Configuration Guide

AudioCodes Room Experience (RX) Suite

AI Summary

Intelligent meeting AI Summary on the Android Meeting Room device

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Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from https://www.audiocodes.com/library/technical-documents.

This document is subject to change without notice.

Date Published: July-28-2025

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at https://www.audiocodes.com/services-support/maintenance-and-support.

Stay in the Loop with AudioCodes

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Glossary

- **Device Manager:** A centralized, web-based platform from AudioCodes that allows IT administrators to remotely configure, manage, and monitor AudioCodes devices, including those in the RX Suite.
- **MTR (Microsoft Teams Room):** A dedicated hardware and software solution certified by Microsoft to bring the full Microsoft Teams meeting experience to physical conference rooms.
- **OVOC (One Voice Operations Center):** AudioCodes' comprehensive voice network management system that provides full lifecycle management and quality of experience monitoring for voice network devices.
- **RX Suite (Room Experience Suite):** A portfolio of AudioCodes products designed to work together to provide a complete and high-quality meeting room solution, including cameras, audio devices, and controllers.

- **RX-PAD:** The central touch-screen controller for an AudioCodes MTR system, used to manage meetings and device settings.
- **RXV81 / RXV200:** Specific models of AudioCodes' MTR main unit.
- **T&C (Terms and Conditions):** The legal agreement outlining the rules and guidelines for using a service.

Document Revision Record

LTRT	Description
21922	Initial document release.

Documentation Feedback

AudioCodes continually strive to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback.

1 Introduction

An essential component of the AudioCodes Intelligent Meeting Room offering, AI Summary uses generative AI to automatically create and share meeting summaries among meeting participants and beyond. In-room participants can focus their attention on the ongoing discussions rather than taking notes manually. AI Summary is enabled through a Bot developed by AudioCodes which allows all users within an organization to benefit from automatic meeting recaps without the need to activate a personal meeting assistant and without requiring a Meeting Insights license.

This guide walks you through configuring the AI Summary feature in the Device Manager and operating it directly on the meeting room device.

Key benefits of AI Summary include:

- **Stay informed at all times:** Automatically create and distribute Online meeting summaries.
- **Enable AI-powered meetings anywhere:** Add AI capabilities to any room equipped with an AudioCodes MTR device.
- **License by Room:** A cost-effective alternative to individually licensed personal AI assistants.
- **Protect Privacy:** Ensures privacy and integrity of data through Meeting summaries that are sent to an email address without transcription or recording to a database. This is beneficial for sensitive communication between parties within the organization. For communication between parties outside the organization, the feature may be, for example, beneficial for sales leads communications and customer survey responses where the potential customer or existing customer respectively may not wish to have their personal profile saved to a database.
- **Setup easily:** No Application installation is required and is added automatically to meetings (no need to schedule an invitation of the Bot to the meeting).
- **Try it out:** Freemium Business model includes a Trial Teaser version. At the end of the trial period you can either purchase a license for using the AI Summary feature or alternatively pay for a Meeting Insights license and then use the AI Summary feature for free.

2 Hardware and Network Requirements

Before you begin, ensure the following requirements are met to enable and use the AI Summary feature successfully.

- **Required Hardware:** Your meeting room must be equipped with one of the following:
  - An RXV81 Standalone Microsoft Teams Rooms on Android
  - An RXV200 Android Intelligent AV Hub

- The setup must include an RX-PAD touch controller, as the AI Summary license is applied to this device.
- Before you begin, you must confirm that the device is **not** currently enrolled in any other AudioCodes Device Manager instance. A device can only be managed by one system at a time. Attempting to enroll an already-managed device causes the process to fail.

- **Firmware Version:** All devices in your Room Experience (RX) Suite (including the RX-PAD and RXV81/RXV200) must be running firmware version **2.8.M2** or later. You can verify the current firmware version in the device settings menu.
- **Network Connectivity:** The device must have a stable internet connection to communicate with the AudioCodes cloud services for processing the AI summary. Ensure any necessary firewall ports are open for this communication.

3 Additional Requirements

- **In Teams admin center, the customer admin must enable the following setting in Meeting policies –** “Anonymous users can join a meeting unverified”. If this setting is blocked, the Bot is not able to join the meeting.

