



The Power of We™

Scopia Enterprise Video Offer Definition

Version: November 12, 2013

Table of Contents

Avaya Scopia Enterprise Video Overview	2
Overall Solution Resources	2
Value Proposition	2
Scopia Large Enterprise Deployment Example	4
Scopia Small / Medium Size Enterprise Deployment Example	5
Solution Components	6
Availability.....	17
Solution Quoting and Ordering	17
Software & Hardware (Material Codes).....	18
Competition.....	33
Scopia Authorization Requirements	41
Scopia Authorization Credentials	42
Demo Packages	43
Services Overview (US & Canada)	44
Services Overview (APAC, EMEA, CALA)	45
Services Detail	46
Warranty	53
Avaya Contacts.....	53



The Power of We™

Avaya Scopia Enterprise Video Overview

Avaya's Scopia product portfolio provides comprehensive and powerful visual communications solutions that deliver advanced video, voice and data collaboration:

- Endpoints for board rooms, conference rooms, desktop and mobile video collaboration.
- Network infrastructure for multi-party conferencing, network connectivity and firewall traversal.
- Management software for scheduling, directory services, device and bandwidth monitoring and control.

The Scopia product portfolio is a powerful combination of hardware and software products that is fully standards-based and offers the highest performance available in today's video conferencing solutions. Interoperability and interconnectivity is provided between any video-enabled device, such as a telepresence system, a conference room, a desktop or mobile video system, and with other telephony and unified communications solutions. Scopia solutions are used by institutions, enterprises, and service providers to create high quality, easy-to-use voice, video, and data collaboration environments, regardless of the communication network – IP, SIP, 3G, 4G, H.323 or ISDN. Avaya's complete solution includes all the components necessary to provide a total video, voice and data collaboration application.

The Scopia solution expands Avaya's unified communications and collaboration offers with an interoperable video conferencing portfolio that complement the Avaya UC portfolio including the Avaya Aura UC platform and Avaya IP Office.

Overall Solution Resources

- [Scopia Solution Page on Avaya Sales Portal](#)
- [Scopia Solution Guide Version 8.2](#)
- [Scopia Product Catalogue](#)
- [Scopia Overview Presentation](#)

For details on the specific products and components, please review the Solution Components section of this document (which includes many additional links).

Value Proposition

Avaya anytime, anywhere, any device video conferencing solutions enable faster, more effective collaboration inside the enterprise and externally with conferencing solutions for desktops, meeting rooms and BYOD.

Avaya Scopia provides **simplicity** by allowing you to connect with customers with a single click, **mobile** video conferencing on any laptop, tablet or mobile device and the **freedom** to connect with anyone on any network.



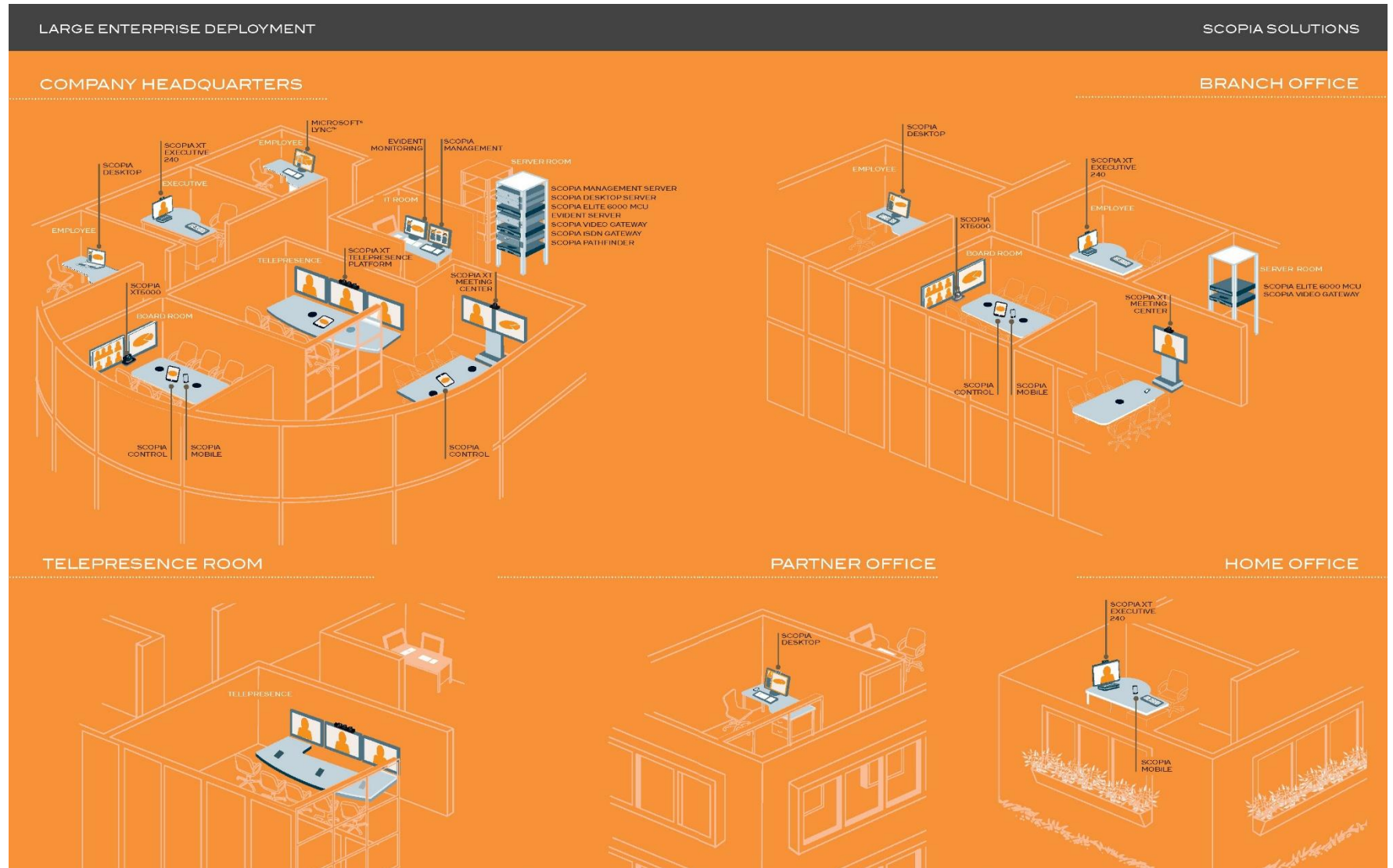
The Power of We™

Solution Feature/Capability	Description
Simplicity	Scopia solutions are designed with the end-user in mind and focused on simple conference entry and ease-of-use.
End to End Security	Providing secure video collaboration, including within cloud solutions.
High Quality at Affordable Prices	Scopia delivers the perfect blend of value and a high quality experience making it stand out amongst the competition.
Powerful Room Systems	The Scopia XT5000 is the industry's most powerful room system in its class with dual 1080p/60fps live video and content.
Executive Desktop Systems	The Scopia XT Executive 240 system integrates the advanced Scopia XT video platform into a high resolution, 24-inch LED display.
Best-in-Class Mobile / BYOD Support	Scopia brings HD video conferencing, data collaboration and meeting control to a wide range of mobile devices used in real-world conditions.
Desktop Software Client	Scopia Desktop software provides easy to deploy HD video conferencing for PCs and Macs.
Industry's Most Powerful MCU	Scopia Elite 6000 Series MCUs offer five times the density and twice the performance of traditional MCUs.
Advanced Data Collaboration	The Scopia solution delivers H.239 interoperability across all systems including the latest mobile devices along with the ability to review previously shared materials.
H.264 High Profile Video	Powerful compression technology delivering the latest in bandwidth efficiency for HD video.
H.264 Scalable Video Coding (SVC) & Avaya NetSense	Very high network error resiliency and high quality support for room systems, telepresence, desktop and mobile devices including collaboration over unmanaged networks.
Apple iPad Control	Scopia Control provides iPad Multi-Touch control of Scopia room systems for enhanced capabilities.
Distributed Architecture	The Scopia solution is designed for deployment in a distributed IP network with easy access through virtual conference rooms.
Connectivity and Interoperability	Scopia delivers connectivity between any standards-based video device including immersive telepresence systems and interoperability with Avaya and other unified communications solutions.
Broad Integration	Back office integration for easy scheduling, user provisioning, directories and call control to a wide range of enterprise IT platforms.
Reporting & Monitoring	Quick diagnosis of problems, easing the demands on technicians and administrators.



The Power of We™

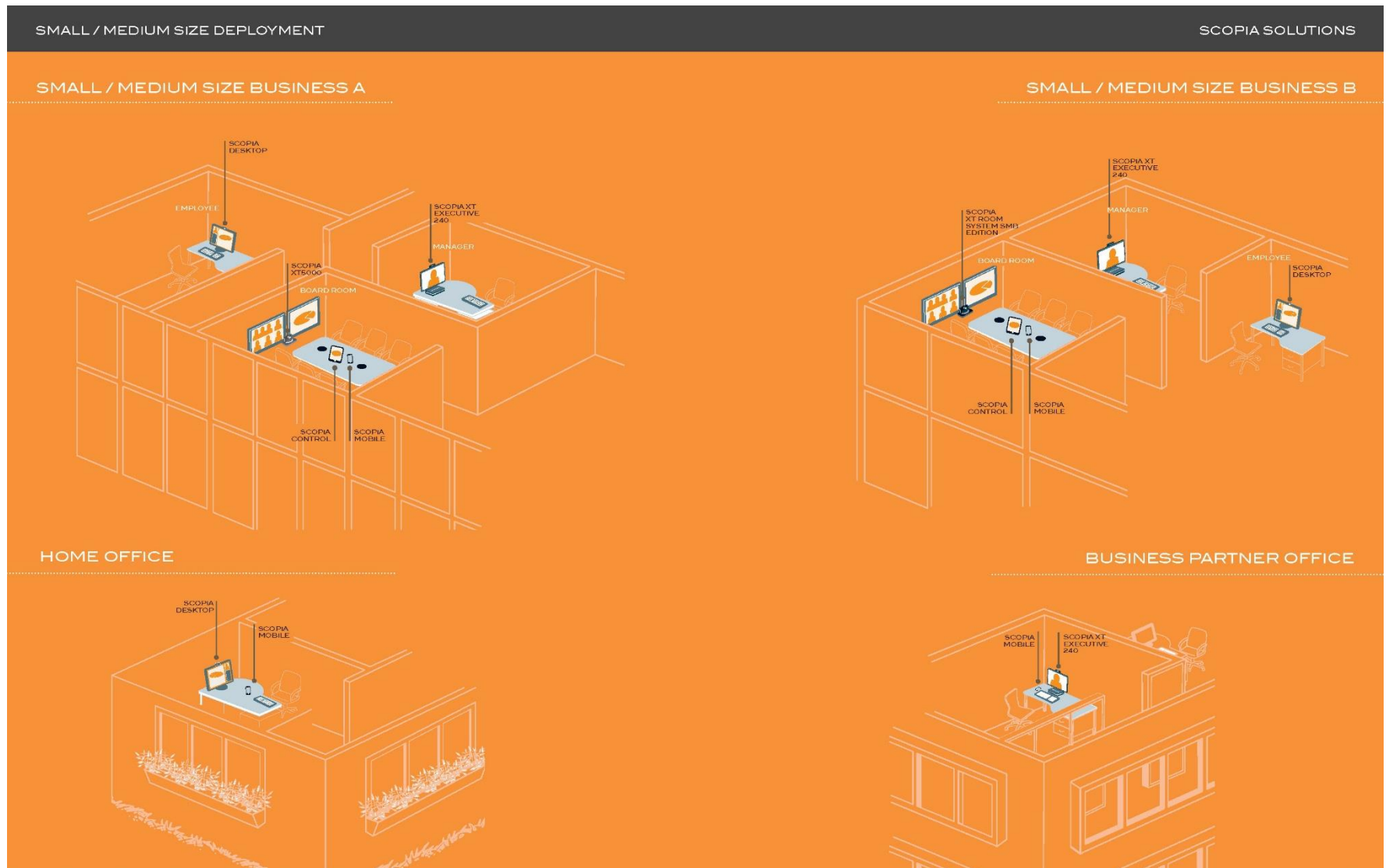
Scopia Large Enterprise Deployment Example





The Power of We™

Scopia Small / Medium Size Enterprise Deployment Example





The Power of We™

Solution Components

Video Conferencing Systems

Conference Room Systems

Scopia High Definition (HD) video conferencing room systems incorporate the latest state-of-the-art video technology with capabilities mandatory for today's room system deployments. The Scopia XT5000 is the most powerful HD system in its class, while the Scopia XT4200 is specifically designed for the needs of smaller and mid-sized conference rooms.


Desktop Video Communications

Avaya offers desktop clients from the software Scopia Desktop to the Scopia XT Executive 240 without an executive level price. These advanced HD personal video conferencing endpoints are very cost effective for expanding the reach of the video deployment beyond the conference room.

Mobile Communications

Scopia Mobile extends the Scopia solution to the latest mobile devices providing applications for video conferencing, control and management via smartphones and tablets supporting Apple iOS and Google Android.


