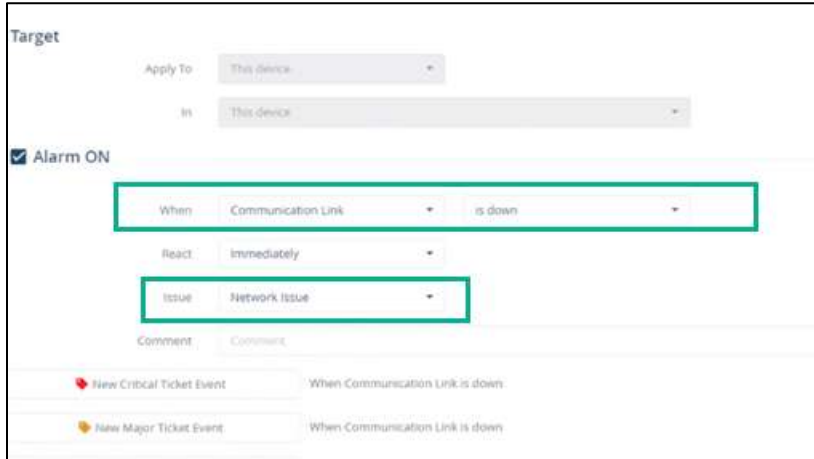
- **GSOC Controllable**
- **Detected By**

The screenshot shows the details for Ticket #1021271. The 'GSOC Controllable' field is highlighted with a red box and is set to 'Unknown'. The 'Detected By' field is also highlighted with a red box and is set to 'Symphony'. Other fields include Subject: 'Video Quality / Central Office / Dayton, OH / AVI Development INT', Device: 'Polycom VXS-8000-1 - Central Office - Dayton, OH', Issue: 'Video Quality', Priority: 'P3 - Minor', Room: 'Central Office', Location: 'Dayton, OH', Account: 'AVI Development INT', Source, Assigned To, Time of issue: '07/19/2021 08:45 am', Third Party Ticket ID: '1629752495857', Ticket Created: '07/20/2021 10:47 am' by 'notifications@vlocosymphony.com', Ticket Modified: '07/20/2021 10:48 am', Meeting affected: '1092096', and Resolution.

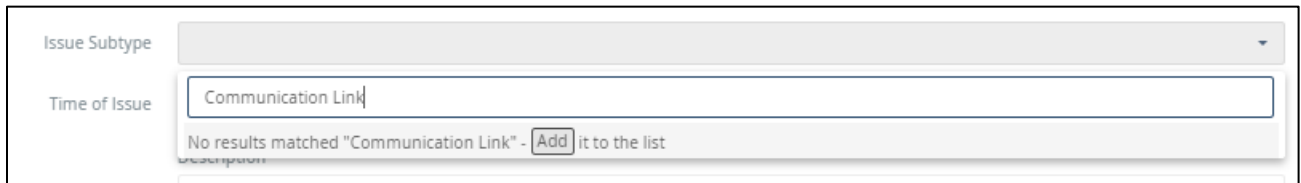
The **Issue Subtype** field was added to the Ticket details window.

The screenshot shows the details for Ticket #10238411. The 'Issue Subtype' field is highlighted with a red box and is set to 'Communication Link'. Other fields include Subject: 'Network Issue / Mock Telepresence Room / Bedford, NH / AVI DevelopmentQ4', Device: 'GXRS-3 (S) - Mock Telepresence Room - Bedford, NH', Issue Type: 'Network Issue', Priority: 'P1 - Critical', and Status: 'Open'.

For tickets that are auto generated based on active triggers, the **Issue Subtype** field is pre-populated with the option selected in the **When** field. For example, if a Trigger is created to open a ticket immediately when the Communication Link is down due to Network Issues, then the Ticket is created with a **Type** of **Network Issues** and a **Subtype** of **Communication Link**.



When manually creating a ticket, the **Type** and **Sub-type** fields can be customized with any explanation.

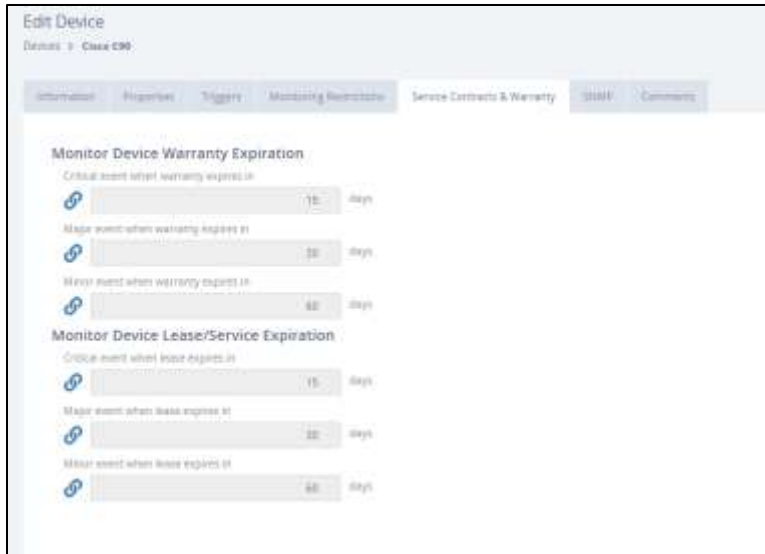


For more information, see the “Manually Creating Tickets” sections of the Symphony *User Guide*.

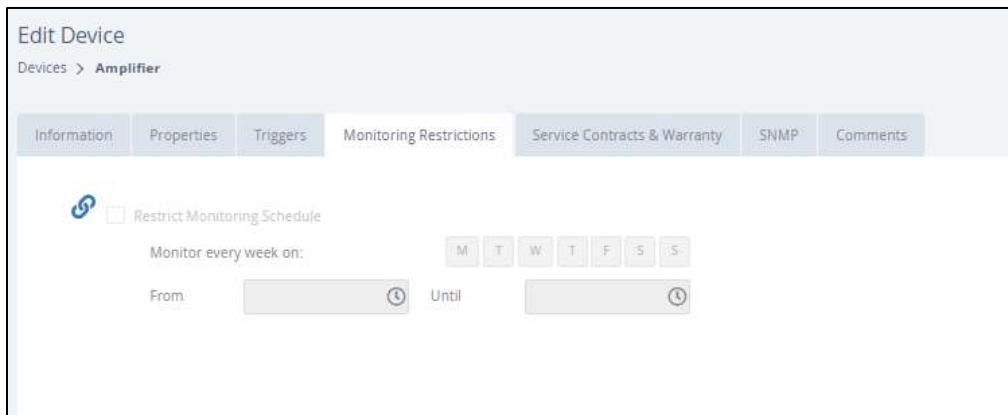
Administration

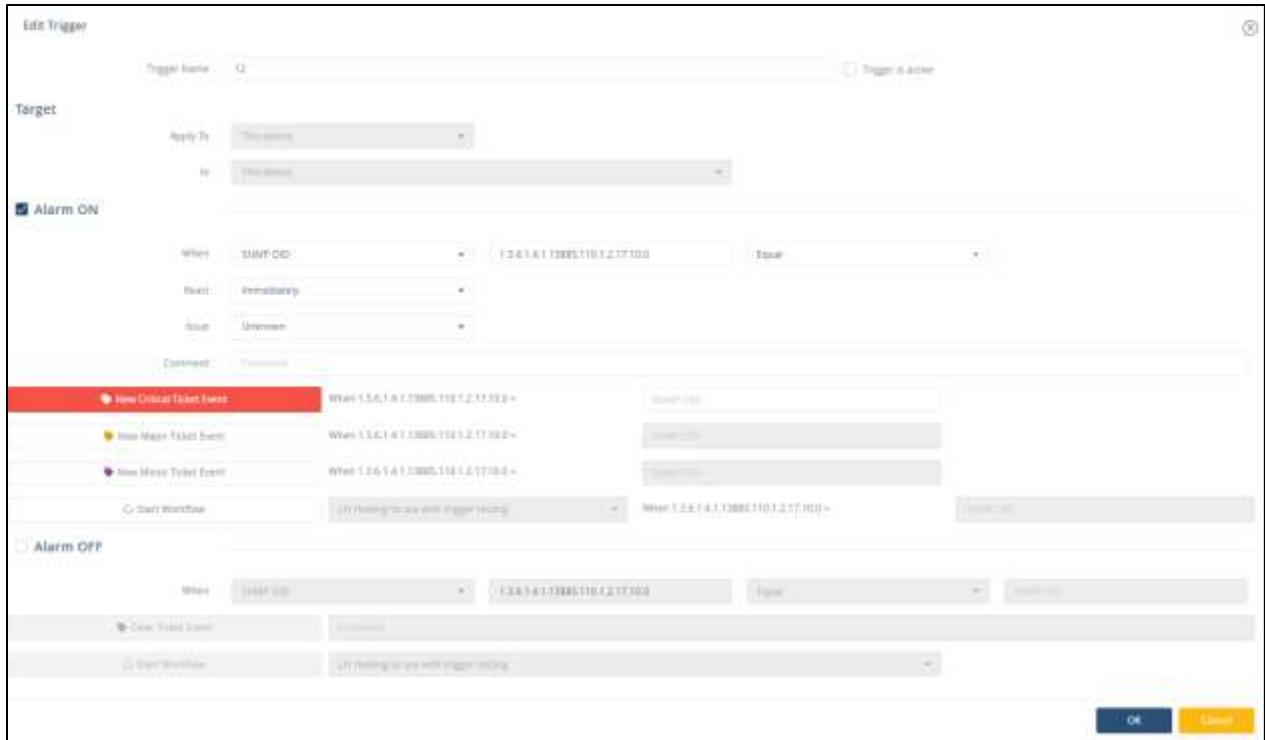
Triggers and Monitoring Restrictions

Monitoring thresholds previously configured on the **General** and **Advanced Monitoring Thresholds** tabs were combined into the new **Triggers** tab. The **Expiration Date Thresholds** tab was renamed **Service Contracts & Warranty**.