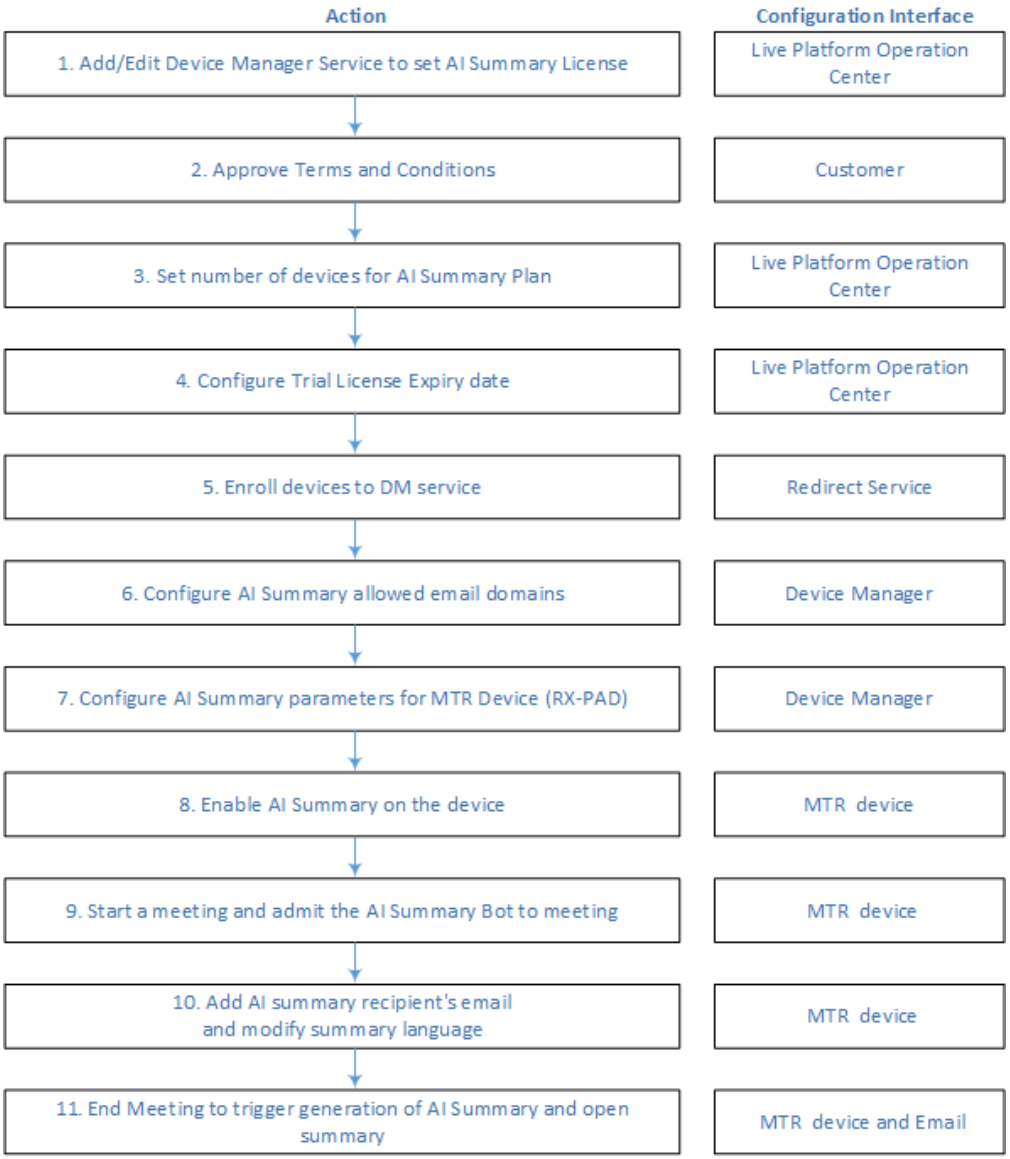
4 Configuration

This chapter defines the configuration actions to perform on the Live Platform Operation Center, Device Manager and on the MTR device.

4.1 Overview

The figure below illustrates the sequence of actions required to setup the AI Summary feature. See references below to the relevant section.

Figure 1: Configuration Actions Overview



Perform the following actions:

1. Add/Edit Device Manager Service to set AI Summary License: see pages 6 and 13
2. Approve the Trial Terms and Conditions: see pages 1.57 and 15
3. Set number of devices for AI Summary Plan: see pages 9 and 16
4. Configure Trial License Expiry date: see pages 9 and 16
5. Enroll devices to DM service: see pages 10 and 16

6. Configure AI Summary allowed email domains: see page 19
7. Configure AI Summary parameters for MTR Device (RX-PAD): see page 20
8. Enable AI Summary on the device: see page 23
9. Start a meeting and admit the AI Summary Bot to the meeting: see page 24
10. Add AI summary recipient's email and modify summary language: see page 26
11. End Meeting to trigger generation of AI Summary and open summary: see page 28