Scopia XT Telepresence Platform

	<p>The Scopia XT Telepresence Platform creates a lifelike, immersive experience replicating the feeling of meeting in-person. The XT Telepresence Platform is customizable to the unique requirements of individual rooms and customer needs. Installed and configured by Avaya's worldwide network of channel partners, the XT Telepresence Platform provides a cost-effective and highly flexible approach, enabling partners to meet the unique needs of each customer deployment. With an Avaya partner, customers can define the installation and furnishings that best fit within their conference room and budgets to deliver a distinct customized telepresence experience.</p> <ul style="list-style-type: none"> ▪ Immersive Lifelike Experience – Multi-stream, full HD 1080p video, 20 kHz CD-quality audio and 1080p/60fps data sharing. ▪ Customizable and Flexible – Tailored to the unique requirements of individual rooms and customer needs, provides a cost-effective and flexible telepresence deployment approach. ▪ Market Leading Interoperability – Combined with the Scopia Elite MCU, delivers unmatched interoperability with telepresence and any standards-based video conferencing systems. ▪ Intuitive Apple iPad Control – The learning curve for users is virtually eliminated with the Scopia Control application for the iPad. ▪ Breakthrough Price Point – Delivers immersive collaboration capabilities for a fraction of what competitors charge.
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ 3 simultaneous 1080p/60fps video streams ▪ H.239 data collaboration @ 1080p/60fps ▪ H.264 High Profile and H.264 SVC ▪ 3 HD cameras ▪ Precise camera calibration and setup program 	<ul style="list-style-type: none"> ▪ Scopia XT Telepresence Platform Fact Sheet ▪ Deployment Guide



The Power of We™

Scopia XT Meeting Center

	<p>The Scopia XT Meeting Center is a premium HD room system integrating single or dual 55" 1080p displays in a specially designed cart for a simple and efficient implementation. The mobility of the cart enables the system to be used as a shared resource and is especially effective in education and healthcare environments to quickly create a high quality video meeting space. The XT Meeting Center is powered by Avaya's flagship Scopia XT5000 - the only system available in the market that includes dual 1080p/60fps live video and content, HD audio, H.264 High Profile, H.264 Scalable Video Coding (SVC) and optional embedded multi-party conferencing.</p> <ul style="list-style-type: none"> ▪ Premium All-in-One Solution – Powered by the Scopia XT5000, it integrates single or dual 55" 1080p premium displays in a specially designed cart. ▪ Exceptional Experience – Leverages the capabilities of the Scopia XT5000 system with simultaneous dual HD 1080p/60fps for live video and content and CD-quality, 20 kHz audio. ▪ Unparalleled Power – Two full 1080p/60fps video channels, simultaneous H.264 High Profile for bandwidth efficiency and H.264 SVC for error resiliency, and an optional embedded 9-way MCU. ▪ Intuitive and Easy-to-Use – Designed for the end user with no training required. For an enhanced experience, the system is enabled for Multi-Touch control via the Apple iPad. ▪ Sophisticated and Elegant Design – A natural fit for today's businesses, not only for its ease of use, but also its modern design that complements any conference room.
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Single or dual 55" 1080p displays ▪ 2 simultaneous 1080p/60fps video channels ▪ 1080p/60fps 10x optical zoom camera ▪ H.264 High Profile and H.264 SVC ▪ H.239 data collaboration @ 1080p/60fps ▪ 3-way beam forming digital microphone, 20 kHz CD-quality audio ▪ Scopia Control for Apple iPad 	<ul style="list-style-type: none"> ▪ Scopia XT Meeting Center Fact Sheet ▪ Installation Guide

Scopia XT5000 Room System

	<p>The Scopia XT5000 is Avaya's flagship product in the Scopia series of room systems. The XT5000 is the only system in the market to incorporate dual 1080p/60fps live video and content, HD audio, simultaneous H.264 High Profile and Scalable Video Coding (SVC), and multi-party calling. The PTZ camera, supporting 1080p/60fps, offers 10x optical zoom (40x digital) and wide-angle capability for viewing details and an entire group. The second video stream can be used with an additional camera or for high resolution 60fps data and content sharing. An embedded MCU with support for continuous presence with up to 9 participants is available. The advanced audio system delivers CD-quality, 20 kHz audio and includes a 3-way beam forming digital microphone pod that isolates the speaker from the noise. The user interface is designed for simplicity along with Apple iPad control for enhanced capabilities. The XT5000's refinement goes beyond the user experience to modern hardware design that complements any conference room.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ 2 simultaneous 1080p/60fps video channels ▪ 1080p/60fps 10x optical zoom camera ▪ H.264 High Profile and H.264 SVC ▪ H.239 data collaboration @ 1080p/60fps ▪ 3-way beam forming digital microphone, 20 kHz CD-quality audio ▪ Scopia Control for Apple iPad 	<ul style="list-style-type: none"> ▪ Exceptional Experience – Unique dual HD 1080p/60fps for live video and content and CD-quality, 20 kHz audio deliver an outstanding experience. ▪ Unparalleled Power – Two full HD 1080p/60fps video channels, H.264 High Profile for bandwidth efficiency, H.264 SVC for error resiliency and an embedded 9-way multi-party MCU. ▪ Intuitive and Easy-to-Use – Designed for the end user with no training required. For an enhanced experience, the XT5000 is enabled for Multi-Touch control via the Apple iPad. ▪ Sleek and Elegant Design – A natural fit for today's businesses, not only for its ease of use, but also its modern design that complements any



The Power of We™

<ul style="list-style-type: none"> ▪ USB recording ▪ Optional 4 or 9 port embedded MCU 	<p>conference room.</p> <ul style="list-style-type: none"> ▪ All-in-one Solution – also offered combining the XT5000’s room system capabilities with embedded 9-way multi-party conferencing, Scopia Desktop and Mobile conferencing, and firewall traversal.
<ul style="list-style-type: none"> ▪ Scopia XT5000 Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	

Scopia XT4200 Room System

	<p>The Scopia XT4200 offers outstanding value and cost-effective HD video communications specifically designed for the needs of smaller and mid-sized conference rooms as well as customers who don’t require all the high-end features offered in the Scopia XT5000. The system is nonetheless incredibly powerful with many features that are either unavailable or costly upgrades in other vendor offerings. The Scopia XT4200 is well equipped and includes dual 720p/60fps live video and content, HD audio, H.264 High Profile and Scalable Video Coding (SVC), dual display support and a wide-angle PTZ camera. The user interface is designed for simplicity along with optional Multi-Touch control via the Apple iPad for enhanced capabilities.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ 2 simultaneous 720p/60fps video channels ▪ 720p/60fps 5x optical zoom camera ▪ H.264 High Profile and H.264 SVC ▪ H.239 data collaboration @ 720p/60fps ▪ 20 kHz CD-quality audio ▪ Optional Scopia Control for Apple iPad ▪ Optional USB recording 	<ul style="list-style-type: none"> ▪ Outstanding Value – Dual 720p/60fps HD video, H.264 High Profile, H.264 SVC, dual display support, wide-angle PTZ camera – are all included for a cost-effective video communications deployment. ▪ Efficient HD Performance – Simultaneous H.264 High Profile for bandwidth efficiency and H.264 SVC for high quality video even in unpredictable network environments such as the Internet. ▪ Intuitive and Easy-to-Use – The user interface is designed for simplicity along with optional Multi-Touch control via the Apple iPad for enhanced capabilities. ▪ Sleek and Elegant Design – A natural fit for today’s businesses, not only for its ease of use, but also its modern design that complements any conference room. ▪ Integrated Total Solution – Complements Avaya’s total video conferencing solution including Scopia Desktop and Scopia Mobile for users on-the-go, and the Scopia Elite MCU for multi-party communications.
<ul style="list-style-type: none"> ▪ Scopia XT4200 Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	

Scopia Control



Scopia Control is an Apple iPad application for control of Scopia video conferencing systems. Scopia Control's highly intuitive user interface virtually eliminates the learning curve for using a video conferencing system. First time users can initiate calls, control their systems and moderate meetings without any training or introduction. The integrated conference room calendar and enterprise directory makes it easy to join meetings and invite others. Room system control and meeting moderation are simple through the iPad Multi-Touch user interface. Users can view presentations, spreadsheets, documents and images with standards-based H.239 data collaboration, and can also review previously shared materials without interrupting the presenter with Avaya's unique advanced data collaboration / slider function.

Specification Highlights

- For Scopia XT video systems and Telepresence
- Integrated conference room calendar
- Call by integrated corporate directory, IP address, E.164 or SIP URI
- H.239 data collaboration with review
- Meeting moderation
- Streaming, recording, and video layout control
- Access troubleshooting details

- **The Easy Way to Join Meetings** – Join a meeting from the integrated room calendar with a single click. Through the touch screen of the Apple iPad access a corporate directory and place calls – no instructions required.
- **Control Scopia Room Systems** – Select video sources, mute microphones for privacy, control camera PTZ, and start presentations.
- **Moderate Meetings** – View participants list, change video layouts, mute noisy users, start or stop recording and streaming, examine statistics for troubleshooting.
- **Data Collaboration with Review** – View H.239 content such as presentations and review content without interrupting the presenter.
- **Cost-effective** – The iPad provides a cost-effective control application that doesn't require an expensive, proprietary device.

- [Scopia Control Fact Sheet](#)

Scopia Desktop Software



Scopia Desktop enables video conferencing for remote and desktop users for voice, video and data communications. It includes HD H.264 video for both meeting participants and data collaboration. The latest technology in desktop video collaboration is supported including H.264 Scalable Video Coding (SVC) for error resiliency along with H.264 High Profile for bandwidth efficiency and reduced network costs. Scopia Desktop is a simple web browser plug-in that is centrally managed, distributed and deployed without complex licensing fees or installation issues. Automatic firewall traversal allows users to participate regardless of where they are. Advanced capabilities including user provisioning and managing personal virtual conference rooms are also available.


Specification Highlights

- HD video up to 720p
- H.264 SVC for extreme network error tolerance
- H.264 High Profile for bandwidth efficiency
- Microsoft Office and IBM Lotus Notes integration
- Built-in NAT and firewall traversal
- Freely distributable web client


- **HD Video Conferencing** - Participate in standards-based video conferences and see up to 28 participants; also connect to telepresence and UC clients through Scopia infrastructure.
- **Data Collaboration with Review** - View H.239 content such as presentations shared in a conference and review materials without interrupting the presenter.
- **Control, Moderate and Administer** - View participants list, change video layouts, mute noisy users, start or stop recording and streaming, examine statistics for troubleshooting.
- **Embedded Firewall and NAT Traversal** - Enjoy connectivity through enterprise boundaries while maintaining corporate security measures.
- **No Complicated Licensing** - Simply click on a link, install the browser plug-in and connect - all without complex licensing fees or installation issues.

<ul style="list-style-type: none"> ▪ PC and Mac support ▪ Scopia Desktop Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	
--	--

Scopia XT Executive 240

	<p>The Scopia XT Executive 240 integrates the advanced Scopia XT video conferencing platform with a high resolution 24-inch LED display. The Scopia XT Executive's 24" full HD LED display, HD camera, high fidelity speakers, echo cancelling microphone and advanced video conferencing platform provide an elegant all-in-one desktop video conferencing system and PC display. The system also offers optional embedded multi-party conferencing for impromptu group meetings, unique HD 1080p for highly detailed content sharing and available simultaneous 1080p video for an outstanding experience. H.264 High Profile and H.264 Scalable Video Coding (SVC) deliver bandwidth efficient, high performance video collaboration over real world networks.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ HD 23.6" widescreen (16:9, 1080p) PC display ▪ 2 simultaneous channels: 720p camera (optional 1080p) + 1080p H.239 content ▪ H.264, H.264 High Profile, H.264 SVC video ▪ Wideband audio, Echo cancellation, automatic gain control and noise suppression ▪ Optional USB recording ▪ Optional 4 port embedded MCU 	<ul style="list-style-type: none"> ▪ Integrated Desktop Video Conferencing & PC Display - 24" HD LED display, speakers, microphone and HD camera combined with an advanced video conferencing system. ▪ Exceptional HD Experience - HD 1080p for highly detailed content sharing and available simultaneous 1080p video deliver an outstanding experience. ▪ Intuitive and Easy-to-Use - Making video calls is easy, instant and intuitive with PC and Mac integration to provide complete control from a computer or even an Apple iPad. ▪ Embedded Multi-Party Conferencing - Optional embedded multi-party conferencing with support for up to 4 remote participants. ▪ All-in-One Conferencing Solution - Available as a unique all-in-one solution combining the XT Executive's video capabilities with embedded multi-party conferencing, Scopia Desktop and Mobile.
<ul style="list-style-type: none"> ▪ Scopia XT Executive 240 Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	

Scopia Mobile Apps

	<p>BYOD (Bring Your Own Device) is becoming more and more prevalent in the business world, and Scopia Mobile is the ultimate enterprise-grade mobile video application. Scopia Mobile is the industry's first standards-based mobile video application to enable HD video conferencing and H.239 data collaboration with the nearly two million installed standards-based video conferencing and telepresence systems worldwide. When viewing H.239 content, participants can also review previously shared materials without interrupting the presenter. Scopia Mobile additionally enables users to directly control and manage video conferences through their mobile devices.</p> <ul style="list-style-type: none"> ▪ HD Video Conferencing – Participate in standards-based video conferences and see up to 28 participants; also connect to telepresence and UC clients through Scopia infrastructure.
---	---

<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Available for Android and Apple iOS ▪ Smartphones and tablets supported ▪ Collaborate with full video, audio and H.239 data ▪ Review previously presented materials ▪ Meeting moderation via participants list ▪ Recording and streaming control 	<ul style="list-style-type: none"> ▪ Data Collaboration with Review – View H.239 content such as presentations shared in a conference and review materials without interrupting the presenter. ▪ Control, Moderate and Administer – View participants list, change video layouts, mute noisy users, start or stop recording and streaming, examine statistics for troubleshooting. ▪ Easy to Join and Invite Others – Join conferences through an email link or mobile calendar, invite any attendee through advanced enterprise directory integration. ▪ Mobile Broadband and Wi-Fi Capable – Video conference when connected through mobile broadband or W-Fi with NetSense bandwidth prediction and adaptation for high quality.
<ul style="list-style-type: none"> ▪ Scopia Mobile Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	

Video Infrastructure

MCUs

Scopia Elite MCUs are reliable and highly scalable multi-party video conferencing platforms for enterprise and service provider environments. They offer the industry’s most technologically advanced and easy-to-use multi-party infrastructure for video conferencing available and are at the core of a high definition deployment.


Gateways

Gateways for Microsoft Lync and SIP provide connectivity and interoperability with unified communications solutions to standards-based video conferencing systems and infrastructure. Additionally, Scopia Gateways provide seamless connectivity between different networks and standards. Scopia Gateways are ideal for connecting IP video networks with ISDN and PSTN networks providing connectivity to ISDN endpoints or telephones.

Firewall Traversal

Scopia PathFinder Firewall Traversal is a complete firewall and NAT traversal solution for video conferencing, enabling secure connectivity.