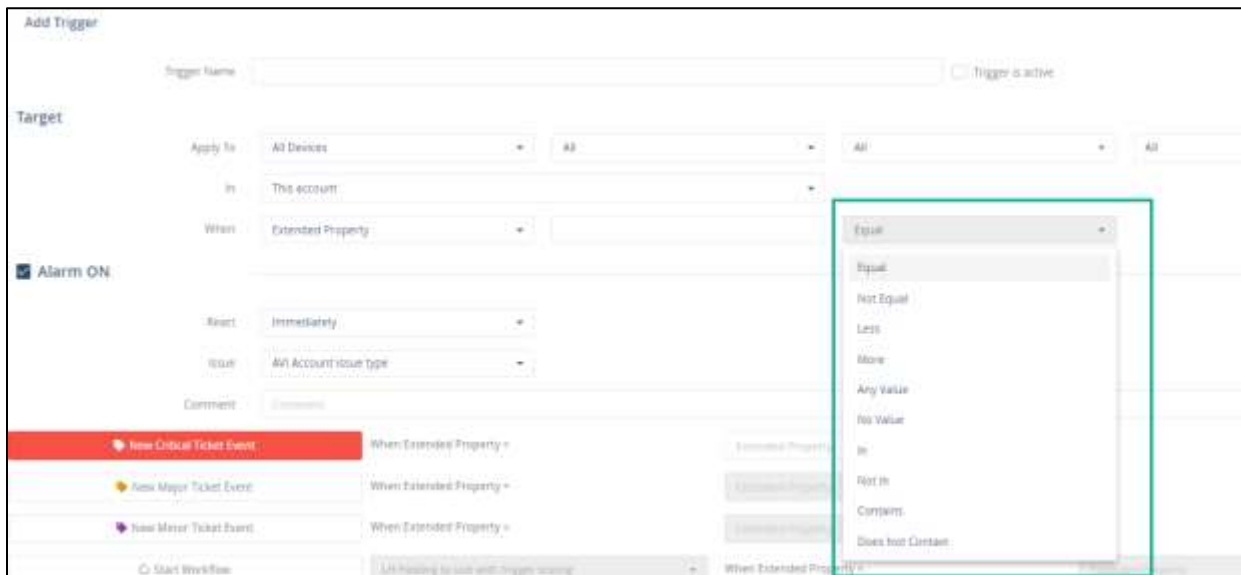


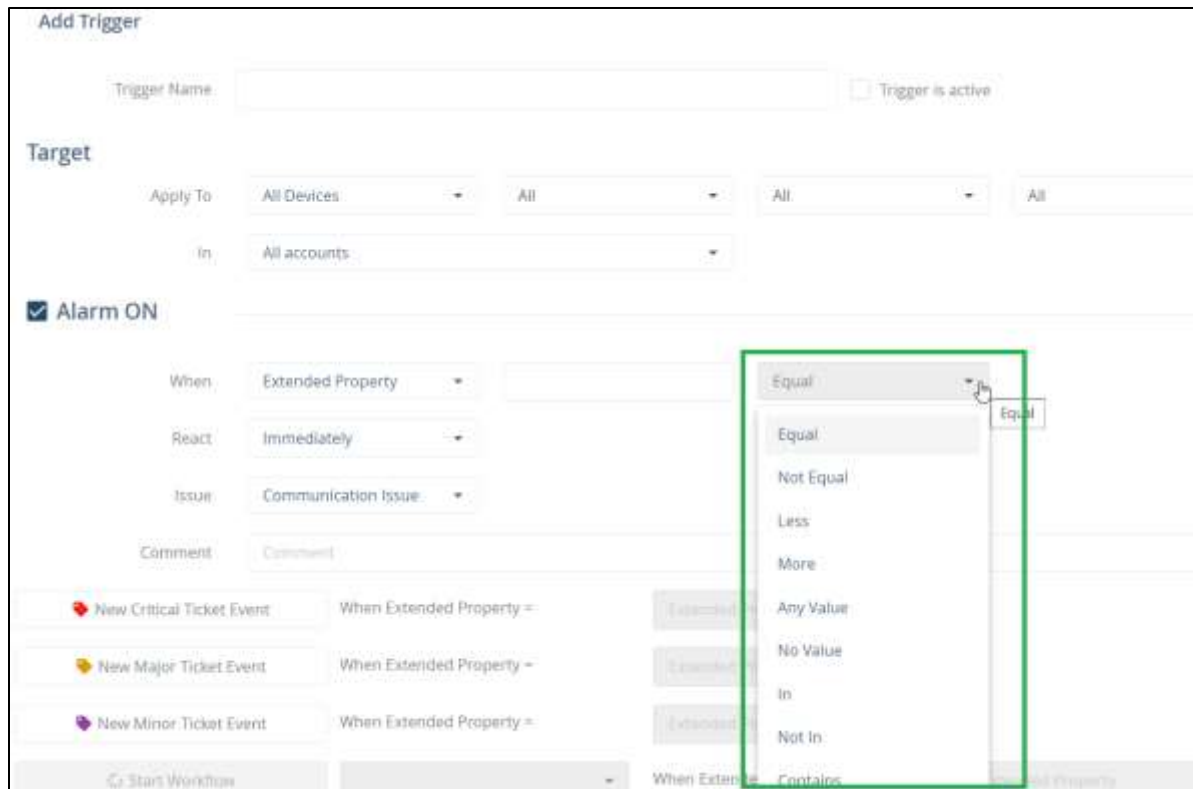
The **Monitoring Restrictions** tab was updated to remove the **Generate a new ticket event when a threshold is violated** option. That option is now on the **Edit Trigger** window. When the trigger is active, the ticket event is generated based on the **React** field setting. When the trigger is not active, an event is not generated, and the alarm criteria is ignored.





When adding or editing triggers for Extended Properties or SNMP OID, a list of operators is now available for select trigger criteria. This allows more flexibility in creating specific trigger requirements.

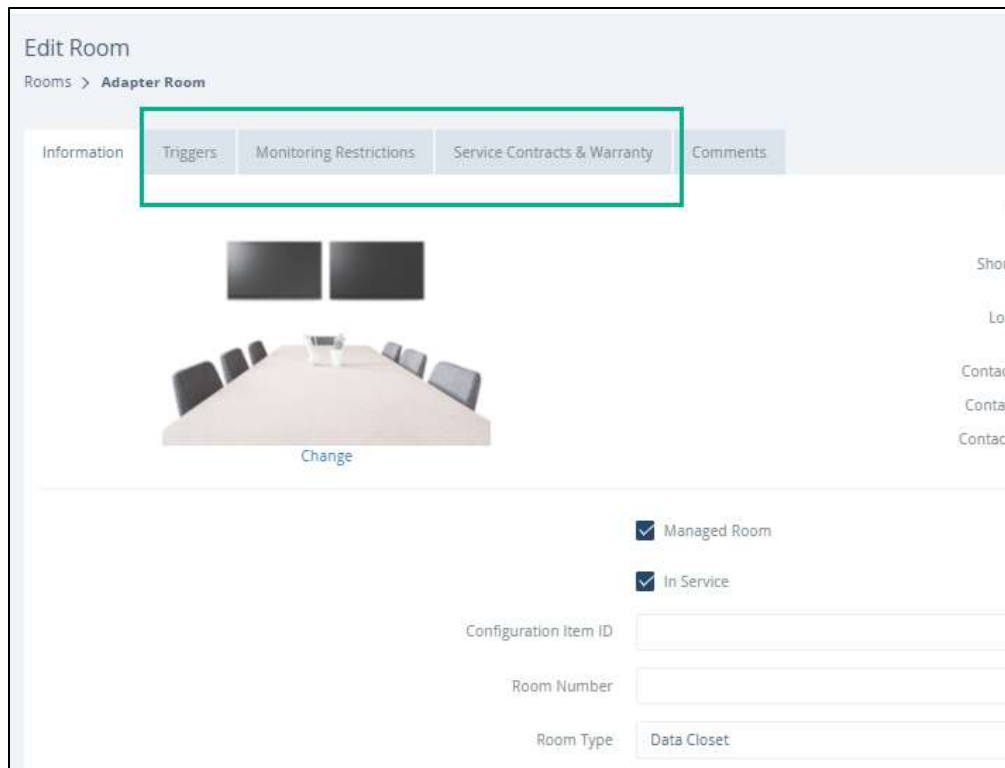




For more information, see the “Logical Operators” section of the *Symphony User Guide*.

Managing Rooms

Triggers, Monitoring Restrictions, and Expiration alerts can now be set at the Room level.