4.2 Live Platform Operation Center and Device Manager

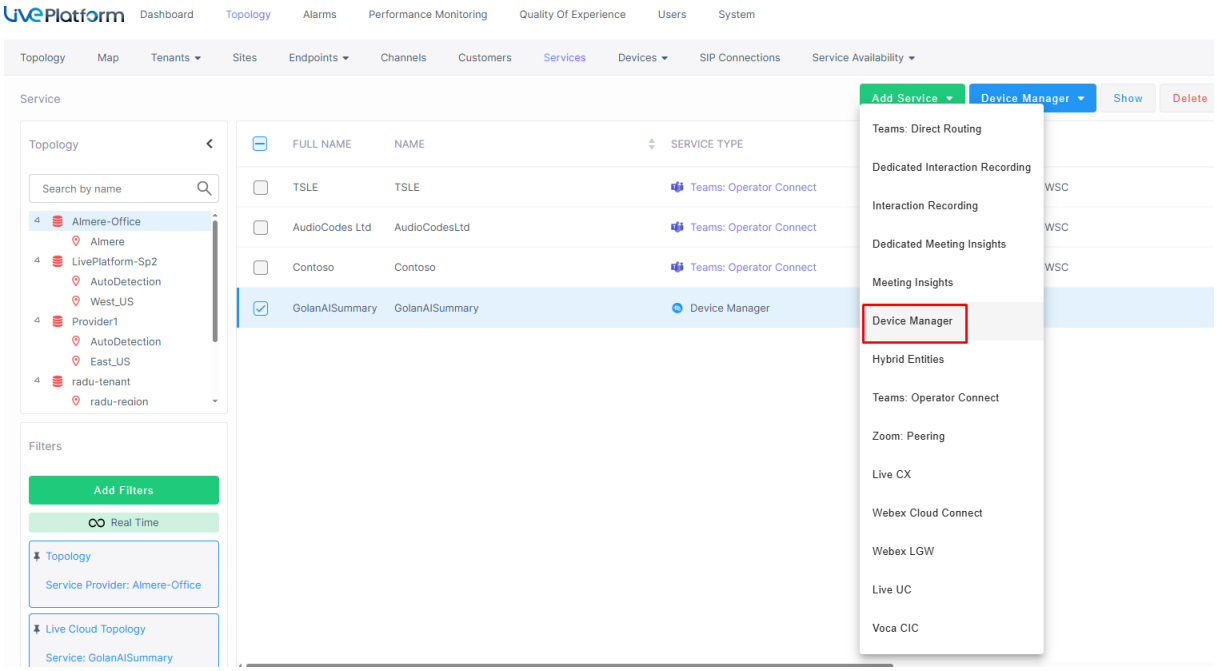
This section describes the actions to perform on the Live Platform Operation Center and Device Manager.

4.2.1 Adding New Device Manager Service with AI Summary License

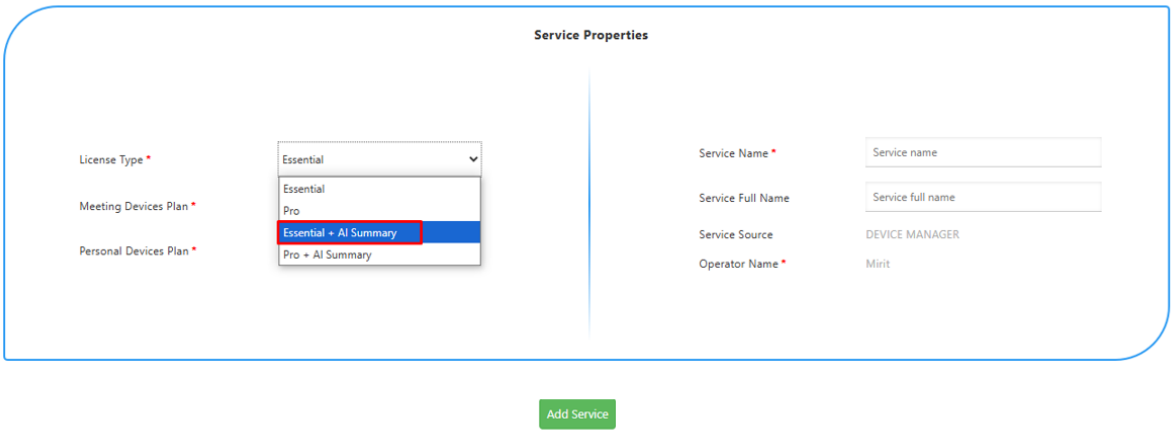
This procedure describes how to add the new Live Platform Device Manager service with license **Essential + AI Summary** to support the AI Summary functionality. This process requires the customer to approve the Terms and Conditions to activate the AI Summary feature for the Trial period. A secure link to this agreement is sent to the customer tenant admin email account.