Scopia Elite 6000 Series MCU


	<p>The Scopia Elite 6000 Series MCU is Avaya’s next generation platform for high definition multi-party conferencing. The Elite 6000 harnesses revolutionary processing power for demanding conferencing applications. Dual 1080p/60fps channels for video and content, simultaneous H.264 High Profile for bandwidth efficiency and H.264 Scalable Video Coding (SVC), along with multi-stream immersive telepresence connectivity deliver uncompromised multi-party collaboration. Hybrid architecture with powerful video accelerator components delivers unmatched density and minimizes the power and rack space required.</p> <p>With dedicated processing for every connection, conference participants can choose their own video layouts with up to 28 participants displayed simultaneously, while panoramic layouts enable traditional video system interoperability with immersive telepresence applications. Dedicated processing ensures participants receive the highest quality available without lowering overall conference performance. Video information overlays along with easy conference creation and entry through the enhanced on-screen auto attendant make attending conferences simple. Participants can moderate meetings through on-screen menus compatible with any endpoint or via the Scopia Control iPad application.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ HD Continuous Presence up to 1080p/60fps ▪ Dual 1080p/60fps for video and content 	

<ul style="list-style-type: none"> ▪ H.264 Scalable Video Coding (SVC) ▪ H.264 High-Profile ▪ Up to 28 participants displayed simultaneously ▪ 24 video layout options ▪ Telepresence interoperability (may also require TIP Gateway) ▪ On-screen interactive control and information overlay ▪ Video auto attendant 	<p>Bring Your Own Device (BYOD) capabilities are enabled with Scopia Desktop and Scopia Mobile – offering audio, video and data collaboration for PCs, Macs, tablets and smartphones. Interoperate with all major vendors' H.323 and SIP video endpoints including multi-stream telepresence connectivity, and connect with leading UC platforms via Scopia infrastructure.</p> <ul style="list-style-type: none"> ▪ Revolutionary Power - Dual 1080p/60fps channels for video and content, simultaneous H.264 High Profile for bandwidth efficiency and H.264 Scalable Video Coding (SVC). ▪ Unmatched Density and Scale - Hybrid architecture with powerful video accelerator components delivers unmatched density with support for 40 full 1080p HD ports on a single 1U system. ▪ Personalized Experience - With dedicated processing for every connection, conference participants can choose their own video layouts with up to 28 participants displayed simultaneously. ▪ Maximum Ease of Use - Video information overlays along with easy conference creation and entry through the enhanced on-screen auto attendant make attending conferences simple. ▪ Collaborate with Any Device - Bring Your Own Device (BYOD) with Scopia Desktop and Scopia Mobile, interoperate with H.323 and SIP video endpoints including telepresence, and connect with leading UC platforms via Scopia infrastructure.
---	---

- [Scopia Elite 6000 Series MCU Fact Sheet](#)
- [User Guide](#)
- [Administrator Guide](#)
- [Installation Guide](#)

	Elite 6105	Elite 6110	Elite 6120	Elite 6140
High Definition (1080p/60) Continuous Presence Ports	3	5	10	20
High Definition (1080p/30) Continuous Presence Ports	5	10	20	40
High Definition (720p/30) Continuous Presence Ports	5	10	20	40
High Definition (720p/30) Continuous Presence Ports (with additional license option)	10	20	40	80
Enhanced Definition (480p/30) Continuous Presence Ports	20	40	80	160

Scopia Elite 5000 Series MCU


	<p>The Scopia Elite 5000 Series MCU utilizes advanced DSP technology in providing high definition multi-party conferencing. The Elite 5000's advanced media processing supports 1080p HD and provides advanced connectivity, dynamic resource allocation, and individual video layouts per participant yielding uncompromised video performance. The Scopia Elite 5000 Series can be configured for a range of HD continuous presence ports providing a line of systems to suit a variety of applications and budgets. Each system can also deliver four times the capacity with the 4X dynamic capacity option for enhanced definition endpoints. This maximizes capacity for mixed endpoint environments without any system configuration changes. This flexible model offers significant value and fast return on investment with up to 120 video conferencing ports per system.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ HD continuous presence and 	<p>The Scopia Elite 5000 is the industry's first standards-based MCU to support advanced H.264 Scalable Video Coding (SVC). Avaya's SVC provides a high quality experience over unmanaged networks such as the public internet, particularly benefitting desktop video conferencing users on the road or</p>

<p>switched video – H.264 @ 1080p/30fps</p> <ul style="list-style-type: none"> ▪ H.264 Scalable Video Coding (SVC) ▪ Up to 28 participants displayed simultaneously ▪ 24 video layout options ▪ Telepresence Interoperability option ▪ Full suite of audio and video codecs supported including transcoding ▪ On-screen interactive control and information overlay ▪ Video auto attendant 	<p>teleworkers from their home offices. The Scopia Elite 5000 also offers the Telepresence Interoperability option providing multi-vendor, multi-stream Telepresence conferencing.</p> <ul style="list-style-type: none"> ▪ High Definition - 1080p HD processing, individual video layouts per participant and multi-stream telepresence connectivity. ▪ Dynamic Resources - Dynamic resource allocation and enhanced definition at 4X capacity for efficiency and value. ▪ Optimized Quality - Encoder per participant ensures an optimal quality experience for any endpoint on any network. ▪ Maximum Usability - On-screen information overlays, video auto attendant and IVR make conferencing simple. ▪ Designed to Scale - Scalability through distributed multipoint conferencing.
---	---

- [Scopia Elite 5000 Series MCU Fact Sheet](#)
- [User Guide](#)
- [Administrator Guide for 5100](#)
- [Administrator Guide for 5200](#)
- [Installation Guide for 5100](#)
- [Installation Guide for 5200](#)


	Elite 5105/20	Elite 5110	Elite 5115	Elite 5215	Elite 5230
Form Factor	1U	1U	1U	3U ATCA Chassis	3U ATCA Chassis
HD Continuous Presence Ports	5	10	15	15	30
Enhanced Definition 480p Ports	10	20	30	30	60
Enhanced Definition 352p Ports	20	40	60	60	120
HD Video Switching Ports	20	40	60	60	120

Telepresence Interoperability


	<p>Scopia Elite MCUs in conjunction with the new Scopia Telepresence Interoperability Protocol (TIP) Gateway provide the most interoperable, multi-vendor, multi-stream immersive telepresence conferencing solutions available, enabling multi-party communications between different vendor's telepresence systems in addition to standards-based video conferencing endpoints. Enterprises and service providers can cost effectively deliver all multipoint communications capabilities in a single platform.</p> <ul style="list-style-type: none"> ▪ Telepresence Interoperability Protocol (TIP) Support - Multi-stream, multi-segment video connectivity with the Scopia TIP Gateway. ▪ Multi-Vendor Telepresence System Connectivity - Interoperability with Avaya Scopia XT Telepresence and immersive telepresence systems from Cisco, LifeSize, Polycom and Tandberg. ▪ Video Conferencing and UC Interoperability - Connect to any standards-based video conferencing systems and leading UC clients. ▪ Optimized Video Layouts for Telepresence Systems - Users view other conference participants in a special immersive video layout. ▪ Panoramic Layouts for Video Conferencing Systems - Telepresence participants are seen in a panoramic video layout where multiple video streams are combined into a panoramic image.
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Combine telepresence, HD and SD systems in the same conference ▪ Advanced telepresence video processing ▪ Telepresence Interoperability Protocol (TIP) support ▪ Supports any mix of video segments ▪ Optimized system layouts 	

<ul style="list-style-type: none"> ▪ Video bandwidth – up to 12Mbps 	
<ul style="list-style-type: none"> ▪ Scopia Telepresence Interoperability Protocol Gateway Fact Sheet ▪ Deployment Guide 	

Scopia Video Gateway for Microsoft Lync


	<p>The Scopia Video Gateway for Microsoft® Lync™ provides connectivity for Lync to standards-based video conferencing solutions. The Gateway allows users to realize the benefits of Lync in conjunction with their existing deployments of room-based video conferencing systems, telepresence systems and infrastructure along with protecting these investments. Highly scalable and affordable, the Scopia Video Gateway for Microsoft Lync is the most cost effective solution in the market.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Up to 10 HD / 20 VGA / 40 CIF calls in any combination ▪ Unlimited scalability with multiple Gateways ▪ H.323 system presence to Lync users ▪ Microsoft RT Video HD transcoding ▪ Microsoft A/V Edge support ▪ TLS and SRTP for security ▪ Microsoft UC officially qualified 	<ul style="list-style-type: none"> ▪ Extends Microsoft Lync to Video Conferencing Systems - Lync users can connect to any standards-based video conferencing system, telepresence system or infrastructure device. ▪ Preserves Lync User Experience - The Lync experience remains consistent when using video conferencing systems. Lync security is also maintained through TLS and SRTP. ▪ Universal Endpoint Presence - Presence is displayed in the Lync contact list for any H.323 system, not just Lync enabled devices. ▪ Investment Protection - Users can realize the benefits of Lync in conjunction with their current investments in video conferencing systems and infrastructure, leveraging the large installed base. ▪ Scalable and Affordable Architecture - The Scopia Gateway is designed for cost effective and high-scale deployment.
<ul style="list-style-type: none"> ▪ Scopia Video Gateway for Microsoft Lync Fact Sheet ▪ User Guide ▪ Deployment Guide (Lync) ▪ Deployment Guide (OCS) 	

Scopia Gateway

	<p>Today's video conferencing deployments are often a mix of different systems with varying capabilities deployed on different networks. Scopia Gateways provide seamless connectivity between different networks and standards to deliver feature-rich, reliable, multimedia conferencing and collaboration. Scopia Gateways provide an effective solution for connecting IP video conferencing networks with ISDN and PSTN networks allowing connectivity to ISDN H.320 endpoints or to standard telephones or mobile phones.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ ISDN PRI models support up to 2 PRI T1/E1 ▪ ISDN BRI model supports up to 4 BRI V.35/RS-449/EIA-530/EIA-530A model available 	<ul style="list-style-type: none"> ▪ Seamless Connectivity - Ideal for connecting IP networks with ISDN endpoints to fully utilize existing investments. ▪ Guaranteed Interoperability - Highly compatible with standards-compliant endpoints, gatekeepers and MCUs. ▪ Robust and Reliable - Superb communications reliability through automatic recovery of connections and resources. ▪ Scalable and Distributed - Distributed or centralized scalable connectivity grows with your capacity requirements. ▪ Easily Deployed - Easily installed with plug and play deployment for communications between ISDN and IP networks.

<ul style="list-style-type: none"> ▪ H.323 over IP ▪ H.320 over ISDN or V.35/RS-449/EIA-530/EIA-530A 	
<ul style="list-style-type: none"> ▪ Scopia Gateway Fact Sheet ▪ User Guide 	

Scopia PathFinder Firewall Traversal

	<p>Scopia PathFinder Firewall Traversal is a complete firewall and NAT traversal solution enabling secure connectivity between enterprise networks and remote sites. PathFinder maintains the security and advantages of firewall and NAT over video networks and allows seamless integration with existing video conferencing systems and infrastructure components. PathFinder is easily deployed in the DMZ and can be installed on any standalone computer in the network. PathFinder requires no changes to dial plans or E.164 numbers in the conferencing application. Built on a hardened Linux operating system including access control, AES encryption and client authentication, PathFinder provides its own security to prevent attacks by malicious devices. Firewall and NAT problems are handled without upgrading devices or compromising security.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ H.460 compliant including support for multiplexed media ▪ Client software to support any H.323 endpoint ▪ Supports up to 100 concurrent calls / 600 registered devices ▪ Security hardened platform in closed Chassis 	<ul style="list-style-type: none"> ▪ Works with Any Firewall, Endpoint and Gatekeeper - Solves near and far-end firewall traversal issues and maintains existing security measures. ▪ Easily Deployed - The PathFinder client can be installed on any standalone computer in the network. ▪ Secure - Hardened operating system, access control, AES encryption and client authentication stop attacks. ▪ Scalable and Distributed - One PathFinder client supports many endpoints, easily configured for higher capacity and backup. ▪ H.460 Compliant - PathFinder delivers the latest in firewall traversal technology with H.460 compliance.
<ul style="list-style-type: none"> ▪ Scopia PathFinder Firewall Traversal Fact Sheet ▪ Client User Guide ▪ Server User Guide ▪ Deployment Guide 	

Video Management

Scopia Management

Scopia Management provides a comprehensive management solution for voice and video collaboration. Efficiently manage and monitor video networks to ensure efficient bandwidth utilization, easy meeting scheduling, management and control for an optimal, high quality video communications experience.


Scopia ECS Gatekeeper

Avaya's high-performance, H.323 ECS (Enhanced Communication Server) Gatekeeper provides intelligent, advanced backbone management for IP telephony and multimedia communication networks. ECS ensures optimal bandwidth utilization to deliver carrier-grade, best-quality call completion over any network and any protocol.


eVident Monitoring

Avaya's eVident monitoring solution enables enterprises and service providers to ensure network readiness before and after voice and video applications are deployed. eVident also provides continuous network monitoring of media to ensure users have a quality experience.