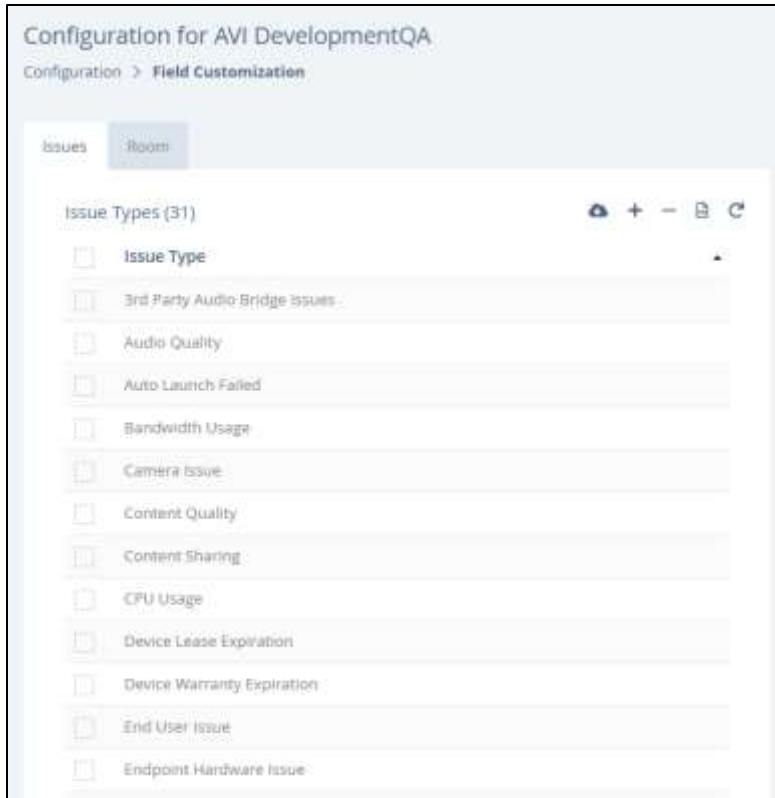


Managing Account Fields

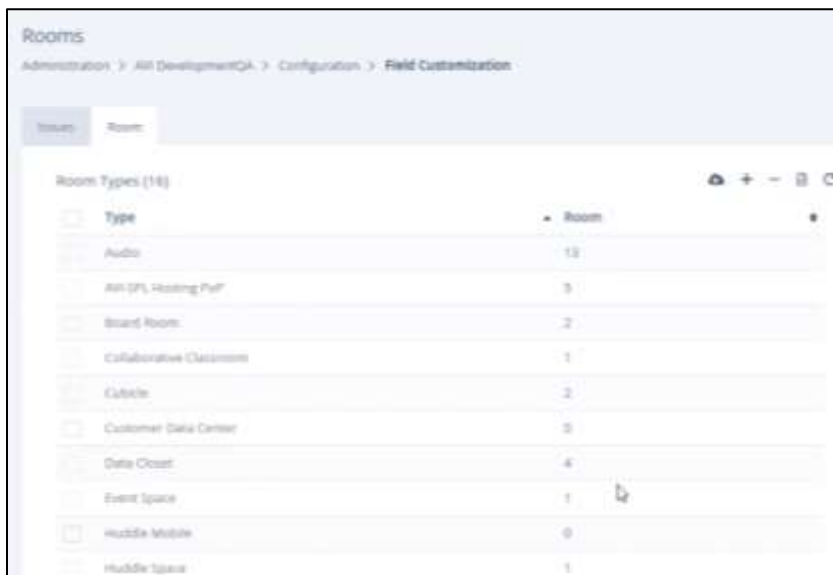
A customized default list of options can be created, by account, for each of the following fields on the Ticket Details window:

- Issue Types
- Issue Sources
- Issue Resolutions

The default list is customized in the Administration module of Symphony for an account.



Custom Room Types can be created and the default list of available Room Types, when configuring a room, can be customized to include only room types that are applicable to an organization.



For more information, see the “Customizing Ticket Fields” and “Customizing Room Types” sections of the Symphony *User Guide*.

Managing Devices

The ability to monitor devices via multiple monitoring sources is now available. There is no longer a need to configure multiple monitoring sources individually. A device can be configured to be monitored by both Symphony Direct and any of the following:

- Room Controller
- 3rd Party Management
- AVI-SPL Monitoring Agent

The screenshot shows a configuration form with the following fields and values:

Monitoring Service *	Rich Monitoring
Monitoring Source *	Symphony Direct & 3rd Party Management
Monitoring Proxy *	Symphony Direct
Configuration Item ID	Room Controller
Third Party ID	3rd Party Management
Customer Cost Center ID	AVI-SPL Monitoring Agent
Lease Expiration	Symphony Direct & Room Controller
Manufacturer Warranty Expiration	Symphony Direct & 3rd Party Management
	Symphony Direct & AVI-SPL Monitoring Agent

A green box highlights the 'Lease Expiration' and 'Manufacturer Warranty Expiration' rows.

For more information, see the “Add/Edit Device | Information Tab” section of the *Symphony User Guide*.

Workflows

There are now three Workflow types instead of manual action-based workflows. Automation and Healing workflows are new and allow workflows to begin automatically based on a set schedule or as the result of specific trigger

Workflow	Description
Action	A manual task is performed on a Room and can be started from the Room Controller View. For example, creating a workflow to prepare a room for a meeting by setting the temperature, lowering the shades, and turning the lights on provides an automated process to complete common tasks quickly anywhere within the organization.
Automation	A manual task is performed on a Room based on the predetermined date and time assigned to the workflow.

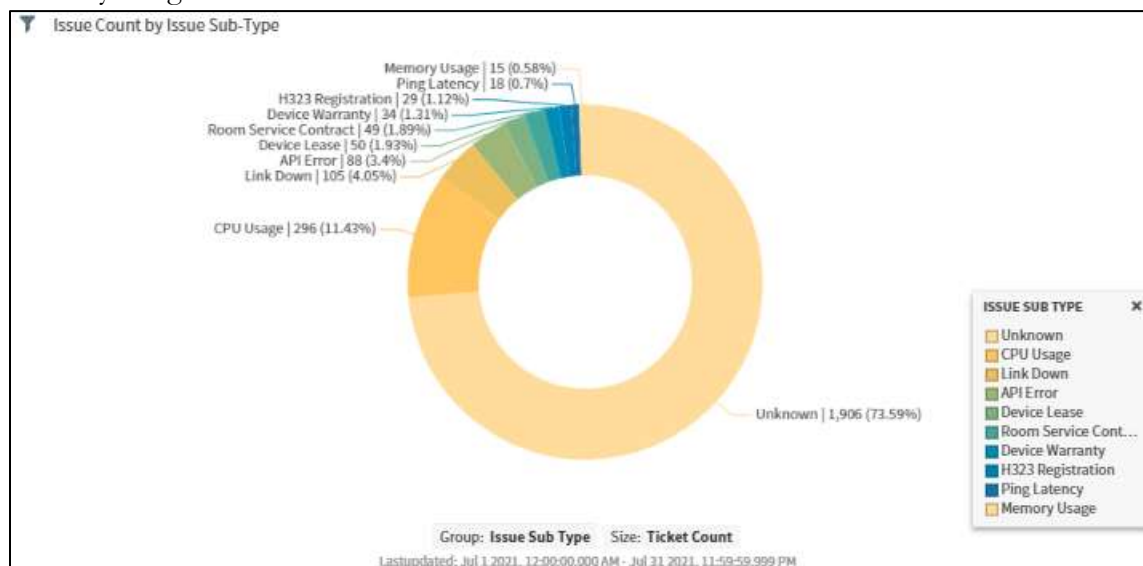
Workflow	Description
Healing	The workflow is started from a trigger with the purpose of fixing room and device issues.
	When creating a Monitoring Trigger to start a workflow, the workflows available in the Start Workflow list are the Healing Workflows created here.

For more information, see the "Workflows" section of the Symphony *User Guide*.

Analytics

A new graph is available on the Analytics Dashboard that shows a color-coded graph of issue counts broken down by the following sub-types:

- Unknown
- CPU Usage
- Link Down
- API Error
- Device Lease
- Room Service Contracts
- Device Warranty
- H323 Registration
- Ping Latency
- Memory Usage



The total number of each issue sub-type and their percentage of the entire number of issues are displayed within the graph.

For more information, see the "Issues Analytics Dashboard" section of the Symphony *User Guide*.

Optimized Data Storage

Data classification was optimized and separated into two categories: Historical and Static. Historical monitoring data, such as packet loss, frame rate, and CPU usage is now stored for 30 days in the Live database and five years in the Legal/Archive Storage. Static data is replaced as new data becomes available; only the most recent data is available since this does not present any value to the business.

Bug Fixes

The following bugs were fixed in this release:

- The **Meetings > List View** table showed the Room column drop down arrow overlapping the room name if the room name is longer than the line. This was corrected to display the arrow next to the name rather than overlapping.
- The **Can Produce Meetings** flag was required to add comments to a Device or Room.
- MAC Addresses didn't have to be unique. They must now be unique per Account.
- The **Global Configuration > Device Catalog** columns overlap.
- When deleting unprovisioned devices the user receives an Access Denied error.
- Accounts without a Conferencing license are showing Meeting Analytics and Reports; they should be hidden.
- Cisco Management Server (CMS) participants have a name limit of 200 characters, rooms with longer names can't be added to a call.
- EVCSs are not displayed by **Display Name**.
- When searching for unprovisioned devices, the second page of search results cannot be displayed.
- In the Account Audit Trail, the **Name** field should be Parent Account to be consistent with the Account Administration **Parent Account** field that it corresponds to.
- The Audit Trail should not include the **Audio Dial Out DTMF Sequence** or **Extension** fields.
- The **Edit in Salesforce** button should not be included on the Device, Location, Room configuration pages.