Scopia Management

	<p>Scopia Management delivers management, control and scheduling for robust, easy-to-use conferencing. It provides an all-inclusive solution for managing all video conferencing devices including Avaya and third party endpoints, infrastructure devices such as MCUs and gateways, and call control applications such as gatekeepers and SIP agents. Scalability and redundancy is delivered for large enterprises and service providers by virtualizing resources in distributed deployments. Extensive IT back room integration is available including integration with Microsoft and IBM along with detailed usage reports.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Scheduled and ad-hoc conferencing ▪ Avaya, Cisco/Tandberg, LifeSize, Polycom and Sony endpoint management ▪ Avaya infrastructure management ▪ Supports both distributed and centralized deployments ▪ Microsoft and IBM back office integration ▪ Multi-tenant for service providers 	<ul style="list-style-type: none"> ▪ Unified Central Management - Schedule, moderate, control and administer your entire video conferencing deployment. ▪ Endpoint and Network Device Management - Remotely configure, upgrade and monitor video systems and address books. Manage any Scopia infrastructure device. ▪ Virtualizes Conferencing Resources - Intelligently virtualize resources and strategically distribute conferencing components in the network. ▪ Unified Communications Integration - Extend UC solutions beyond their basic capabilities to Scopia's extensive interoperable video features. ▪ Manages Access and Costs with Detailed Reports - Simple and comprehensive visual reports to understand utilization, view trends and usage growth.
<ul style="list-style-type: none"> ▪ Scopia Management Fact Sheet ▪ User Guide ▪ Administrator Guide ▪ Installation Guide 	

Scopia ECS Gatekeeper

	<p>Avaya's high-performance, standards-compliant H.323 ECS (Enhanced Communication Server) Gatekeeper provides an intelligent, advanced backbone management system for IP telephony and multimedia networks. ECS provides gatekeeper functionality and everything required to simply and easily define, control, and manage voice, video and data traffic over IP networks – no matter how large or complex. ECS ensures optimal bandwidth utilization to deliver carrier-grade, best quality call completion and collaborative video communications over any network and any protocol.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Creates easy PSTN-like dialing for video conferencing ▪ Supports up to 2,000 calls, 10,000 seats ▪ Call forwarding policies per dialed number ▪ Advanced call fallback ▪ Bandwidth management with Scopia Management 	<ul style="list-style-type: none"> ▪ Comprehensive Traffic Management - Comprehensive intelligent traffic management of multimedia communications networks. ▪ Full H.323 Gatekeeper - Simply and easily define, control and manage voice, video and data traffic over IP networks. ▪ Advanced Bandwidth Control - When managed by Scopia Management, ECS ensures optimal bandwidth utilization for best call completion. ▪ Makes Dialing Simple - Telephone-like calling and DID (Direct Inward Dialing) makes connecting simple. ▪ Robust and Reliable - Built for service provider reliability with hot standby functionality for delivering 24x7 service.
<ul style="list-style-type: none"> ▪ Scopia ECS Gatekeeper Fact Sheet ▪ Reference Guide 	

Avaya eVident Monitoring

	<p>Implementing a voice and video application on a network can present challenges including the ability to deliver quality audio and video collaboration that can be degraded for a variety of reasons. Degradation results in poor or distorted images or audio, packet loss and delay. The challenges are even greater with users that expect HD audio and video for their communications. Avaya's eVident intelligent monitoring solution enables enterprises and service providers to ensure network readiness before and after voice and video applications are deployed. eVident also provides continuous network monitoring of media to ensure Quality of Experience (QoE) for users and to detect faults that may affect application usage.</p>
<p>Specification Highlights</p> <ul style="list-style-type: none"> ▪ Determine video network readiness ▪ Remote network testing ▪ Prevent network deterioration ▪ Find source of problems ▪ Test SLA agreements ▪ Determine site traffic ▪ Real-time monitoring 	<ul style="list-style-type: none"> ▪ Easily Monitor Video Networks – Software-based monitoring solution for use during all stages of the application deployment. ▪ Determine Network Readiness – Perform network testing and analysis with conferencing emulation tools enabling problems to be identified and corrected prior to installation. ▪ Real Time Voice and Video Monitoring – Monitor and diagnose the entire video network with call quality determined by continuous collecting and analysis of audio and video metrics. ▪ Quality Measurement and Analysis – In-depth measurement and analysis of the user experience for quantification of voice and video quality. ▪ Proactively Improve Call Quality – Comprehensive visual reports to monitor bandwidth utilization, determine QoE, and analyze trends to assist administrators in delivering the highest application performance possible.
<ul style="list-style-type: none"> ▪ Avaya eVident Monitoring Fact Sheet ▪ Technical Overview 	

Availability

Generally Available: Now

This solution is available globally.

Solution Quoting and Ordering

The solution elements that make up the Scopia Enterprise Video Solution can be quoted / ordered using the Avaya Solution Designer (ASD) along with quoting tools offered by Avaya authorized distributors.



The Power of We™

Software & Hardware (Material Codes)

Scopia Endpoints			
Product Name	PN	Support Cat.	Description
Scopia XT5000	55211-00001	HW	Package contains: - XT5000 Codec - 1080p60 10X Zoom PTZ Camera - 3 Way Microphone Pod - Remote Control - Cable and Power Kit
Scopia XT5000 720	55211-00026	HW	Package contains: - XT5000 720 Codec - 720p60 5X Zoom PTZ Camera (upgradeable to 1080p60 and 10X zoom with proper licenses) - 3 Way Microphone Pod - Remote Control - Cable and Power Kit
Scopia XT4200	55211-00002	HW	Package contains: - XT4000 Codec - 720p60 5X Zoom PTZ Camera - 1 Way Microphone Pod - Remote Control - Cable and Power Kit
Scopia XT1200	55111-10016	HW	Package Contains: - XT1000 Codec - Premium Camera 1080p 10X Zoom PTZ Camera - 3 Way Microphone Pod - Remote Control - Cable and Power Kit
Scopia XT Executive 240	55411-00001	HW	Package contains: - XT Executive 240, including display, camera and microphone - Remote Control - Cable and Power Kit
Scopia XT Meeting Center S55 bundle	54211-00001	HW	Package contains: - XT5000 endpoint - One 55" Display, 1920 x 1080 60Hz - Cart components - Cables and Power Kit
Scopia XT Meeting Center D55 bundle	54211-00002	HW	Package contains: - XT5000 endpoint - 2x55" Displays, 1920 x 1080 60Hz - Cart - Cables and Power Kit
Scopia XT Telepresence Platform	54111-00006	HW	Scopia XT Telepresence Platform includes following items: - 1 x Special triple camera mount - 3 x Telepresence licenses (one for each segment), unlocking TP features and Scopia Control v3.2 (available on Apple Store for free) - 1 x Calibration software for PC (on a CD) - 1 x Documentation kit (Installation Guide, Quick Start Guide)



The Power of We™

Scopia XT Camera Accessories and Cables			
Product Name	PN	Support Cat.	Description
Scopia XT Premium Camera	55111-00015	HW	Package Contains: - 1080p60/720p60 10X Zoom PTZ Camera - Camera Power Supply - Camera Remote Control - Cables
XT Executive 240 Premium Camera	55111-00063	HW	Package Contains: - 720p60 10X Zoom PTZ Camera (upgradable to 1080p60 with Full HD enable license) - Camera Power Supply - Camera Remote Control - Cables for XT Executive 240
Scopia XT Advanced Camera	55111-00019	HW	Package Contains: - 1080p30, 20X Zoom, PTZ Camera, suitable for ceiling mount - Camera remote control - Camera power supply - Cables for XT5000
Scopia XT Premium Camera - Remote Control	55111-00024	Other	Remote control for 60fps Premium Camera
Scopia XT Premium Camera - Power Supply	55111-00031	Other	Power Supply for 60fps Premium Camera
Visca Cross Cable 10M	55111-00027	Other	Visca Cross Cable 10M
Triple cable for XT1000 camera, 5m Length	55111-00021	Other	Cable, Camera Wiring Harness for XT1xxx
DVI-D / HDMI Cable 5M Accessory	55111-00029	Other	DVI-D / HDMI Cable 5M for connecting a second camera
Scopia XT Camera Switch	55211-00023	HW	Package Contains: - Multi-camera switch, allowing to connect XT5000 to up to 4 HD devices (Premium Camera or other HDMI device) - Switch - HDMI and USB cable
Scopia XT Microphone and Audio Accessories			
Product Name	PN	Support Cat.	Description
Scopia XT 3-way Microphone POD	55111-00007	Other	Additional 3-way Microphone POD
Microphone POD 6M Cable	55111-00034	Other	Microphone POD 6M Cable Accessory for SCOPIA XT 3-way Microphone POD
Microphone POD 15M Cable	55111-00023	Other	Microphone POD 15M Cable Accessory for SCOPIA XT 3-way Microphone POD



The Power of We™

Scopia XT 1-way Microphone POD	55211-00008	Other	Additional 1-way analog Microphone POD
Scopia XT Spares, Cable kits and other Accessories			
Product Name	PN	Support Cat.	Description
XT1000 Power Supply	55111-00020	Other	Power supply for Scopia XT1000 series, AC/DC 1-OUTPUT 24V, 3.75A, DESKTOP 90W
CABLE HDMI M/M for Display 2.5M length	55111-00022	Other	Cable HDMI M/M for Display
Advanced Remote Control	55111-00018	Other	Scopia XT Advanced Remote Control
Simplified Remote Control	55111-00057	Other	Scopia XT Simplified Remote Control
Scopia XT1000 Optional Cable Kit	55111-00009	Other	Package contains: <ul style="list-style-type: none"> - Cable RS-232 Diagnostic Adaptor (15cm) - Cable DVI-I for PC Input (2.5m) - Cable LAN CAT 5e (4m) - Cable HDMI M/M for Display (2.5m) - Cable Digital RCA for Audio Out (2.5m) - CON ADAPTER DVI 24+5 POS FEMALE to HD15 POS MALE - Power Supply AC/DC 1-OUTPUT 24V, 3.75A DESKTOP 90W
Optional Cable Kit for Scopia XT5000 and XT4000 Series	55211-00003	Other	Package Contains: <ul style="list-style-type: none"> - A 5m camera cable (Camera Power/Visca/DVI-DVI) - Cable TOSLINK/miniTOSLINK 2.5M - Cable AUDIO INPUT, 2.5M - Cable AUDIO OUTPUT, 2.5M - Cable POD MICROPHONE ARRAY, TWISTED, BLACK, 15M - VISCA cross cable 10m (to be used with an eventual second camera connected to DVI) - DVI-I to DVI-I cable for PC or camera connected to DVI - XT5000 Power supply
Wall Mount Kit for Scopia XT5000 and XT4000 series	55211-00005	Other	Brackets used to mount XT5000 on the wall
Scopia XT1200 Codec Only	55111-10008	HW	Package Contains: <ul style="list-style-type: none"> - XT1xxx Codec - Remote Control
XT5000 Codec Only	55211-00004	HW	Package Contains: <ul style="list-style-type: none"> - XT5000 Codec - Remote Control
Scopia XT Meeting Center Cart Single	55211-00011	Other	Package contains: <ul style="list-style-type: none"> - Cart components for single video solution - Cable and Power Kit
Scopia XT Meeting Center Cart Dual	55211-00012	Other	Package contains: <ul style="list-style-type: none"> - Cart components for single video solution - Cable and Power Kit



The Power of We™

Scopia XT Series ISDN Connectivity			
Product Name	PN	Support Cat.	Description
Quad BRI ISDN Connectivity for SCOPIA XT1200 or XT5000	55785-00611	HW	Quad BRI ISDN Connectivity for XT1200 or XT5000
Quad BRI ISDN Gateway for Full SMB 4/9 and Full MCU 4/9	55785-00612	HW	Quad BRI ISDN Connectivity for Full SMB 4/9 or Full MCU 4/9
PRI ISDN Gateway for Full SMB 4/9 PRI ISDN and Full MCU 4/9	55782-00611	HW	PRI ISDN Connectivity for Full SMB 4/9 or Full MCU 4/9
Scopia XT options and licenses			
Product Name	PN	Support Cat.	Description
Full HD (1080p) enable	55111-00037	HW	Enable 1080p on Scopia XT Executive 240
Scopia XT options and licenses (email delivery)			
Product Name	PN	Support Cat.	Description
Scopia XT 12MBPS Option License	55111-00904	HW	Increases total bandwidth to 12Mbps on XT5000 and XT1200 (for MCU calls), and to 6Mbps on XT4200 (2p2 calls). License sent by email only
Scopia XT 2nd LAN Port Enable License	55111-00916	HW	License 10/100 LAN Enabling LAN port enable
Scopia Control License	55111-00917	SW	License allowing Scopia Control App to connect and control the Scopia XT License sent by email only
Full MCU4 License	55111-00951	HW	Package contains all licenses required for MCU4 implementation on Scopia XT1200 (720p Continuous Presence) or XT5000 (1080p CP), sent by email only
Full MCU9 License	55111-00952	HW	Package contains all licenses required for MCU9 implementation on Scopia XT1200 (720p Continuous Presence) or XT5000 (1080p CP), sent by email only.
Full SMB4 Software and License	55111-00941	HW	Package contains all licenses required for SMB4 implementation on Scopia XT1200 (720p Continuous Presence) or XT5000 and XT Executive 240 (up to 1080p CP), sent by email only
Full SMB9 Software and License	55111-00942	HW	Package contains all licenses required for SMB9 implementation on Scopia XT1200 (720p Continuous Presence) or XT5000 (1080p CP), sent by email only
Upgrade Full MCU4-> Full MCU9 License	55111-00913	HW	Full MCU 4-> Full MCU 9 upgrade, sent by email
Upgrade Full MCU4->Full SMB4 License	55111-00953	SW	Upgrade existing Full MCU4 to SMB4 by adding the following License & software: - XT Desktop 4 - Scopia Control license (for XT1200 and XT Executive 240) License sent by email only



The Power of We™

Upgrade Full MCU9->Full SMB9 License	55111-00954	SW	Upgrade existing Full MCU9 to SMB9 by adding the following License & software: - XT Desktop 9 - Scopia Control license (for XT1200) License sent by email only
Upgrade Full SMB4-> Full SMB9 License	55111-00955	SW	Upgrade Full SMB4 to Full SMB9 adding the following licenses: - XT Desktop 4->9 Upgrade - MCU4->9 Upgrade License sent by email only
Additional Audio Codec Pack Option License	55111-00948	HW	License enabling additional audio codecs for XT series. Adds G.728 and G.729A on XT1200, XT4200, XT Executive 240 and XT5000. License sent by email only
Scopia XT Series Zoom Upgrade License	55111-00922	HW	Enable 40x Zoom (10x Optical and 4x Digital) on Scopia XT4200. License sent by email only
Full HD (1080p) Enable by E-mail	55111-00937	HW	Enable 1080p on Scopia XT Executive 240. License sent by email only
Scopia USB Recording License	55111-00933	SW	The license (provided by email only) enables the recording on a USB external device (USB Key or Hard Disk)
Scopia Gateways For Microsoft Lync			
Product Name	PN	Support Cat.	Description
Scopia Video Gateway for Microsoft Lync - 10 Ports	55548-00001	HW	10 Ports High Definition Gateway for Microsoft Lync and H.323 connectivity
Scopia Video Gateway for Microsoft Lync - 5 Ports	55548-00005	HW	5 Ports High Definition Gateway for Microsoft Lync and H.323 connectivity
Scopia Video Gateway for Microsoft Lync 5 to 10 Upgrade	55548-00006	HW	Scopia Video Gateway 5 to 10 ports upgrade
Scopia Gateways for Cisco TelePresence			
Product Name	PN	Support Cat.	Description
Scopia TIP Gateway	55679-00011	HW	9 Segments Gateway - enables connectivity of Cisco TelePresence systems to Scopia Elite MCU
Scopia TIP Gateway-Additional 9 Segments License	88679-00011	HW	License key adding additional 9 segments for Scopia TIP Gateway
Scopia H.320 Gateways			
Product Name	PN	Support Cat.	Description
Scopia-100 Gateway P10	55782-00601	HW	Single PRI Gateway with built-in Audio Transcoding
Scopia-100 Gateway P20	55782-00602	HW	Dual PRI Gateway with built-in Audio Transcoding