Version 5.1 – March 2021

New Features and Enhancements

Removal of Virtual Meeting Room (VMR) Functionality

All VMR functionality was removed.

Monitoring Live Meetings

The **Live Monitoring** window was redesigned to show real-time graphs for the following in one dashboard:

- An overview that shows all call statistics for each room and shows all rooms in one dashboard.
- The metrics available for all rooms that are invited to the meeting, such as Ping Latency and Bitrate.
- All available metrics for a selected device.



For more information, see the “Monitoring Live Meetings” section of the *Symphony User Guide*.

Refreshing Pages

A Refresh option was added to the toolbar on the Device details page. Click the icon to refresh the page with updated status and live monitoring information.

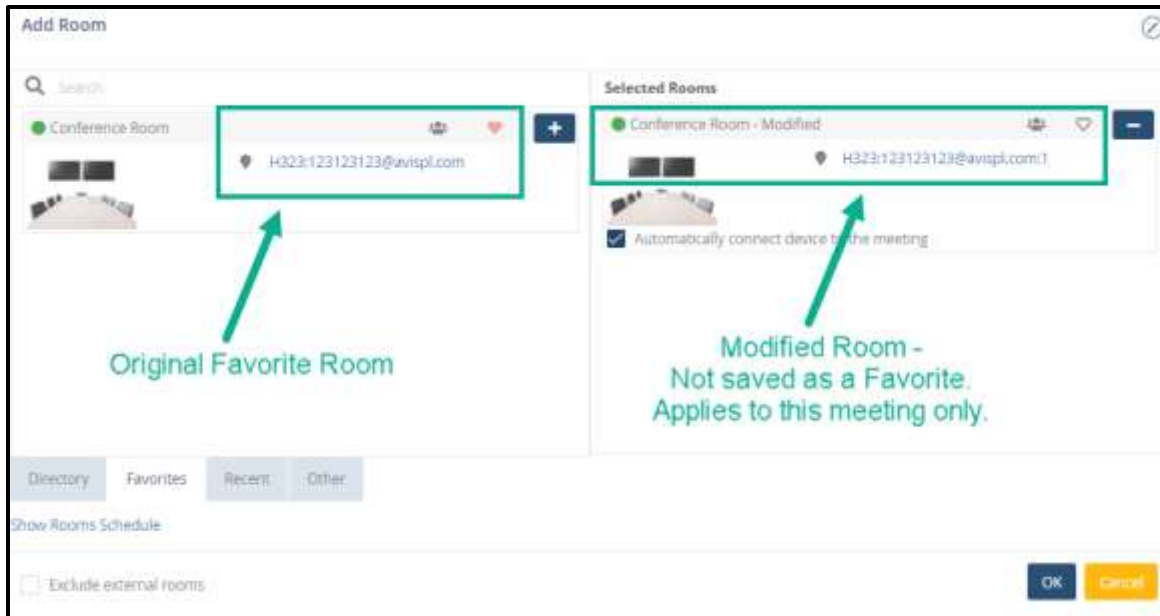


Modifying Favorite Rooms

When adding rooms to meetings, if a selected room was added via the **Other** tab, that room can be modified, and the change is applied to that room for the current meeting only.



If the room was a favorite, the modified room is not automatically saved as a favorite and does not override the current favorite room. If both the original and edited room should be saved as favorites, then the edited room must be added to the **Favorites** list. The originally selected Favorite is removed from the **Selected Rooms** section and is visible on the **Favorites** tab.



For more information, see the “Adding Rooms and Devices to Meetings” and “Scheduling Meetings | Conferencing Tab” sections of the Symphony *User Guide*.

Creating Tickets for Modules Not Detected

Symphony now offers the flexibility for customer-driven alerts to be generated based on individual account preferences when modules go down or are not detected. By default, this feature is set to not generate tickets in this situation. However, customers can request that this setting be turned on, so tickets are generated.

Meeting Ending On-Screen Notification

When conducting a CMS or RMX meeting, the following message is displayed to all attendees 10, 5, and 3 minutes before the end of the meeting:

Your video conference is scheduled to end within 3 minutes.

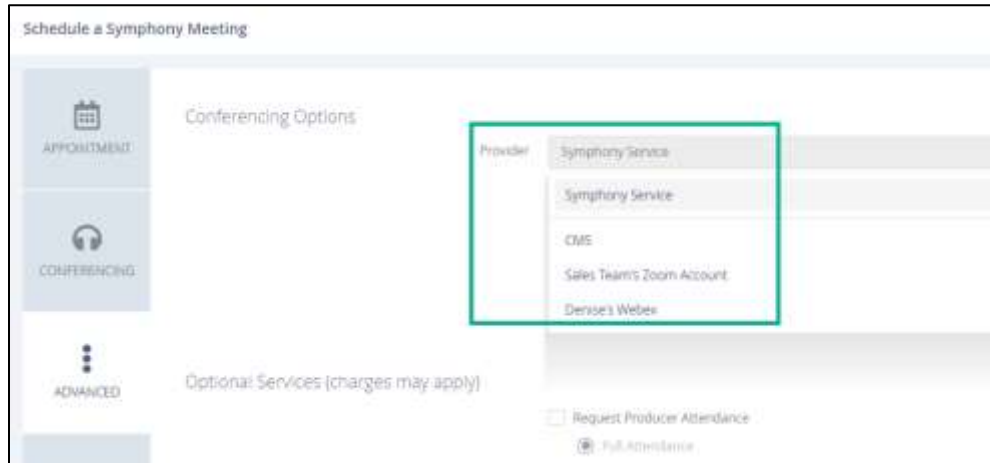
This message cannot be hidden or edited.

Support for Multiple External Video Cloud Services (EVCS)

Multiple EVCS providers can be created and configured for any account. In addition, each EVCS type can have a unique, user-friendly Display name.



The specified Display Name is displayed and can be selected in the **Provider** field when scheduling a meeting. If a Display Name was not specified when the EVCS was created and configured, then the EVCS type is displayed, such as CMS.



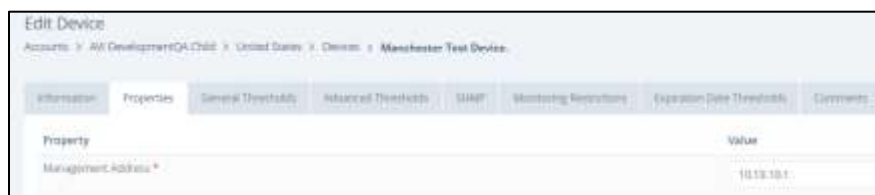
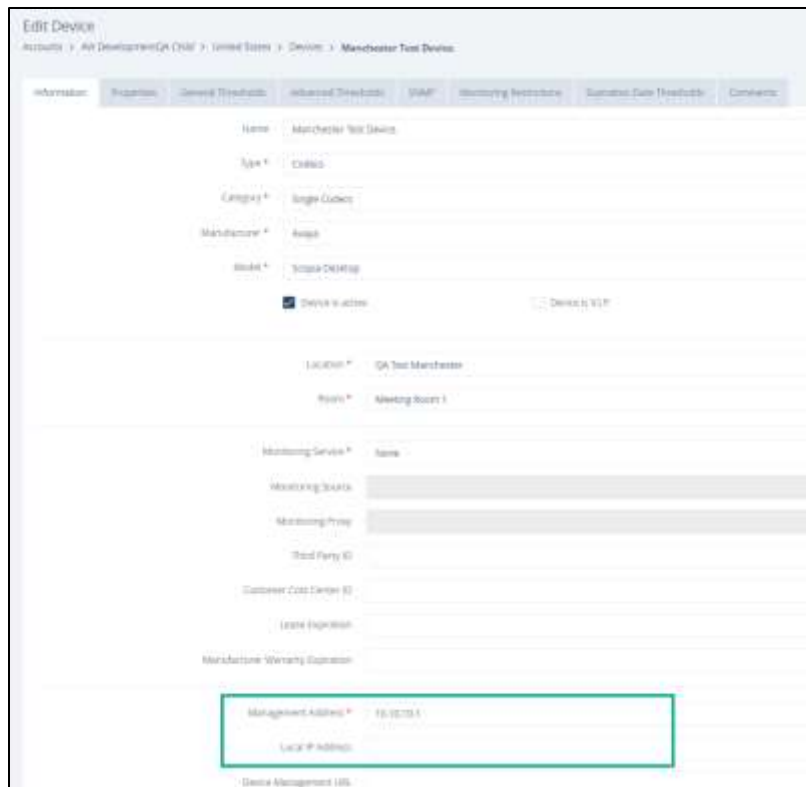
For more information, see the “Configuring External Video Cloud Services (EVCS)” and “Scheduling Meetings | Advanced Tab” sections of the Symphony *User Guide*.