The Power of We™

Scopia-100 Gateway B40	55785-00601	HW	Quad BRI gateway with built-in Audio Transcoding
Scopia-100 Gateway S40	55783-00601	HW	Quad port serial gateway with built-in Audio Transcoding Supports V.35/RS449/EIA530 and RS366 for signaling
Cables for Serial Gateway S40			
Product Name	PN	Support Cat.	Description
V35/RS366-DTE Cable	55543-00601	Other	V.35 cable with RS366 for signaling, DTE
EIA449/RS366-DTE Cable	55543-00602	Other	EIA449 cable with RS366 for signaling, DTE, supports LOS signal for interworking with KG194 encryption devices
EIA530/RS366-DTE Cable	55543-00603	Other	EIA530 cable with RS366 for signaling, DTE
EIA530/RS366-LOS-DTE Cable	55543-00604	Other	EIA530 cable with RS366 for signaling, DTE, supports LOS signal for interworking with KG194 encryption devices
KIV7/RS366-DTE Cable	55543-00605	Other	KIV7 cable with RS366 for signaling, DTE, supports LOS signal
EIA530A/RS366-LOS-DTE Cable	55543-00606	Other	EIA530A cable with RS366 for signaling, DTE. For interworking with STE encryption devices
V35/RS366-DCE Cable	55543-00611	Other	EIA530 cable with RS366 for signaling, DCE
EIA449/RS366-DCE Cable	55543-00612	Other	EIA449 cable with RS366 for signaling, DCE
EIA530/RS366-DCE Cable	55543-00613	Other	EIA530 cable with RS366 for signaling, DCE
Scopia Elite 6000 Series Standalone MCUs			
Product Name	PN	Support Cat.	Description
Scopia Elite 6105	55547-00001	HW	Standalone MCU providing: 3x1080p60 / 5x1080p30 / 5x720p60 / 5x720p30 / 20x480p30 ports
Scopia Elite 6110	55547-00005	HW	Standalone MCU providing: 5x1080p60 / 10x1080p30 / 10x720p60 / 10x720p30 / 40x480p30 ports
Scopia Elite 6120	55547-00010	HW	Standalone MCU providing: 10x1080p60 / 20x1080p30 / 20x720p60 / 20x720p30 / 80x480p30 ports
Scopia Elite 6140	55547-00020	HW	Standalone MCU providing: 20x1080p60 / 40x1080p30 / 40x720p60 / 40x720p30 / 160x480p30 ports
Scopia Elite 6140 Redundant AC Power Supply (stand-alone)	55547-00018	HW	Spare/Redundant AC power supply for Scopia Elite 6140
Scopia Elite 6000 Series Software Packages			
Product Name	PN	Support Cat.	Description
Scopia Elite 6105	54547-00901	HW	Package includes the following product licenses:



The Power of We™

Software Licensing Package			Scopia Management w/ internal GK: <ul style="list-style-type: none"> • 20 Multipoint Scheduler ports • 40 ports gatekeeper/B2BUA • 200 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 20 Interactive ports • 600 Streaming ports • 200 Scopia Mobile seats
Scopia Elite 6110 Software Licensing Package	54547-00902	HW	Package includes the following product licenses: Scopia Management w/ internal GK: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 400 Scopia Mobile seats
Scopia Elite 6105 Licensing Package Upgrade to Elite 6110	54547-00908	HW	Doubles the capacity of Scopia Elite 6105 MCU and Software Licensing Package. Package includes the following product licenses: Scopia Management w/ internal GK: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 400 Scopia Mobile seats
Scopia Elite 6120 Software Licensing Package	54547-00903	HW	Package includes the following product licenses: Scopia Management w/ internal GK: <ul style="list-style-type: none"> • 80 Multipoint Scheduler ports • 160 ports gatekeeper/B2BUA • 800 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 80 Interactive ports • 600 Streaming ports • 800 Scopia Mobile seats
Scopia Elite 6140 Software Licensing Package	54547-00904	HW	Package includes the following product licenses: Scopia Management w/ internal GK: <ul style="list-style-type: none"> • 160 Multipoint Scheduler ports • 320 ports gatekeeper/B2BUA • 1600 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 160 Interactive ports • 600 Streaming ports • 1600 Scopia Mobile seats
Scopia Elite 6000 Series 720p30 Double Capacity License			
Product Name	PN	Support Cat.	Description
Scopia Elite 6105 - 720p30 Double	55547-00911	HW	Doubles the 720p30 capacity from 5 to 10 ports



The Power of We™

Capacity License			
Scopia Elite 6110 - 720p30 Double Capacity License	55547-00912	HW	Doubles the 720p30 capacity from 10 to 20 ports
Scopia Elite 6120 - 720p30 Double Capacity License	55547-00913	HW	Doubles the 720p30 capacity from 20 to 40 ports
Scopia Elite 6140 - 720p30 Double Capacity License	55547-00914	HW	Doubles the 720p30 capacity from 40 to 80 ports
Scopia Elite 5000 Series Standalone MCUs			
Product Name	PN	Support Cat.	Description
Scopia Elite 5100 (5110 Option)	55546-00610	HW	10 Ports Stand Alone High Definition MCU
Scopia Elite 5100 (5115 Option)	55546-00607	HW	15 Ports Stand Alone High Definition MCU
Scopia Elite 5200 (5215 Option)	55546-00621	HW	15 Ports Standalone High Definition MCU
Scopia Elite 5200 (5215 Option, DC Power Supply)	55546-00622	HW	15 Ports Standalone High Definition MCU
Scopia Elite 5200 (5230 Option)	55546-00606	HW	30 Ports Standalone High Definition MCU
Scopia Elite 5200 (5230 Option, DC Power Supply)	55546-00609	HW	30 Ports Standalone High Definition MCU
Scopia Elite 5200 Series MCU Spare/Redundant AC power Supply	55546-00613	Other	Spare/Redundant AC power supply for Scopia Elite 5200 3U chassis
Scopia Elite 5200 Series MCU Redundant AC Power Supply (assembled in chassis)	55546-00618	Other	Redundant AC power supply for Scopia Elite 5200 3U chassis
Scopia Elite 5200 Series MCU Spare/Redundant DC PEM	55546-00619	Other	Spare/Redundant DC power supply for Scopia Elite 5200 3U chassis
Scopia Elite 5000 Series Increased Capacity License			
Product Name	PN	Support Cat.	Description
Increased Capacity Option for Scopia Elite	55546-00902	HW	Increases Scopia Elite 5110 MCU capacity to 40 'Enhanced Definition' ports at near DVD quality



The Power of We™

5110-40 Ports License			
Increased Capacity Option for Scopia Elite 5115/5215-60 Ports License	55546-00903	HW	Increases Scopia Elite 5115/5215 MCU capacity to 60 'Enhanced Definition' ports at near DVD quality
Increased Capacity Option for Scopia Elite 5230-120 Ports License	55546-00904	HW	Increases SCOPIA Elite 5230 MCU capacity to 120 'Enhanced Definition' ports at near DVD quality
Scopia Elite 5000 Series Telepresence License			
Product Name	PN	Support Cat.	Description
Telepresence Connectivity License for Scopia Elite	55546-00020	HW	Telepresence license option. This option adds Telepresence interoperability capabilities to the Scopia Elite 5000 MCU.
Scopia Elite 5000 Series "All-in-one" (Bundles)			
Product Name	PN	Support Cat.	Description
Scopia Elite 5105/20 Increased Capacity Bundle	54546-00007	HW	Scopia Elite 5105/20 MCU with X4 capacity license Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 20 Multipoint Scheduler ports • 40 ports gatekeeper/B2BUA • 200 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 20 Interactive ports • 600 Streaming ports • 5 Scopia Mobile seats
Scopia Elite 5105/20 Increased Capacity Bundle upgrade to 5110	54546-00008	HW	Doubles the capacity of Elite 5105/20 Increased Capacity bundle. Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 5 Scopia Mobile seats
Scopia Elite 5110 Increased Capacity Bundle	54546-00004	HW	Scopia Elite 5110 MCU with X4 capacity license Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 5 Scopia Mobile seats
Scopia Elite 5115 Increased Capacity Bundle	54546-00005	HW	Scopia Elite 5115 MCU with X4 capacity license Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 60 Multipoint Scheduler ports • 120 ports gatekeeper/B2BUA



The Power of We™

			<ul style="list-style-type: none"> • 600 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 60 Interactive ports • 600 Streaming ports • 5 Scopia Mobile seats
Scopia Elite 5230 Increased Capacity Bundle	54546-00006	HW	Scopia Elite 5230 MCU with X4 capacity license Scopia Management with internal Gatekeeper: <ul style="list-style-type: none"> • 120 Multipoint Scheduler ports • 240 ports gatekeeper/B2BUA • 1200 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 120 Interactive ports • 600 Streaming ports • 5 Scopia Mobile seats
Scopia Elite 5105/20 Increased Capacity, Pro and Mobile Bundle	54546-00017	HW	Scopia Elite 5105/20 MCU with X4 capacity license Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 20 Multipoint Scheduler ports • 40 ports gatekeeper/B2BUA • 200 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 20 Interactive ports • 600 Streaming ports • 50 Scopia Desktop Pro & Scopia Mobile seats
Scopia Elite 5105/20 Increased Capacity, Pro and Mobile Bundle upgrade to 5110	54546-00018	HW	Doubles the capacity of Elite 5105/20 Increased Capacity, Pro and Mobile bundle. Scopia Management w/ internal Gatekeeper: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 100 Scopia Desktop Pro & Scopia Mobile seats
Scopia Elite 5110 Increased Capacity, Pro and Mobile Bundle	54546-00011	HW	Scopia Elite 5110 MCU with X4 capacity license Scopia Management with internal Gatekeeper: <ul style="list-style-type: none"> • 40 Multipoint Scheduler ports • 80 ports gatekeeper/B2BUA • 400 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 40 Interactive ports • 600 Streaming ports • 100 Scopia Desktop Pro & Scopia Mobile seats
Scopia Elite 5115 Increased Capacity, Pro and Mobile Bundle	54546-00012	HW	Scopia Elite 5115 MCU with X4 capacity license Scopia Management with internal Gatekeeper: <ul style="list-style-type: none"> • 60 Multipoint Scheduler ports • 120 ports gatekeeper/B2BUA • 600 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 60 Interactive ports • 600 Streaming ports • 150 Scopia Desktop Pro & Scopia Mobile seats
Scopia Elite 5230	54546-00013	HW	Scopia Elite 5230 MCU with X4 capacity license



The Power of We™

Increased Capacity, Pro and Mobile Bundle			Scopia Management with internal Gatekeeper: <ul style="list-style-type: none"> • 120 Multipoint Scheduler ports • 240 ports gatekeeper/B2BUA • 1200 registrations Scopia Desktop & Mobile: <ul style="list-style-type: none"> • 120 Interactive ports • 600 Streaming ports • 300 Scopia Desktop Pro & Scopia Mobile seats
---	--	--	--

Appliance Server

Product Name	PN	Support Cat.	Description
Scopia Application Server	55876-00002	HW	1U Rackmount Server

Scopia Recording and Content Management

Product Name	PN	Support Cat.	Description
Scopia Desktop Recording License	55892-00002	SW	Scopia Content Center License - E-mail delivery <ul style="list-style-type: none"> - Up to 600 unicast streaming clients - Unlimited multicast streaming - Recording
Scopia Desktop Recording License – 1 concurrent recording	88892-00011	SW	Scopia Content Center License 1 concurrent recording port
Scopia Desktop Recording License – 3 concurrent recording	88892-00013	SW	Scopia Content Center License 3 concurrent recording ports
Scopia Desktop Recording License – 5 concurrent recording	88892-00015	SW	Scopia Content Center License 5 concurrent recording ports
Scopia Desktop Recording License – 10 concurrent recording	88892-00020	SW	Scopia Content Center License 10 concurrent recording ports

Scopia Desktop and Mobile

Scopia Desktop

Product Name	PN	Support Cat.	Description
Scopia Desktop License	55892-00901	SW	Scopia Desktop License - E-mail delivery
Scopia Desktop - 10 License Key	88892-00010	SW	Enables additional 10 Scopia Desktop concurrent connections
Scopia Desktop - 25	88892-00001	SW	Enables additional 25 Scopia Desktop concurrent connections



The Power of We™

License Key			
Scopia Desktop - 50 License Key	88892-00002	SW	Enables additional 50 Scopia Desktop concurrent connections
Scopia Desktop - 100 License Key	88892-00004	SW	Enables additional 100 Scopia Desktop concurrent connections
Scopia Desktop - 250 License Key	88892-00009	SW	Enables additional 250 Scopia Desktop concurrent connections
Scopia Mobile			
Product Name	PN	Support Cat.	Description
Scopia Mobile License	55893-00901	SW	Scopia Mobile License - E-mail delivery
Additional 25 users for Scopia Mobile	88893-00025	SW	Enables additional 25 Scopia Mobile licenses
Additional 50 users for Scopia Mobile	88893-00050	SW	Enables additional 50 Scopia Mobile licenses
Additional 100 users for Scopia Mobile	88893-00100	SW	Enables additional 100 Scopia Mobile licenses
Additional 500 users for Scopia Mobile	88893-00500	SW	Enables additional 500 Scopia Mobile licenses
Additional 1000 users for Scopia Mobile	88893-01000	SW	Enables additional 1000 Scopia Mobile licenses
Additional 2000 users for Scopia Mobile	88893-02000	SW	Enables additional 2000 Scopia Mobile licenses
Additional 5000 users for Scopia Mobile	88893-05000	SW	Enables additional 5000 Scopia Mobile licenses
Scopia Pathfinder Firewall Traversal			
Product Name	PN	Support Cat.	Description
Scopia PathFinder 10 Ports	55678-00603	HW	Firewall Traversal Appliance. Supports 10 traversal calls and 60 registrations
Scopia PathFinder 20 Ports	55678-00604	HW	Firewall Traversal Appliance. Supports 20 traversal calls and 120 registrations
+10 Calls (PathFinder)	88678-00002	HW	Additional 10 traversal calls and 60 registrations
Scopia Management for Enterprise			
Scopia Management with Internal Gatekeeper			
Product Name	PN	Support Cat.	Description
Scopia Management Suite with Internal GK License	55591-00921	SW	Scopia Management - E-Mail Delivery - Multipoint Scheduler ports - Internal Gatekeeper - Internal SIP B2BUA - Endpoints & devices management



The Power of We™

			- MS Outlook & IBM Lotus Notes Integration - IBM Sametime connectors
Scopia Management Suite with internal GK – 10 Ports	88591-00018	SW	10 ports for Scopia Management with internal Gatekeeper - 10 Multipoint Scheduler ports - 20 Gatekeeper/B2BUA ports - 100 Registrations
Scopia Management Suite with internal GK – 15 Ports	88591-00019	SW	15 ports for Scopia Management with internal Gatekeeper: - 15 Multipoint Scheduler ports - 30 Gatekeeper/B2BUA ports - 150 Registrations
Scopia Management Suite with internal GK – 25 Ports	88591-00021	SW	25 ports for Scopia Management with internal Gatekeeper - 25 Multipoint Scheduler ports - 50 Gatekeeper/B2BUA ports - 250 Registrations
Scopia Management Standalone			
Product Name	PN	Support Cat.	Description
Scopia Management Suite License	55591-00910	SW	Scopia Management - E-mail Delivery - Multipoint Scheduler ports - Internal SIP B2BUA - Terminals & device management - MS Outlook & IBM Lotus Notes Integration - IBM Sametime connectors
Scopia Management Suite 25 Ports	88591-00025	SW	25 ports for Scopia Management: - 25 Multipoint Scheduler ports - 50 B2BUA ports
Alternate Scopia Management with Internal Gatekeeper			
Product Name	PN	Support Cat.	Description
Alternate Scopia Management Suite with Internal GK License	55591-00925	SW	Alternate (Redundant) Scopia Management - E-mail Delivery
Alternate Scopia Management Suite with internal GK – 10 Ports	88591-00031	SW	10 ports for alternate Scopia Management with internal Gatekeeper - 10 alternate Multipoint Scheduler ports - 20 alternate Gatekeeper/B2BUA ports - 100 alternate Registrations
Alternate Scopia Management Suite with internal GK – 15 ports	88591-00032	SW	15 ports for Alternate Scopia Management with internal Gatekeeper: - 15 alternate Multipoint Scheduler ports - 30 alternate Gatekeeper/B2BUA ports - 150 alternate Registrations
Alternate Scopia Management Suite with internal GK – 25 Ports	88591-00033	SW	25 ports for alternate Scopia Management with internal Gatekeeper: - 25 alternate Multipoint Scheduler ports. - 50 alternate Gatekeeper/B2BUA ports - 250 alternate Registrations
Alternate Scopia Management Standalone			



The Power of We™




Product Name	PN	Support Cat.	Description
Alternate Scopia Management Suite License	55591-00920	SW	Alternate (Redundant) Scopia Management - E-mail Delivery
Additional Scopia Management Suite 25 Ports for Redundancy	88591-00103	SW	25 ports for alternate (redundant) Scopia Management - 25 alternate Multipoint Scheduler ports - 50 alternate B2BUA ports
Scopia Management Bundle to Standalone Upgrade			
Product Name	PN	Support Cat.	Description
Bundles Unification Package by E-mail	55591-00031	SW	Unifying 2 or more Scopia / Elite Bundles to a unified standalone Scopia Management with internal GK
ECS			
ECS Pro Gatekeeper Ports			
Product Name	PN	Support Cat.	Description
Scopia ECS PRO License	55597-00916	SW	Enhanced Communication Server - E-mail Delivery Full Gatekeeper functionality, including flat dial plan, multi sub zone and flat Index
ECS Pro Additional 25 Ports / 125 Registrations	88597-00008	SW	25 ports and 125 registrations for ECS Pro
Alternate ECS Pro Gatekeeper Ports			
Product Name	PN	Support Cat.	Description
Scopia ECS PRO Alternate GK	55598-00016	SW	Alternate (redundant) Gatekeeper - Regular Delivery. Ensures around-the-clock services for the ECS PRO. Includes all ECS PRO features
ECS Pro Alternate GK Additional 25 Ports / 125 Registrations	88598-00005	SW	25 ports and 125 registrations for ECS Pro
APIs			
Product Name	PN	Support Cat.	Description
Scopia Solution API	55590-00025	API	API Documentation & MIBs Files for the following products: - Scopia MCU - Scopia ECS - Scopia Management Traps MIBs files for the following products: - Scopia Elite MCU - Scopia Video GW for Microsoft Lync
Testing Tools			
Testing Tools - eVident			






The Power of We™

Product Name	PN	Support Cat.	Description
eVident Monitoring by E-mail	59306-00001	PL1	eVident Manager and additional 2 Agents can simulate SIP and H.323 voice calls (limited to 200 calls) and Voice MOS Quality
eVident –Video enabler E-MAIL	59306-00002	PL2	eVident enable the eVident to generate Video Calls and Video MOS Quality
eVident – Additional Location E-MAIL	59306-00003	PL3	eVident agent can simulate 100 calls
eVident Enable Pro E-MAIL	59306-00004	PL4	eVident Pro: enable higher capacity per agent
Testing Tools - VQ			
Product Name	PN	Support Cat.	Description
Standard VQ MONITOR Software by E-mail	59308-00001	SW	Audio & Video Quality analysis and measurement tools using no-reference algorithm limited to 15 minutes analysis
Premium Software by E-mail	59308-00006	SW	Audio & Video Quality analysis and measurement tools using no-reference algorithm no limited
Upgrade to Premium Software by E-mail	59308-00007	SW	Audio & Video Quality analysis and measurement tools using no-reference algorithm - upgrade from Standard to Premium





Competition





AVAYA					
Scopia XT5000 Comparison					
× Not Supported ✓ Supported		 CISCO	 Polycom	 LifeSize® <small>A division of Logitech</small>	SCÖPIA
1080p60 Live Interactivity	✓	✓	×	✓	
1080p60 Dual Presentation	×	✓	×	✓	
High Profile Bandwidth Efficiency	×	✓	×	✓	
SVC Any network	×	✓	×	✓	
9-Way MCU Small Business	×	×	×	✓	
Desktop/Mobile Integrated Support	×	×	×	✓	
		Bad	Price-Performance	Great	






AVAYA					
Scopia Elite 6000 Comparison					
✘ Not Supported ✔ Supported		 CISCO	 Polycom™	 LifeSize® <small>A division of Logitech</small>	SCÖPIA®
1080p60 Interactivity	✘	Partial	✘	✔	
High Profile Bandwidth efficiency	✘	✔	✘	✔	
SVC Any network	✘	Partial	✘	✔	
High Density 1080p per 1U	20	15	8	40	
High Density 720p per 1U	20	30	8	80	
Bad Price-Performance Great					



AVAYA				
Scopia Desktop / Mobile vs. LifeSize, Polycom, Vidyo				
✘ Not Supported ✔ Supported	 LifeSize® <small>A division of Logitech</small>	 Polycom®	 Vidyo® <small>Cloud Meetings</small>	 SCOPIA®
PC/Mac Desktop Client	✔	✔	✔	✔
A/V/D Mobile Client (iOS / Android / Smartphone / Tablet)	✔	✔	✔	✔
Easy to Invite Guests (No Keys)	✔	✘	✘	✔
Embedded Firewall Traversal	✔	✘	ICE	✔
Native Room System Support	✔	✔	Needs Gateway	✔
Telepresence Interoperability	✘	✔	✘	✔
Data Interoperability (H.239)	✔	✔	Needs Gateway	✔
H.239 Data Review (Slider)	✘	✘	✘	✔
Max. Users in Video Layout	4	16	8 Desk / 4 Mob.	28
Full Moderation & Control	✘	✘	✘	✔
Device Calendar Integration	✘	✘	✔	✔
Internet Optimized (esp. Wireless)	✘	✔	✘	NetSense, SVC (SVC on Desktop only)

AVAYA				
Scopia Desktop / Mobile vs. Jabber, Webex, Skype				
✘ Not Supported ✔ Supported	 CISCO Jabber	Cisco  webex	 skype	 SCOPIA®
PC/Mac Desktop Client	✔	✔	✔	✔
A/V/D Mobile Client (iOS / Android / Smartphone / Tablet)	✔ ✘ ✘ ✔	✔ ✔ ✔ ✔	No multi-party video	✔
Easy to Invite Guests (No Keys)	✘	✔	✔	✔
Embedded Firewall Traversal	✘	✔	✔	✔
Native Room System Support	✔	✘	✘	✔
Telepresence Interoperability	✔	✘	✘	✔
Data Interoperability (H.239)	✔	✘	✘	✔
H.239 Data Review (Slider)	✘	✘	✘	✔
Max. Users in Video Layout	20	7 Desk / 5 Mob.	10	28
Full Moderation & Control	✘	✔	✘	✔
Device Calendar Integration	✘	✔	✘	✔
Internet Optimized (esp. Wireless)	✔	✘	✘	NetSense, SVC (SVC on Desktop only)

AVAYA				
Scopia Desktop and Mobile vs. Microsoft Lync				
✘ Not Supported ✔ Supported				
PC/Mac Desktop Client	✔	✔	✔	✔
A/V/D Mobile Client (iOS / Android / Smartphone / Tablet)	IM/Presence only No Android Tablet Support	IM/Presence only No Android Tablet Support	✔	✔
Easy to Invite Guests (No Keys)	✘	✘	✔	✔
Embedded Firewall Traversal	✔	✔	✔	✔
Native Room System Support	✘	✘	✔	✔
Telepresence Interoperability	✘	✘	✔	✔
Data Interoperability (H.239)	✘ No H.239 but has document collaboration	✘ No H.239 but has document collaboration	✔	✔
H.239 Data Review (Slider)	✘	✘	✔	✔
Max. Users in Video Layout	2	5 Desk / ? Mobile	28	28
Full Moderation & Control	✘	✘ Partial controls	✔	✔
Device Calendar Integration	✔	✔	✔	✔
Internet Optimized (esp. Wireless)	✘	✘ Partial (H.264 SVC but lacks added techniques)	NetSense, SVC (SVC on Desktop only)	NetSense, SVC (SVC on Desktop only)

Scopia XT Executive 240 Comparison – 720p Systems







	Polycom HDX 4002	LG Executive	LifeSize Unity 50	Cisco EX60	Scopia XT Executive 240
Screen size	21.1"	24"	24"	21.5"	24"
Display	1680x1050	1920x1080	1920x1080	1920x1080	1920x1080
Video Resolution	720p30	720p30	720p30	720p30	720p30 (opt. 1080p)
Presentation Resolution	720p30	H.239 RX, TX with PC application	H.239 RX, TX with VirtualLink	720p30	1080p60
High Profile	✓	x	x	x	✓
SVC	x	x	x	x	✓
MCU option	4@SD	x	x	x	4@720p30
Opt. Desktop & Mobile Client	x	x	x	x	✓

Scopia XT Executive 240 Comparison – 1080p Systems



	Cisco EX90	Polycom HDX 4500	Scopia XT Executive 240 + 1080p
Screen size	24"	24"	24"
Display	1920x1200	1920x1080	1920x1080
Video Resolution	1080p30	1080p30	1080p30
Presentation Resolution	1080p30	720p30	1080p60
High Profile	x	✓	✓
SVC	x	x	✓
Optional MCU	4@720p30	4@SD	4@1080p30
Opt. Desktop & Mobile Client	x	x	✓

AVAYA				
Scopia Management Comparison				
✗ Not Supported ✓ Supported	 CISCO	 Polycom	 LifeSize® <small>A division of Logitech</small>	 SCÖPIA™
Single-Product Solution Comprehensive one-product solution	Requires 2+ products	Requires 2 products	✓	✓
Multi-Vendor Management Third-party endpoint management	Very limited	Limited	✓	✓
Virtualized MCU Resources Virtual conference rooms across distributed deployment	Scheduled only	Requires DMA	✗	✓
Any Device / Any Browser Management access from anywhere	✗	✗	✗	✓
Multi-tenant Solution for service providers	✗	✓	✗	✓
Microsoft & IBM Integration Back office support	✓	MSFT Only	MSFT Only	✓
Telepresence Management	Cisco Only	PLCM & Cisco TIP	✗	✓
Users Supported	100,000	10,000	Not published	400,000
Bad Price-Performance Great				



The Power of We™

Scopia Authorization Requirements

Avaya partners who wish to Sell, Implement, and Support the Scopia solution have a range of levels to choose from, starting at the basic level of selling Scopia Endpoints and progressing to selling, implementing and support the full Scopia portfolio. The below table outlines the levels and requirements.