Separate IP and DNS Host Name fields

The **Management IP** field was renamed **Management Address** on the **Add/Edit Device | Information** and **Properties** tabs. When adding and editing devices, the user can specify a DNS or IP address in the **Management Address** field. If an IP address is entered in this field, the new IP address field should be left blank.

The **Management Address** field is only required when:

- The **Type** field on the **Information** tab is set to **Codecs** and the **Calling Method** is set to **IP Address**, **IP Address via SIP**, or **IP Address via H.323**.
- The **Monitoring Source** field on the **Information** tab is set to **Symphony Direct**.
- At least one Management Interface is configured on the **Information** tab.



For more information, see the “Add/Edit Device | Information Tab” and “Add/Edit Device | Properties Tab” sections of the Symphony *User Guide*.

Reporting and Analysis

The Reporting and Analysis modules were updated. The display and the methods for creating, updating, and displaying charts, graphs, and informational cards have changed.

For more information, see the “Reporting” and “Analytics” chapters of the Symphony *User Guide*.

Bug Fixes

The following bugs were fixed in this release:

- The **Gateway Audio Dial In Numbers** are overflowing on the interface.

- NullPointerException for AdHoc meetings
- Account Configuration - Channel is disabled.
- Ping Latency graph is shown when not available.
- License alerts are displayed for accounts that are not active.
- Device Filter and Search status select list is missing value for "Up" devices.
- Import meetings, status field not imported correct.
- The Billing Audit Report doesn't contain all relevant meetings.
- The **SIP Dial In Prefix** should not be included in the device details of Codecs.
- Cannot import more than one device from an aggregator.
- The incorrect fields are imported when importing a device from an aggregator.
- An error is generated when deleting rooms without devices.
- An internal server error occurred during room update with Third PartyId.
- When importing validations with an Excel sheet, columns do not align correctly.
- Unable to import meetings via CSV.
- The search list of unprovisioned devices is limited to 50.
- The following SAL Rest API is returned when creating a meeting:
InvalidDataAccessApiUsageException.
- When importing unprovisioned devices, the **Room Name** field is required.
- Meeting owners with long names do not display correctly in **Owner** field.
- The left-hand navigation bar is unresponsive after collapsing.
- Terminated Meeting endpoints are still shown as **busy** and cannot be scheduled into another meeting.
- When bulk updating rooms, not all fields are updated.
- The **Description** column is not filled after choosing a billing code with a long name.
- The correct Site Names are not being sent to CMS.
- License Audit trail is not consistent.
- Unable to delete a new user.
- DTMF tones were not being passed correctly to CMS from Symphony.
- The following error is displayed during registration if the user has a long email address:
org.hibernate.exception.DataException

Version 5.0.1 – November 2020

New Features and Enhancements

Associate Billing Codes to Devices

In the **Wrap Up Meeting** wizard, it is now possible to associate a Billing Code and Quantity to a device in the conference. Associating a Billing Code and Quantity to a device allows more specific reporting.

A new **Bridge** field was added to the E-Log windows, which allows the association of a Billing Code and Quantity to a bridge that is associated with the meeting, such as Audio Lines and Recorders.

The screenshot shows a web form titled "Add E-Log" with a close button in the top right corner. The form contains the following fields:

- From:** 11/13/2020 (with a calendar icon) and 5:01 PM (with a clock icon)
- To:** 11/13/2020 (with a calendar icon) and 5:16 PM (with a clock icon)
- Protocol:** H323 (dropdown menu)
- Direction:** Dialed IN (dropdown menu)
- Address:** fakeaddress@avispl.com (text input)
- Bandwidth:** 1024 (text input)
- Bridge:** (empty dropdown menu)
- Room:** London Boardroom (dropdown menu)
- Device:** Cisco DX80-3 (dropdown menu)
- Billing Code:** Example Billing Code (dropdown menu)
- Quantity *:** 10 (text input)

For more information, see the “Adding E-Logs” section of the Symphony *User Guide*.

Designating Frequent Billing Codes

Billing Codes can be set as Frequent in the configuration of an account. When the new **Frequent billing codes only** check box is selected on the **Add Billing** entry window, the **Billing Code** drop-down list is filtered to display only billing codes that are designated as **Frequent** at the account level.



For more information, see the “Adding Billing Entries” and “Managing Account Configuration Settings” sections of the Symphony *User Guide*.

Billing Code Descriptions

When adding or editing a billing entry, the **Billing Code** drop-down list includes both the billing code and the description for that billing code. The description is displayed in parenthesis next to the billing code.



For more information, see the “Adding Billing Entries” section of the Symphony *User Guide*.

Batch Updating Records

Devices, rooms, and locations can be updated in batch by importing an .xls or .csv file containing records for items in that category. The file must only contain one category of objects. For example, the list cannot contain records for both devices and rooms.

If a record for a specific device, room, or location already exists, the fields are updated with the imported information; a new record is not created.

Only fields present in the file are updated; existing fields are not changed if they are not included the file. If a field has no value in the imported file, the record is updated to remove that field.

This new **Import** option can be found in the toolbar on the following **Administration** pages:

- **Locations**
- **Rooms**
- **Devices**

Location	Active	City	Country	Rooms	Devices
Austin		Austin	United States	10	43
Bedford		Bedford	United States	18	22
Rabat		Rabat	Aruba	1	2
Brasilia		Brasilia	Brazil	1	1
Cleveland		Cleveland	United States	2	2
Controller Loc		Concord	United States	3	12
Denver		Denver	United States	1	1
Las Vegas		Las Vegas	United States	2	2

For more information, see the “Batch Importing Locations”, “Batch Importing Rooms”, and “Batch Importing Devices” sections of the Symphony *User Guide*.

Bug Fixes

The following bugs were fixed in this release:

- The EWS plugin no longer continuously sends email messages.
- Polycom Group series devices are no longer causing meeting exceptions.
- Certification meetings now show the meeting rooms on the **Certification** tab.
- The **License Audit trail** now displays accurate data.
- Calendar Synchronization is now saved.
- The **Global Ticket Adapter Configuration** window produced errors when the **Enable Ticket Synchronization** check box was selected. Those errors are no longer generated.
- Unnecessary fields are no longer required when importing a Codecs from aggregators. The third-party ID is the only required field.
- Scheduled rooms that were disconnected and then re-invited using the meeting moderation controls, can now join the meeting again.
- Republishing an adapter no longer disables other adapters for an account.
- User access is no longer denied when viewing the **Meetings > Calendar View** page.
- In the e-log, the participant dialed-in flag now displays correctly.
- The Multipoint Control Unit (MCU) value entered during the Meeting Wrap up is now saved on the **Certification** tab.
- [Ticket Analytic] Data is now displayed in the **Median Ticket Duration**.
- If a device, imported from an Excel file, is controlled by an AV controller in a different room then the device failed to import.
- MS Exchange plugins were not working and were displaying the following message: “This add-in has been disabled to help keep you safe. To continue using the add-in, validate that this item is hosted in a trusted domain or open it in the Office desktop app.” The add-ins now work and this message is no longer displayed.
- When re-scheduling a meeting, the meeting owner field was not carried forward from the original meeting.

Known Issues

The following known issues were not fixed in this release:

- No packet loss data is collected for Polycom Trio 8800 or Polycom VVX.
- Alert priority should not blink for devices that cannot be reached and have a communication threshold set to **off**.
- Even though the **Check for scheduled meeting conflicts** option is turned on, it does not check for conflicts with recurring meetings.
- When a meeting is deleted, the tickets linked to that meeting are not deleted.
- Disconnected participants are still displayed in the Framing and Pinning tool and the Monitor dialog.
- For meetings created in TMS, duplicate email notifications are sent when the start time of a meeting is modified in Symphony.

Version 5.0 – September 2020

New Features and Enhancements

Symphony on Prem (SYOP)

Symphony can now be deployed at a customer site; no component communication is conducted outside of the customer's premises. All installation, upgrades, and maintenance are performed remotely by AVI-SPL; temporary remote access is required.

The following features are available as part of this deployment:

- Backup and Restore

There is a manual option to backup and restore data and the system configuration. This can be automated with a scheduling feature.

- Support Logs

Logs are easily available to provide Support personnel the details needed to troubleshoot issues.

- Reporting and Analytics

Enhanced Reporting and Analytic features are included in this deployment. For more information, see the “Reporting” and “Analytics” chapters of the Symphony *User Guide*.

With the introduction of SYOP, customers now have the following deployment and consumption flexibility:

Deployment	Consumption
<ul style="list-style-type: none">• Shared Cloud• Dedicated/Private Cloud• On-Premise	<ul style="list-style-type: none">• Symphony as a Service• Managed Services powered by Symphony• Symphony On-Premise

Marketplace Device Catalog

The Symphony servers now include all supported devices available in the Marketplace Device catalog. Going forward, the database will be synced regularly.

The catalog now contains items such as Simple Network Management Protocol (SNMP) Object Identifier (OID) for all relevant devices. This eliminates the need to configure SNMP OIDs for each new release of Symphony. The catalog is automatically updated to include items that are monitored and controlled in Symphony.

For more information, see the “Managing Account Configuration Settings” section of the Symphony *User Guide*.

Conference Profiles

Individual profiles can be created for an Account that contain profile-specific features. Accounts can be loaded to the Cisco Meeting Server (CMS) by profile, based on individual configuration types.

For example, a profile can be created that includes 1080p as part of the service along with other specific features.