Level	Eligible Products	Sales Auth. Requirements	Implement & Support Delivery*	Demo	Benefits
Scopia Endpoints	• Endpoints	• 2 APSS	<u>Implement</u> • Authorized Distis <u>Support</u> • Authorized Distis or Avaya Wholesale Offer	• Demo Kit 1A ("lite" demo kit)	• Permission to sell endpoints, except telepresence • Includes XT5000 for IP Office
Scopia Resell	• Full portfolio	• 2 APSS • 1 APDS	<u>Implement</u> • Authorized Distis <u>Support</u> • Authorized Distis or Avaya Wholesale Offer	• Demo Kit 1A or 1B • Scopia demo for VSS	• Permission to sell full portfolio
Scopia Resell + Implement	• Full portfolio	• 2 APSS • 1 APDS • 1 ACSS • Implementation assessment	<u>Implement</u> • Authorized Partners <u>Support</u> • Authorized Distis or Avaya Wholesale Offer	• Demo Kit 1A or 1B • Scopia demo for VSS	• Permission to sell full portfolio • Implement revenue & margin
Scopia Resell + Implement + Support	• Full portfolio	• 2 APSS • 1 APDS • 2 ACSS • Services assessment	<u>Implement</u> • Authorized Partners <u>Support</u> • Authorized Partners	• Demo Kit 1B or 1C • Scopia demo for VSS	• Permission to sell full portfolio • Implement & support revenue & margins

* **Authorization to Implement:** requires 1 ACSS, a remote implementation Service Assessment and compliance with Implementation Satisfaction requirements.

* **Authorization to Implement and Support/Maintain:** requires an on-site Service Assessment.

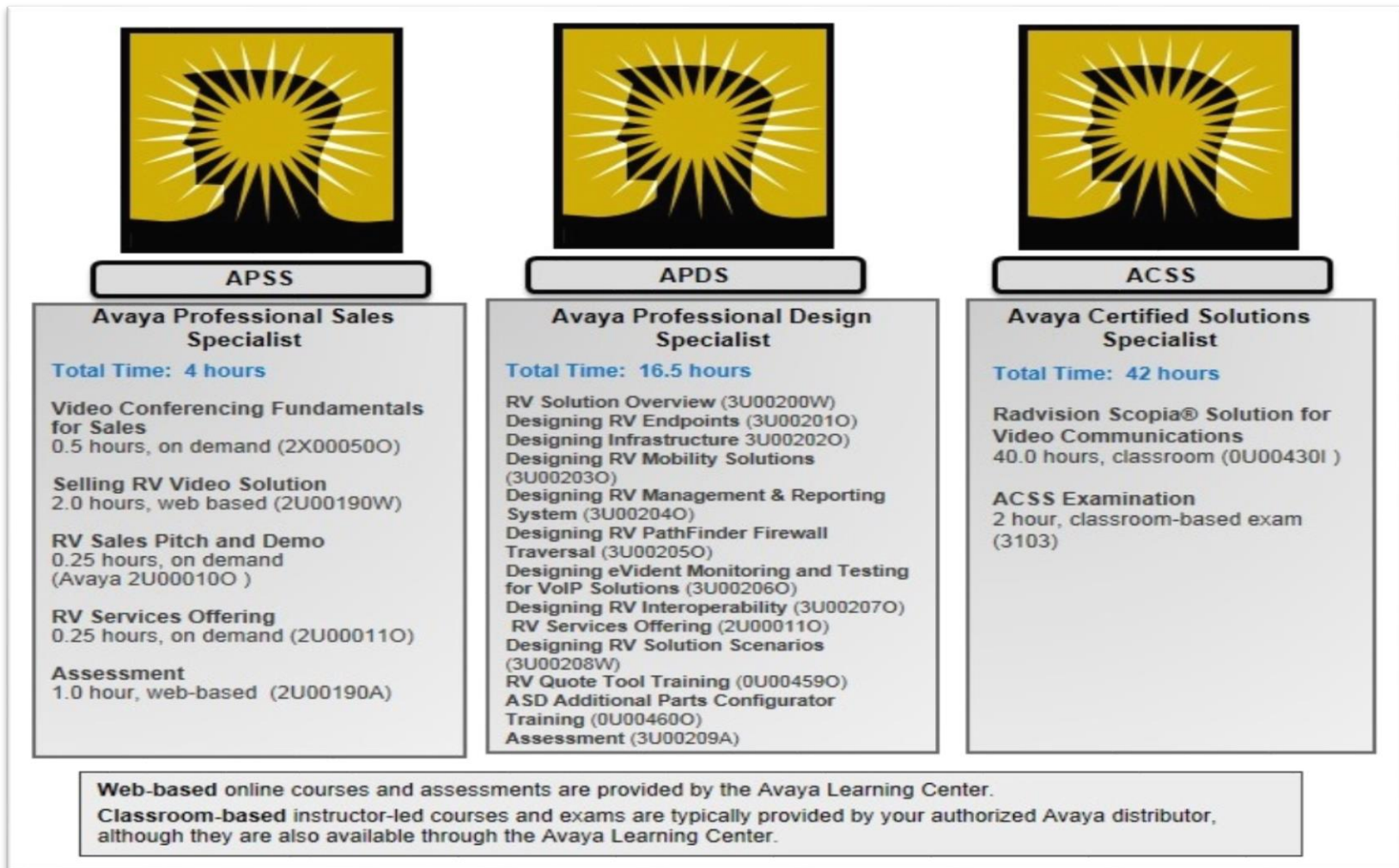


The Power of We™

Scopia Authorization Credentials

The below diagram defines the specific training requirements for the following Avaya credentials:

- **APSS:** Avaya Professional Sales Specialist Avaya Scopia Solution (APSS-1401) – [Avaya Learning Link](#)
- **APDS:** Avaya Professional Design Specialist Avaya Scopia Solution (APDS-2301) – [Avaya Learning Link](#)
- **ACSS:** Avaya Certified Solutions Specialist Avaya Scopia Solution (ACSS-3103) – [Avaya Learning Link](#)
 - Please note that ACSS also requires the hands-on [0U00430I - Scopia Solution for Video Communications](#) course.





The Power of We™

Demo Packages

The below diagram outlines the demo packages available to fulfill the various levels of Scopia Authorization requirements.



Partner Demo Packages

	1A: Resell Only and Resell+Install (opt)	1B: Resell+Install+Sppt and Resell+Install (opt)	1C: Resell+Install+Sppt
Runs Standalone	Yes	No	No
Infrastructure Included	No	Yes	Yes
Supports 3 rd Party H323 B2B	Yes	Yes	Yes
Max # of Scopia Desktop or Mobile User Accounts	1 (Unless connected to an MCU)	100	200
EPs/Room Systems	1	2	2
MCU Type	Embedded	(1) Elite 5110	(2) Elite 5110s
Firewall Traversal	Embedded	Pathfinder	Pathfinder
Concurrent HD Ports	4	10	20
Concurrent 352p Ports	4	40	80
Partner Servers Req'd	1	2	2
Use Cases	Room systems, Mobility, can be tied to Disti's Infrastructure	Mid-size 2-tier BPs	Large 2-tier and 1-tier BPs, Disti


Services Overview (US & Canada)

There are 3 options available to customers which are delivered via co-delivery or direct in US and Canada. Distributors in US and Canada offer complete Tier 1-2 maintenance support backed by Avaya Tier 3-4 support. The base level of coverage includes 24x7 remote support for hardware and software, which includes software upgrades. This is the only option for Scopia software products. Option 1 is also required attach with all Scopia products.

Option 2 builds on 24x7 remote support with advanced parts replacements. With the growing reliance on video communications, customers may need parts replaced as quickly as possible. In the US, parts will be delivered next business day. In Canada, parts will shipped next business day. This is the minimum recommended option for hardware.

Option 3 contains the full stack and adds on 8x5 onsite support. This is predominantly ordered for video conferencing infrastructure such as a video conferencing bridge or MCU. Video has now become mission critical and customers buying infrastructure require the aptitude and expertise to diagnose it. Highly qualified Avaya technicians answer this need.

Customers will benefit from the expert video support with technicians who have an average of 11 years of experience in diverse video environments.



Maintenance Offers Overview

Available via: Co-Delivery & Direct

Geographies:
U.S. & Canada

Credentialed Distributors
offer complete Tier 1-2
maintenance support backed
by Avaya Tier 3-4 support

Option 1
Only Option for Software

24x7 Remote Software &
Hardware Support
+
Software Upgrades

Required Attach
Excluding Specific Radvision Products
That Interoperate with IP Office 8.1

Option 2

**Advanced Parts
Replacement¹**

24x7 Remote Software &
Hardware Support
+
Software Upgrades

**Minimum Recommended
Support for Hardware**

Option 3

8x5 Onsite Support²

**Advanced Parts
Replacement¹**

24x7 Remote Software &
Hardware Support
+
Software Upgrades

**Maximum Video Support
Services Protection**

Customer Benefits

- ✓ Video experts with average of 11 years experience
- ✓ Continued innovation through software upgrades & updates
- ✓ 24x7 remote support & optional 8x5 onsite support
- ✓ Competitive pricing showing commitment to video industry

¹Advanced Parts Replacement available next business day in the U.S. and shipped next business day in Canada
²8x5 Onsite next-business-day support is available in select countries.


Services Overview (APAC, EMEA, CALA)

There are 3 options available to customers under this offer structure which are delivered via co-delivery, wholesale or direct in APAC, EMEA and CALA. The base level of coverage includes 24x7 remote support for hardware and software, which includes software upgrades. This is the only option for Scopia software products. Option 1 is also required attach with all Scopia products.

Option 2 builds on 24x7 remote support with advanced parts replacements. With the growing reliance on video communications, customers may need parts replaced as quickly as possible. In Japan and select E.U. countries (specified in offer definition), parts will be delivered next business day. In all other APAC, EMEA and CALA countries, parts will ship next business day. This is the minimum recommended option for hardware.

Option 3 contains the full stack and adds on 8x5 onsite support. This is predominantly ordered for video conferencing infrastructure such as a video conferencing bridge or MCU. Video has now become mission critical and customers buying infrastructure require the aptitude and expertise to diagnose it. Highly qualified Avaya technicians answer this need.

Customers will benefit from the expert video support with technicians who have an average of 11 years of experience in diverse video environments.



Maintenance Offers Overview

Available via: Co-Delivery, Wholesale & Direct

Geographies:

APAC, EMEA, CALA

Option 1

Only Option for Software

24x7 Remote Software & Hardware Support
+
Software Upgrades

Required Attach
Excluding Specific Radvision Products That Interoperate with IP Office 8.1

Option 2

Advanced Parts Replacement¹

24x7 Remote Software & Hardware Support
+
Software Upgrades

Minimum Recommended Support for Hardware

Option 3

8x5 Onsite Support²

Advanced Parts Replacement¹

24x7 Remote Software & Hardware Support
+
Software Upgrades

Maximum Video Support Services Protection

Customer Benefits

- ✓ Video experts with average of 11 years experience
- ✓ Continued innovation through software upgrades & updates
- ✓ 24x7 remote support & optional 8x5 onsite support
- ✓ Competitive pricing showing commitment to video industry

¹Advanced Parts Replacement available next business day in Japan and select E.U. countries and shipped next business day in other APAC, EMEA and CALA countries

²8x5 Onsite next-business-day support is available in select countries.



The Power of We™

Services Detail

To maximize product and services sales, Avaya requires a new maintenance offer structure that aligns with both market and Avaya standards and is quotable with Scopia products in ASD and distributor pricing tools. To answer these needs, Avaya has implemented Avaya Video Support Services. This new offer structure, for Scopia products, is based on an established list price and makes co-delivery available globally for partners meeting the credential requirements, and Avaya delivered support sold under the wholesale model available outside of the US and Canada. Wholesale support is not available in the US and Canada.

As Scopia interoperability with Avaya Aura is a key strategy, with the offer structure for Aura being Support Advantage (SA), the Avaya Video Support Services offer structure and policies align with many of the key elements of SA. In addition to Aura interoperability, there is also a corporate strategy for Scopia products to interoperate with IP Office, with the offer structure for IP Office being IP Office Support Services (IPOSS).

Key Point: Maintenance Attach is Required for All Scopia Enterprise Product Sales

The Avaya Video Support Services portfolio includes the following services offers for Scopia products:

- Remote 24x7 support for hardware and software and software upgrades.
- Remote 24x7 support for hardware and software and software upgrades and advanced parts replacement.
- Remote 24x7 support for hardware and software, software upgrades, advanced parts replacement and 8x5 onsite support.

All pricing will be based on a list price with discounts based on business partner medal status.

Services Regional Availability

The Avaya Video Support Service offers that include Remote Support and Advanced Parts Replacement are available globally.

Onsite support is available in the following countries:

Region	Country	Onsite Support	Cities with 8x5 Next Business Day Support
APAC	Australia	Special Bid	Adelaide, Brisbane (Queensland), Canberra, Darwin, Hobart, Melbourne, Perth, Sydney
	China	Special Bid	Beijing
	Hong Kong	Special Bid	Hong Kong
	India	Special Bid	Bangalore, New Delhi and Hyderabad
	Indonesia	Special Bid	Jakarta
	Japan	Special Bid	Sapporo, Fukuoka, Osaka, Nagoya. Tokyo, Okinawa
	Korea	Special Bid	Seoul
	Macau	Special Bid	Macau
	Malaysia	Special Bid	Kuala Lumpur
	New Zealand	Special Bid	Auckland
	Philippines	Special Bid	Manila, Cebu



The Power of We™

	Singapore	Special Bid	Singapore
	Sri Lanka	Special Bid	Colombo
	Taiwan	Special Bid	Taipei
	Thailand	Special Bid	Bangkok
	Vietnam	Special Bid	Ho Chi Minh City
CALA	Argentina	Yes	Buenos Aires, Cordoba
	Brazil	Yes	Belém, Belo Horizonte, Curitiba, Goiânia, Porto Alegre, Recife, Rio de Janeiro, Salvador, São Paulo, Uberlândia
	Colombia	Yes	Barranquilla, Bogotá, Cali, Medellin
	Mexico	Yes	Mexico City (Distrito Federal), Monterrey
EMEA	Austria	Yes	Vienna
	Belgium	Yes	Brussels
	Czech Republic	Yes	Prague
	France	Yes	Lyon, Marseille, Nantes, Paris
	Germany	Yes	Berlin, Düsseldorf, Frankfurt, Hamburg, Cologne, Leipzig, Munich, Stuttgart
	Hungary	Yes	Budapest
	Ireland	Yes	Dublin
	Italy	Yes	Milan, Rome
	Luxembourg	Yes	
	Netherlands	Yes	Amsterdam, Rotterdam
	Poland	Yes	Warsaw
	Russia	Yes	Moscow, St. Petersburg
	Slovakia	Yes	
	Spain	Yes	Barcelona, Madrid
	Switzerland	Yes	Geneva, Zurich
U.K.	Yes	Birmingham, Bristol, Cardiff, Edinburgh, London, Manchester	
NAR	Canada	Yes	Calgary, Edmonton, Fredericton, Moncton, Montreal, Ottawa, Saint John (New Brunswick), Toronto (GTA416/905), Vancouver
	U.S.	Yes	Severity 1 and Severity 2 Service Request onsite response intervals apply to all sites in the U.S.



The Power of We™

Services Contracting Models

Direct	Retail	Wholesale	Co-Delivery
Available globally however requires Sales Management approval.	Not available for any geographies. Avaya Video Support Services are not sold using the retail model.	Not available in the US and Canada from Avaya.	Available globally.
		Allows Channel Partners to offer Avaya's Solutions and Services on their own agreement, but choose to have Avaya provide service delivery.	Allows Channel Partners who are Authorized to Implement and Maintain to bundle Avaya expertise with their service offerings on the Partner agreement.
		Channel Partner remains the contracting party with the end customer, and the contact for sales and billing to the customer.	Channel Partner remains the contracting party with the end customers and the contact for sales and billing to the customer as well as Tier I-II support
		Provides the potential for recurring revenue stream for the partner.	Provides the potential for recurring revenue stream for the partner.

Important Note: Business partners located in the US and Canada, that do not have the authorization to provide co-delivery support, can purchase offers from their credentialed distributors in place of a Retail or Wholesale option from Avaya.

Service Agreement Supplement

Services Agreement Supplements (SAS) are available which describe scope, features and associated policies for each of the offers, as well as entitlements and Channel Partner responsibilities. For Service Agreement Supplements please go to the following link:

https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?id=a3ja0000000LTtOAAW

Co-Delivery Support

Channel Partners can participate in the Avaya Video Support Services Co-Delivery Model. In order to be eligible, they must obtain ACS Certification and Service Desk Authorization. Channel Partners are eligible to purchase the Avaya Video Support Service offers as noted below.

Support Offer Details

The minimum required service agreement necessary for Partners and Customers to request and receive Software or Hardware support from Avaya is (note that this is required for the purchase of a new product):

- **Remote 24x7 support for hardware and software and software upgrades.**

This service is targeted to Customers who have made significant investment in their video infrastructure (i.e. monitoring, etc.) and resources, but rely on Avaya for remote support, access to online support and software updates, service packs and upgrades. Specific needs of these Customers include:



The Power of We™

- Need access to online tools to find information on how to resolve issues.
- Need to keep their systems current with software update releases, service packs and upgrades.
- Require assistance from Avaya after the hardware or software problem occurs.

Support Service Specifics

The following section details the entitlements provided under the three different support options:

- Remote 24x7 support for hardware and software and software upgrades.
- Remote 24x7 support for hardware and software and software upgrades and advanced parts replacement.
- Remote 24x7 support for hardware and software, software upgrades, advanced parts replacement and 8x5 onsite support.

Software Updates and Upgrades

All support coverage levels entitle customers to software updates (minor releases or bug fixes) and upgrades (major feature releases). Customers or Channel Partners are able to receive access to major Software Upgrades and minor Software Updates, Service Packs and Firmware Updates for their specific system, through the self-help web site (<http://www.radvision.com/Support/>). Associated definitions are below:

- **“Major Release”** means a major change to the Licensed Software that introduces new optional features and functionality. A Major Release is typically designated as a change in the digit(s) to the left of the first decimal point (e.g. [n].y.z).
- **“Minor Release”** means a minor change to the Licensed Software that introduces a limited amount of new optional features and functionality. A Minor Release is typically designated as a change in the digit(s) to the right of the first decimal point (e.g. n.[y].z).
- **“Patch”** means an update to the Licensed Software typically providing error corrections provided between Major Releases, Minor Releases and Service Packs to address Critical Problems that cannot be resolved through application of the latest Service Pack or latest Major or Minor Release of the Licensed Software.
- **“Service Pack”** means an update to the Licensed Software typically containing fixes for Non-Critical Problems and Critical Problems and which typically include cumulative fixes from prior Patches and Service Packs. Service Packs generally follow a predictable delivery schedule.
- **“Update”** means a minor change to the Licensed Software that typically introduces maintenance corrections only. An Update is typically designated as a change in the digit(s) to the right of the second decimal point (e.g. n.y.[z]) representing a re-release of the corrected Licensed Software version, or an issue(s)-specific correction provided in the form of a Patch, Service Pack or other maintenance release.

To download software Updates and Upgrades, Customers or Channel Partners will need to input the serial number of the product.

Remote Hardware and / or Software Support

Customers and Channel Partners will be entitled to Remote Support 24x7 for both hardware and software to align with the entitlements for Support Advantage. Where Scopia products are being driven to interoperate with Avaya Aura, it is critical that customers and channel partners have a seamless support experience in these environments.

The Customer or Channel Partner has 24x7 around-the-clock access to a Service Center via the websites or telephone to request software and hardware support or to raise questions about product configuration or general usability. Avaya may require that only Avaya authorized Customer or Channel Partner contacts are eligible to request support, verify the identity of the contacts requesting support and limit the number of authorized contacts. Contacts will be required to provide the product serial number to initiate a support request.

For all Supported Products under coverage, Avaya will use commercially reasonable efforts to commence support on the Customer’s request for remote support according to the following table.

Severity 1*	Severity 2*	Severity 3 & 4*
--------------------	--------------------	----------------------------



The Power of We™

Within one (1) hour	Within two (2) hours	Within Standard Business Hours
---------------------	----------------------	--------------------------------

Standard Business Hours: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed Holidays.

Definitions of Severity Levels and Critical Component:

- **Severity 1 Service Request:** The Supported Product is totally out of service with no acceptable work around resulting in a loss of service affecting all users at a single site.
- **Severity 2 Service Request:** The Supported Product is operating with severely reduced functionality causing significant impact to the Customer's business operations, or the loss of service impacting more than twenty-five percent (25%) of all users at a single site.
- **Severity 3 Service Request:** The Supported Product is operating with reduced functionality causing little or no impact to the Customer's business operations, or the loss of service to less than twenty-five percent (25%) of all users at a single site.
- **Severity 4 Service Request:** The Supported Product is operating with full functionality and a service request for information on features, configuration or use of Supported Product needs to be tracked to completion.
- **Critical Component:** A part required to restore service for a Severity 1 or Severity 2 Service Request. Examples of a Critical Component include but are not limited to servers, processors, disk drives, power supplies or circuit packs.

Upon receipt of a service request, Avaya will perform:

- Troubleshooting and diagnostics via telephone, on-demand remote connection or Secure Access Link (SAL) to isolate software and hardware-related problems and determine whether a Supported Product is working in accordance with Avaya's standard and published documentation, including all associated application and configuration notes.
- Isolation and resolution of all reproducible problems or anomalies resulting when Avaya installation or configuration instructions were used, as long as the configuration errors are specific to unaltered Avaya software product.
- Identification and resolution of any inconsistencies or errors in Avaya product documentation.

Web Services

The Customer or Chanel Partner has access to web-based services available at <http://www.radvision.com/Support/>. Detailed instructions for access and use of each web service are posted on the related support websites. Web services include:

Online Support

- Support Requests (Channel Partners)
- My Product Support Information (Channel Partners and Customers)

Product Licensing and software downloads

- Product Registration which requires the product serial number. (Channel Partners if performing implementation)
- Product Licensing Activation (Channel Partners if performing implementation)

Technical Documentation

- Installation Guides (Channel Partners and Customers)
- User and Administrator Guides (Channel Partners and Customers)
- Setup Guides (Channel Partners and Customers)

Technical documentation can also be accessed at www.support.avaya.com

Secure Remote Access (SAL Gateway)

As an entitlement to an end customer product purchase, Avaya will provide the Secure Access Link (SAL) Software Gateway in order to provide remote, secure access to Customers' systems for support.

- SAL Standalone Gateway is available to any customer with some form of services support agreement with Avaya as a download from PLDS.
- SAL Embedded Gateway is included in certain Avaya products.
- SAL Policy Server is available to any customer with an Avaya Video Support Services agreement.
- B2B IPsec VPN wrapper is available to customers that are part of the Voice Loyalty Program.
- Avaya Aura VE with Virtualized SAL.



The Power of We™

Remote Hardware and/or Software Support for Direct and Wholesale Customers

Customers that purchase the direct or wholesale option, where Avaya delivers Tier I – Tier IV and/or onsite support, will request service via the same methods in place for other Avaya products. Access support.avaya.com > Contact Avaya Support to obtain information on how to initiate a support request. Product documentation and software Updates and Upgrades are accessed from www.support.avaya.com.

Advanced Parts Replacement

Advanced Parts Replacement is available in all regions for direct, wholesale and co-delivery contracts. Upon determination that a Scopia part requires replacement, customers that purchase the coverage options that include Advanced Parts Replacement will receive the part next business day in the following locations:

- United States
- Japan
- Designated EMEA EU Countries:
 - ▶ Austria
 - ▶ Belgium
 - ▶ Bulgaria
 - ▶ Cyprus
 - ▶ Czech Republic
 - ▶ Denmark
 - ▶ Estonia
 - ▶ Finland
 - ▶ France
 - ▶ Germany
 - ▶ Greece
 - ▶ Hungary
 - ▶ Ireland
 - ▶ Italy
 - ▶ Latvia
 - ▶ Lithuania
 - ▶ Luxembourg
 - ▶ Malta
 - ▶ Netherlands
 - ▶ Poland
 - ▶ Portugal
 - ▶ Romania
 - ▶ Slovakia
 - ▶ Slovenia
 - ▶ Spain
 - ▶ Sweden
 - ▶ United Kingdom

Advanced parts replacement for all locations other than the above listed will ship next business day.

Onsite Support

Onsite support is available in the direct, wholesale and co-delivery modes. This option is available with the support option that includes Advanced Parts Replacement. Onsite support is not available to be purchased “stand alone” or separate from this option. Onsite Support addresses service needs of Customers who are looking for Avaya to dispatch technicians to a Customer’s site. Characteristics of these Customers are:

- Customers who do not want to hire and continually train technicians for Onsite solution support.
- Partners who need a specific geographic coverage for Avaya Technicians where they do not have a presence.
- Partners who have Customers who are looking for direct manufacturer Onsite support.

If a fault cannot be resolved remotely and Avaya determines Onsite support is required to fix the problem, Avaya will dispatch an Avaya field technical resource to the Customer’s location 8x5 next business day in the cities listed previously.



The Power of We™

Once Avaya determines a fault cannot be resolved remotely and onsite intervention is required, Avaya will use commercially reasonable efforts to dispatch and coordinate the scheduled arrival time for the Avaya field technical resource or designated resource 8x5 next business day per the country and major city list above.

- Next business day for a Severity 1 or 2 requests if the site is located within certain countries and major metropolitan areas.
 - As confirmed by Avaya for arrival times related to a Severity 1 or 2 request if the site is located outside of the U.S. and is not included in the Country Availability and Major Cities list.
- By close of the next business day during Standard Business Hours for a Severity 3 request (note list of Countries and Cities where this is available above).
- As mutually agreed during Standard Business Hours for any other onsite support.
- If the Customer has purchased 8x5 Onsite Support, Avaya will provide out of hours support for a Severity 1 or 2 request upon Customer request and subject to the Customer's express approval of time and materials charges using Avaya's then current Maintenance Per Incident rates.

Direct, Wholesale and Co-Delivery Support Options

Avaya offers three options for Avaya Video Support Services coverage that are direct, wholesale and co-delivery. US and Canada is direct and co-delivery only.

Direct: Customers can purchase the offer options direct from Avaya. Under this model, Avaya provides Tier I - Tier IV, Advanced Parts Replacement as well as Onsite support based on the option purchased.

Wholesale: Partners who chose not to become credentialed to provide Tier I / Tier II support may sell wholesale maintenance whereby Avaya provides Tier I - Tier II and onsite support.

- The wholesale option is only available outside of the US and Canada. Business partners with a need to purchase a wholesale option within the US and Canada must engage their credentialed distributor to purchase these services.

Co-Delivery: For those Channel Partners who choose to become Authorized to Maintain the products they sell, service requests shall be initiated directly by the Channel Partner with the Avaya Support Center.

- Co-Delivery Support is not available for Direct End Customers. Self-maintainer Customers should purchase support directly from Avaya or the wholesale option (outside of the US and Canada).
- Co-Delivery is not available as an option for Partners who purchase using the GSA schedule.

Support Pricing

The pricing for the Avaya Video Support Services offers is a per product fee (Hardware or Software) based on the total number of products, including Endpoints, Infrastructure or Software being sold. When a Customer or Channel Partner purchases the Avaya Video Support Services, the Co-Delivery fee is in lieu of (and not in addition to) the support fee.

The primary procurement model for the Avaya Video Support Service offers will be through Distribution (2 Tier). As such, Partners will receive their price points and discounts from their Distributor.

Support Quoting and Ordering

Direct: All quoting of the Avaya Video Support Services is through ASD.

Two Tier Quoting and Ordering Process (Ordering from Distribution): The Channel Partner purchases the support directly from their Distributor.



The Power of We™

Contract Term Options: Contract term lengths are either 1 or 3 years.

Payment Options:

- Annual prepaid (1 year and 3 year terms)
- Total Prepayment (Customers who prepay their 3 year contracts upfront are eligible for a total prepay discount.)

Warranty

Avaya's Global End User Warranty Policy can be accessed on support.avaya.com at <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010>.

Avaya Contacts

Role	Name	Email	Phone
Product Management	Itay Reiner	Itay@avaya.com	+972-3-767-9499
Product Marketing	Roger Wallman	RWallman@avaya.com	+1-201-689-6308