Email Message Template

The email message sent to participants with meeting details did not previously include a notification that the meeting would be recorded, when applicable. If a meeting is set to record, the email message now includes the following notification: **This meeting will be recorded.**

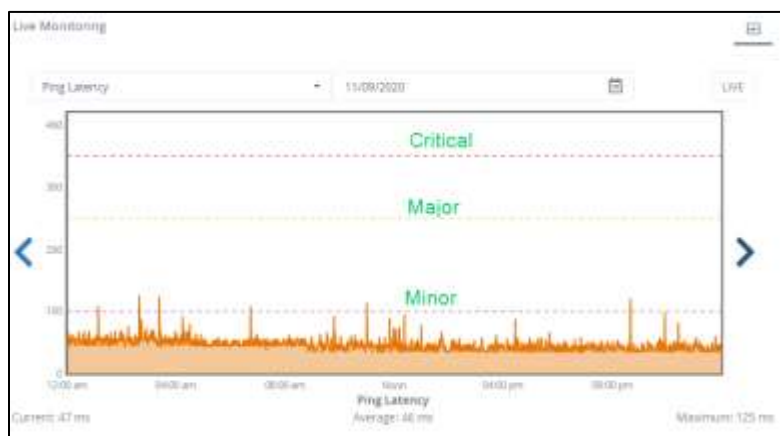
Monitoring Graphs

Monitoring graphs now show lines on the graph for three parameters, rather than one:

- Critical
- Major
- Minor

Each threshold parameter is color coded, consistent with the color codes used in other areas of Symphony, such as when working with Tickets.

Threshold	Line Color
Critical	Red
Major	Orange
Minor	Purple



This enhancement and use of colors provide a clearer and more consistent view of the thresholds and performance of the devices.

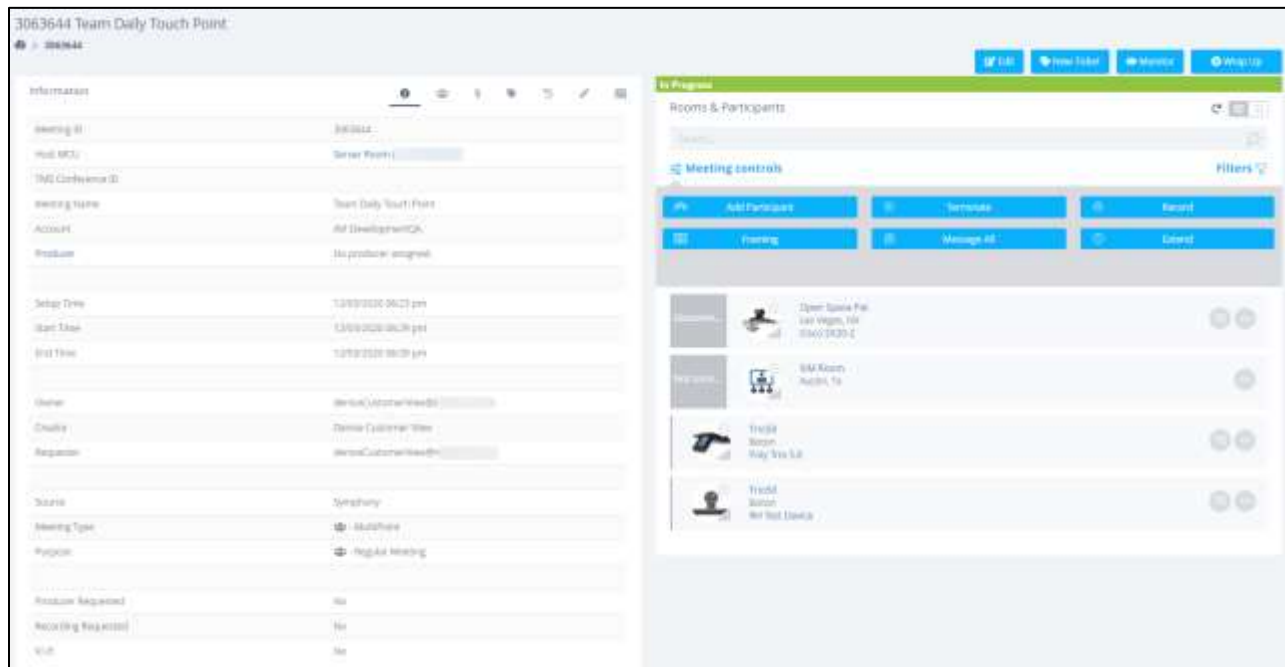
For more information, see the “Monitoring Live Meetings” section of the Symphony *User Guide*.

Meeting Details

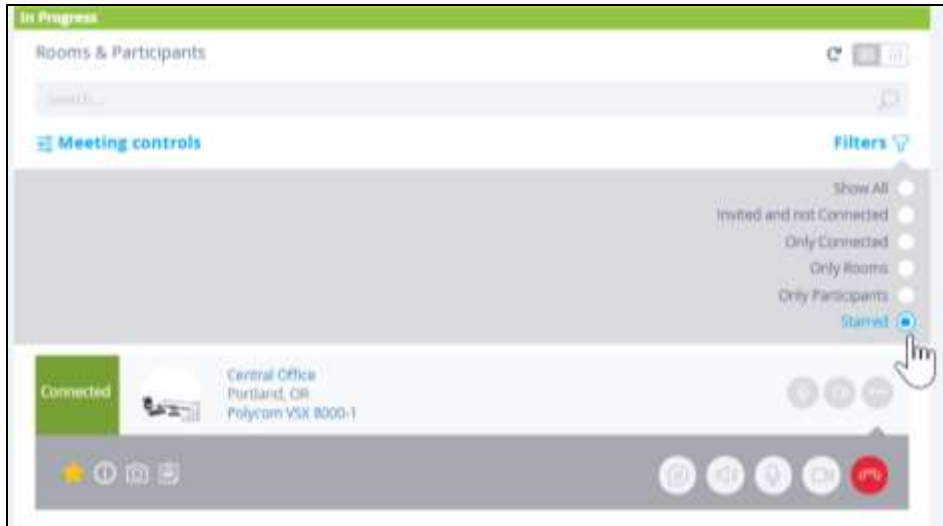
The Meeting details page has been redesigned. The page is split into two areas, the informational side and the actionable side. The **Informational** area on the left includes:

- Meeting details
- E-Logs
- Billing entries
- Tickets
- Revisions
- Comments
- Dial-in information

There is clear distinction between Rooms that are connected and those that are not. The connection status of each device determines which moderation options are shown for each Room or Device as well as which Meeting Controls are available for the meeting. The Meeting Controls can be hidden to reduce items on that section of the window until needed.



Rooms can be Starred for easy moderation. By starring them, they are deemed as higher priority rooms that require extra attention or those most frequently used. The Rooms and participants section can then be filtered to display only rooms that are starred, connected, or not connected, or only Rooms or Participants. This is most helpful when the display list includes many Rooms.

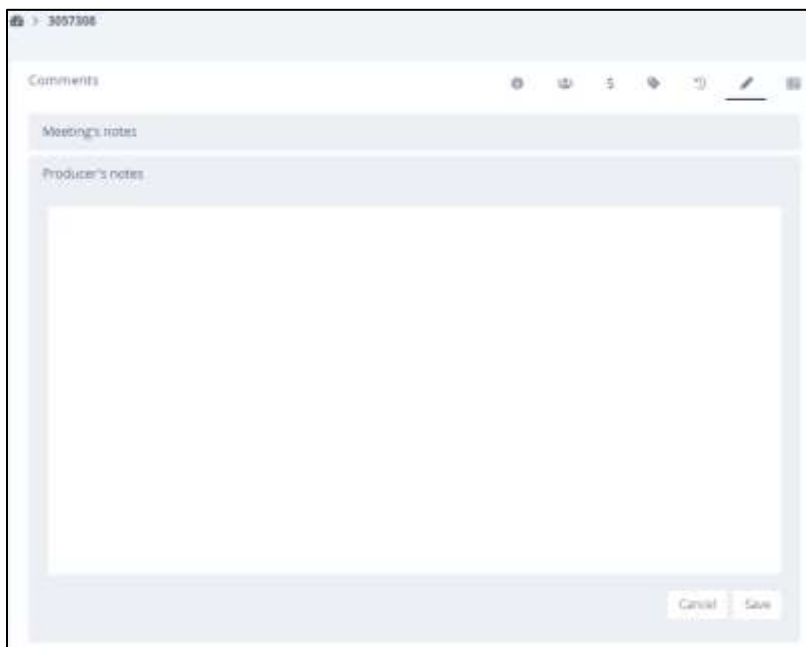


For more information, see the "Managing Meetings" chapter of the Symphony *User Guide*.

Producer Notes

The Producer's notes are available prior to and during the meeting on the meeting details > **Comments** page rather than waiting to add them on the Wrap Up pages. They can be added, edited, or viewed under the **Meeting's notes**.

This is especially helpful if a Producer is not assigned or a new Producer is assigned. This ensures the meeting details, necessary changes, or open action items are easily accessible and communicated to the assigned Producer.



For more information, see the “Editing Meeting Comments” section of the Symphony *User Guide*.

External Video Cloud Services (EVCS) Meetings

When hosting an EVCS meeting, the **Invite Participant** button in the meeting details > **Rooms and Participants** section was previously not available. This feature is now available for EVCS meetings.



When adding a room to a meeting that utilizes EVCS, the **Other** tab is no longer visible as it is not applicable to EVCS meetings.



If an external room was added to a meeting during setup and an EVCS **Provider** is then selected on the **Advanced** tab of the **Meeting Scheduling** window, an error message is displayed alerting the user that the selected room is not available.

Administration

Bulk Change of Properties

When administering Locations, Rooms, and Devices, the properties of all items in that category can be changed in bulk rather than updating the properties of each item individually.

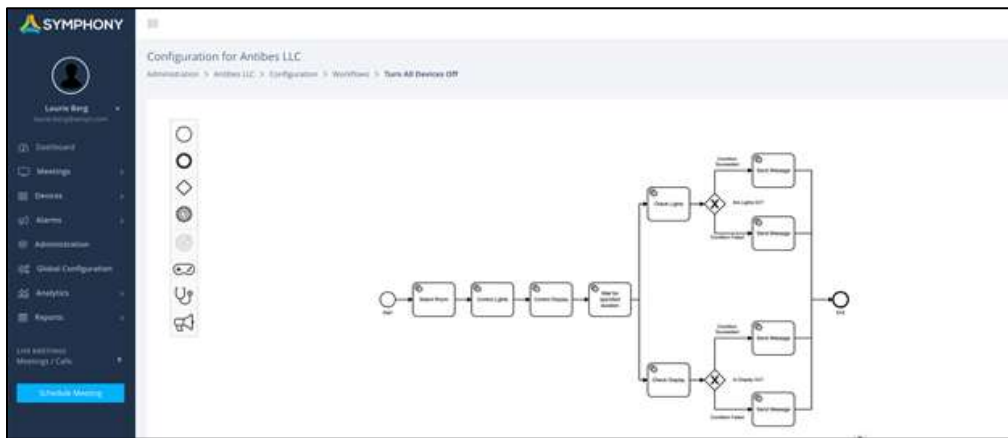
When performing bulk updates, the user has the flexibility to select only the specific properties that require bulk updating.

For more information, see the "Administration" chapter of the Symphony *User Guide*.

Workflow Automation

Workflow automation enables organizations to activity-based workflows for specific rooms in the **Administration > Configuration** module.

Workflows allow multiple steps to be completed with the click of a button. For example, workflows such as **Room Readiness** or **Power Down** provide standardization and automated processes across the organization.



For more information, see the “Managing Account Configuration Settings” and “Creating Workflows” section of the Symphony *User Guide*.

Global Device Configuration

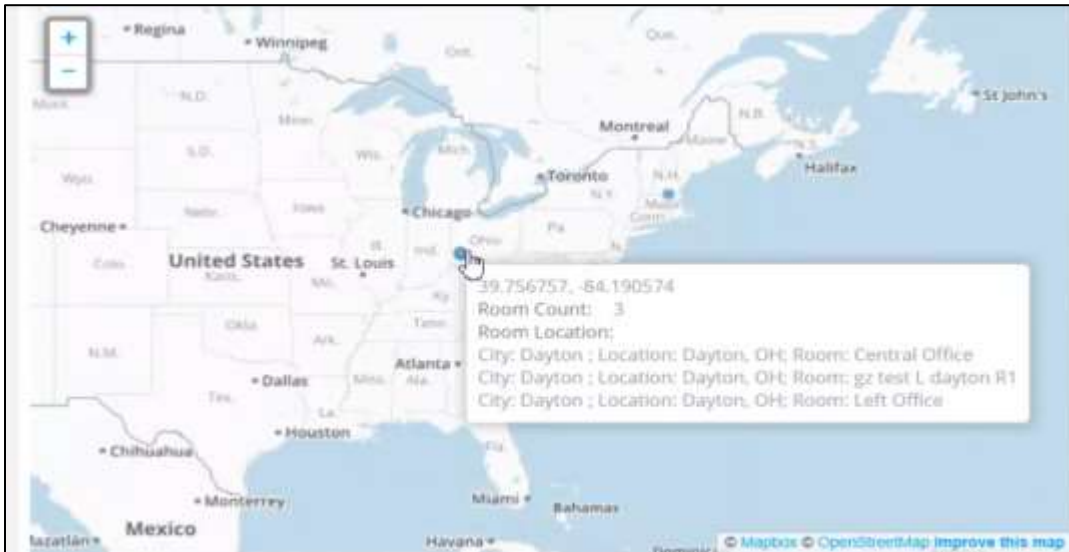
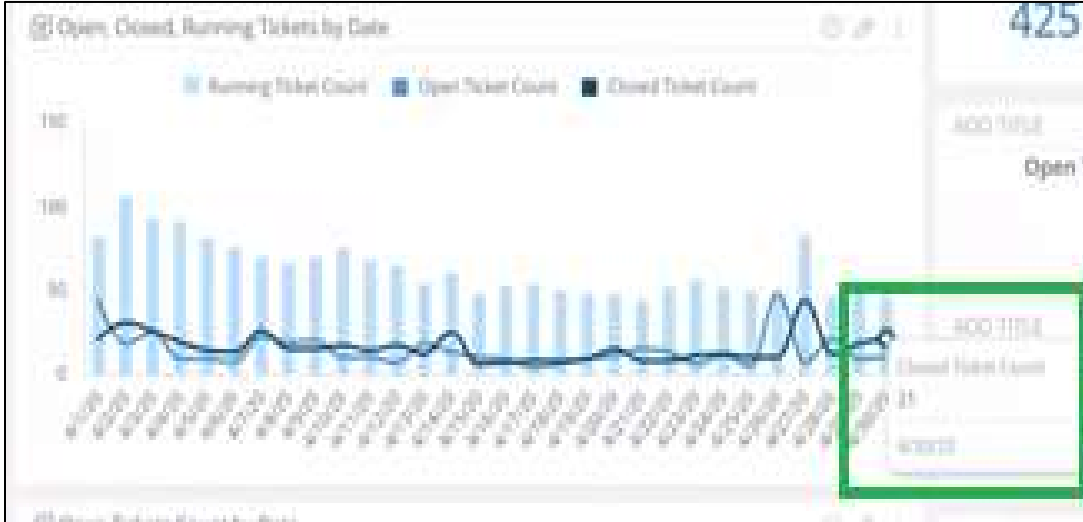
In the **Administration > Configuration** module, the Device Catalog can be filtered to display only those models that are actively deployed for the selected account. Limiting the view to only those devices in use provides an enhanced user experience when managing many devices.



For more information, see the "Administration" chapter of the Symphony *User Guide*.

Analytics

The details of a measurement shown on a graph, chart, or map can be viewed. For example, click on the **Closed Ticket Date** data point in the graph to display measurement and date.



Report details can be opened from any dashboard. Click a link on the bottom of the dashboard to display that report in a Table format.

For more information, see the "Analytics" chapter of the *Symphony User Guide*.

Reporting

The Reporting module was enhanced to produce interactive and customizable dashboards that deliver the data needed for each individual audience in the organization. Reports can easily be created for the Finance department and C-level Executives specifically designed with the data pertinent to support the decisions made by each. Report data can be drilled through to provide even more detailed data for the metrics included in the reports.

Additional reporting metrics were added, such as graphs showing:

- The top 10 devices, manufacturers, and rooms with tickets
- Device models that experienced issues in a specific time frame
- Room and Device usage over a specified time period
- The number of each device type and their locations

For more information, see the “Reporting” chapter of the Symphony *User Guide*.

Audit Trails

This new Reporting option maintains a log of all changes made within Symphony, including who made the changes along with the date and time the changes were made. The details that are recorded include changes to:

- Global Configuration
- Account Configuration
- Changes in provisioning Locations, Rooms, and Devices

For more information, see the “Viewing Predefined Reports” section of the Symphony *User Guide*.

Disabling APIs

Specific APIs can now be disabled for devices by users with **Administrative** privileges. This results in:

- Devices without API licenses no longer being contacted by Symphony so they will not try to connect repeatedly.
- Tickets will not be generated for controllers that don't have the Symphony module installed.
- In immersive Rooms, secondary devices do not need to be onboarded as Unknown models to prevent locking up due to repeatedly failed sign in attempts.

Wrap Up Meeting Wizard

The following enhancements were made in the **Wrap up Meeting** wizard:

- The **Wrap up Meeting** wizard contained both references to hours and minutes, which could result in overbilling. The **Producer Feedback** page indicates the number of minutes the Producer attended for and the description on the **Billing** page is now consistent with that. The **Billing** page previously indicated **per hour** rather than **per minute/conference**.



- When certifying a location, the date and certification details can be entered directly in Symphony for future reference. The information is entered during the Wrap Up of the meeting.



For more information, see the “Wrapping Up Meetings” section of the Symphony *User Guide*.

Meeting Rating Feedback

When the user rates the meeting with less than four stars, they are prompted for additional reasons which contributed to that rating. The reasons available can be customized by the Administrator at the Account level. Reasons can include:

- Room did not connect
- Bad meeting quality
- Room not functional
- Devices out of services

- Other

Based on this feedback Symphony tries to detect the issue and, if successful, automatically creates a meeting Ticket.

If the feedback request link indicates that the meeting cannot be found, an error is displayed instead of requesting the meeting feedback. Previous versions of Symphony requested feedback prior to displaying this error, making the feedback unnecessary.

Meeting Rating can also be reported on via **Build Your Own Reports**.

Bug Fixes

The following bugs and known issues were fixed in this release:

- Tickets created and then updated in ServiceNow were not being updated in Symphony. An error was generated in the ticket log. The updates are now synced between ServiceNow and Symphony.
- If data is refreshed, then the text field in the extended statistics of a device disappears and cannot be edited
- When adding a new device to Symphony, the **Login** and **API** fields for that device display a green circle and indicate **OK** even if the **Status** is **Unknown**. They no longer show a green circle; the circle is now shown with no color and indicates **Link Unknown**.



- When importing devices and the SSH Local Port is empty, an HTTPS Local Port error is displayed instead of the SSH Local Port error. This has been corrected to display the SSH Local Port error instead of the HTTPs error.
- A New Account welcome email message is sent each time the Symphony portal theme is changed for an account. This has been corrected to no longer send a Welcome email message out when a theme is changed.
- Devices are still available in the selection list after they are added to Symphony. This has been corrected so once a device is selected and added to Symphony it no longer displays in the selection list and cannot be added again.
- The **Search** field is hidden even though the field is still in focus. The user must now click **Search** to close the **Search** field.
- If the **Device catalog** is modified and a new catalog is imported into Symphony an error is received and the changes are not saved.

Index

- Access Denied error, 37
- accessibility, 6, 17
- account configuration, 45, 55
- account licensing, 43
- account monitoring schedules, 21
- account preferences, 6, 17
- account profiles, 49
- accounts
 - configuring, 23
 - creation date, 13
 - managing tickets, 33
- accounts, inactive, 43
- Action workflows, 35
- adapters, 46
- adding
 - devices, 57
- ad hoc meetings, 43
- analytics, 8, 36, 42, 48, 54
- APIs
 - SAL Rest, 43
- APIs, disabling, 55
- audit logs, 23
- audit trails, 18, 23, 37, 43, 55
- automation, 53
- Automation workflows, 35
- avatars, 12
- AWS. *See* Amazon Web Services (AWS)
- backup Symphony data, 48
- batch updating records, 45
- billing codes, 43, 44–45
 - frequently used, 45
- billing entries
 - adding, 45
 - editing, 45
 - viewing, 50, 55
- blocking monitoring triggers, 21
- bug fixes
 - 5.0, 57
 - 5.0.1, 46
 - 5.1, 42
 - 5.2, 37
 - 5.3, 24
 - 5.4, 16
 - 5.5, 11
- bulk updating rooms, 43
- Certification meetings, 46
- change logs, 55
- channels
 - disabled, 43
- Cisco Meeting Server (CMS), 37, 40, 49
- Cisco Meeting Server (CMS) integration, 43
- cloud connector, 16
- CMS. *See* Cisco Meeting Server (CMS)
- Codecs, 20, 43, 46
- color scheme, 6, 17
- completed meeting data, 20
- conference profiles, 49
- connection status, 50
- Control Panel URL, 15
- copyright, i
- critical thresholds, 49
- CSV files
 - importing, 43
- csv files, exporting, 18
- dashboards, 8, 36
- data retention, 37
- data storage categories, 37
- date and time stamps, 13
- deleting
 - users, 43
- Device catalog, 57
 - filtering, 53
- device data, refreshing, 38
- device details, 43
 - viewing, 38
- device information, 13
- device list, filtering, 20
- device properties

- changing, 52
- exporting, 18
- graphing, 8
- device status, 19, 57
- devices
 - adding, 41, 57
 - administering, 15
 - associating with billing codes, 44
 - batch updating, 45
 - configuring, 13, 23, 41
 - connection status, 50
 - creation date, 13
 - deleting, 43
 - global configuration, 53
 - importing, 43
 - managing, 35, 42, 55, 57
 - map view, 7, 21
 - monitoring, 17, 18, 19, 26–27, 35, 43
 - QR codes, 22
 - reporting on, 42, 55
 - searching for, 25, 37
 - supported, 48
 - unprovisioned, 43
 - viewing, 57
- dial-in information, 46, 50
- disclaimer, i
- DTMF tones, 43
- e-logs, 44, 50, 55
- errors, 43
 - Access Denied, 37
 - HTTPs Local Port, 57
 - meeting not found, 56
 - SSH Local Port, 57
 - synchronization, 46
- EVCS. *See* External Video Cloud Services (EVCS)
- EWS plugins, 46
- exporting
 - device lists, 18
- extended properties, 8, 16, 18, 26, 27, 31
- External Video Cloud Services (EVCS), 37, 40, 52
- field errors, 43
- filtering
 - devices, 53
 - rooms, 50
- Gateway Audio Dial In Numbers, 42
- global account configuration, 55
- global configuration, 23
- Global configuration, 37
- global device configuration, 53
- Healing workflows, 35
- Historical data, 37
- importing
 - CSV files, 43
 - Device catalog, 46
 - Device catalogs, 57
 - Excel files, 43
 - meetings, 43
 - unprovisioned devices, 43
- IP addresses, 41
- known issues
 - 5.0.1, 47
- License audit trails, 46
- live monitoring, 26, 27
- locations
 - batch updating, 45
 - configuring, 23
 - creation date, 13
 - reporting on, 42, 55
- MAC address, 37
- major thresholds, 49
- managing
 - devices, 55
 - meetings, 50, 51, 52
 - participants, 52
 - rooms, 53
- map views, 7, 21
- Marketplace catalog, 48
- meeting comments, 50
- meeting controls, 50
- meeting details, 49, 50
- meeting endpoint status, 43
- meeting feedback, 56
- meeting notes, 51
- meeting owners, 43, 46
- meeting participants
 - acceptance status, 14
 - managing, 14
 - viewing, 13

- meeting quality, 56
- meeting rooms
 - managing, 14
- meeting status, 43
- meeting thresholds, 49
- meeting types
 - certifications, 46
- meetings
 - adding rooms, 39
 - canceling, 16
 - creating, 43
 - deleting, 47
 - ending notification, 40
 - importing, 43
 - List view, 37
 - map view, 7, 21
 - monitoring, 20, 38
 - producing, 51
 - recording, 49
 - rescheduling, 46
 - scheduling, 40
 - wrapping up, 46, 55
- Microsoft Exchange plugins, 46
- minor thresholds, 49
- modules
 - not detected, 40
- monitoring
 - devices, 18, 26–27, 35, 38
 - meetings, 20, 38, 49
 - pausing, 18
 - RAM usage, 20
 - rooms, 13, 18
- monitoring restrictions, 27, 29, 32
- monitoring sources, 35
- monitoring statistics, 19
- monitoring triggers, pausing, 21
- MS Exchange, 14
- MS Teams, 13
- Multipoint Control Unit (MCU), 46
- navigation bar
 - collapsing, 43
- new account email, 57
- notices, i
- packet loss data, 47
- participants, inviting, 52
- password requirements, 12
- pre-defined reports, 55
- Producers, 51, 55
- profile pictures, 12
- profile settings, 6, 17
- properties, bulk updating, 52
- QR codes, 22
- RAM usage statistics, 20
- Real-time Multitasking eXecutive (RMX) meeting, 40
- recording meetings, 49
- recurring meetings
 - conflicts, 47
- refreshing device data, 38
- report metrics, 42, 55
- reporting, 42, 43, 55
- reports, 23, 48
 - custom, 57
 - pre-defined, 55
- RMX. *See* Real-time Multitasking eXecutive (RMX)
- room names, 37
- room properties, changing, 52
- room types, custom, 34
- rooms
 - adding, 15
 - batch updating, 45
 - bulk updating, 43
 - certifying, 9
 - configuring, 23
 - creation date, 13
 - favorites, 39
 - filtering, 50
 - managing, 32, 42, 53, 55
 - monitoring, 13
 - QR codes, 22
 - rejoining meetings, 46
 - reporting on, 42, 55
 - starring, 50
- Salesforce, 13, 37
- scheduling
 - meetings, 39, 40, 50
- Search fields, 25

- security, 12
- server error, 43
- service contracts, 29
- ServiceNow, 13, 57
- Simple Network Management Protocol (SNMP)
 - Object Identifier (OID), 48
- site names, 43
- SNMP OID. *See* Simple Network Management Protocol (SNMP) Object Identifier(OID)
- Static data, 37
- support logs, 48
- Symphony on Prem (SYoP), 48
- synchronizing
 - calendars, 46
- SYOP. *See* Symphony on Prem
- system restore, 48
- ticket adapter, configuring, 13
- Ticket Analytic data, 46
- ticket events, 28
- ticket fields, 28
- ticket list, filtering, 20
- ticket type, 29
- ticket types, 6
- tickets, 40, 47, 50
 - creating, 29, 33
 - managing, 6, 28
 - map view, 7, 21
 - pausing, 21
- trademarks, i
- triggers, 27, 29, 31, 32
- unprovisioned devices, search limits for, 43
- user access denied, 46
- user preferences, 6, 17
- user profiles, updating, 12
- user properties, changing, 52
- user registration
 - errors, 43
- users
 - configuring, 23
 - deleting, 43
 - password requirements, 12
 - profile creation date, 13
- Virtual Meeting Room, 38
- VMR. *See* Virtul Meeting Room
- warranties, 29
- Watch List, 17
- Welcome email, 57
- Workflow, 53
- workflows, 22, 35
- Wrap up Meeting wizard, 55