Do the following:

1. In the Services page, from the Add Services menu, select **Device Manager**.

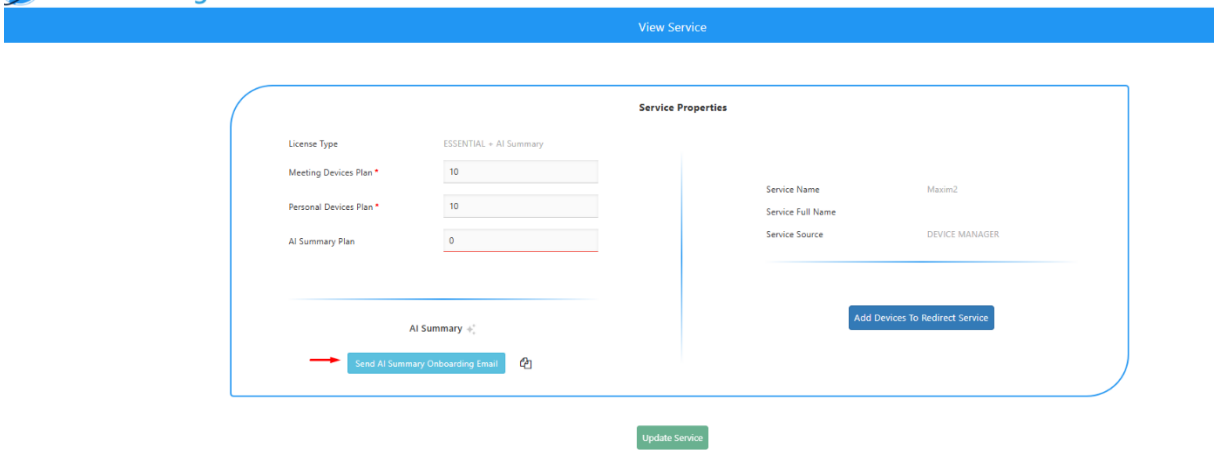


2. From the License Type drop-down, choose **Essential + AI Summary** license.

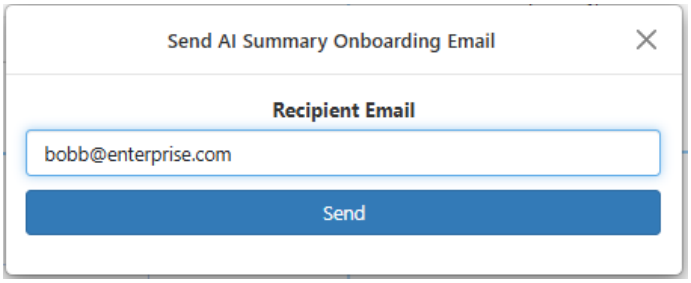


3. Define the Meeting Devices and Personal Devices Plan; enter a name for this service and then click **Add Service**.
4. Click **Update Service** and then refresh the page.

Device Manager



5. Send the Onboarding email to the customer: Click the **Send AI Summary Onboarding Email** button (or the copy icon to obtain a shareable link).This email contains a unique link to the service's Terms & Conditions.
6. Enter the email address of the customer tenant admin email account and then click **Send**.



The following Welcome email is received by the customer.

audiocodes

Welcome to AudioCodes AI Summary! Your Next Steps

Dear Customer,

Thank you for signing up for the AudioCodes AI Summary service! We're excited for you to experience the future of meeting productivity.

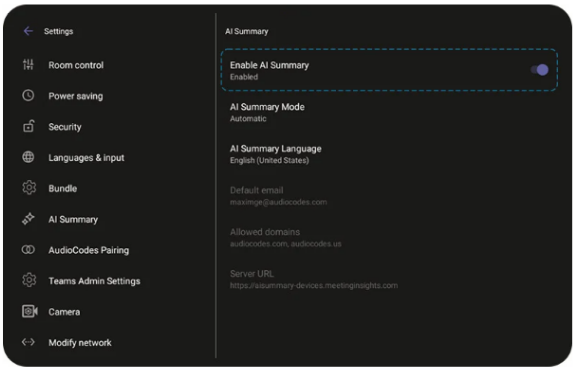
To begin the process, please review and accept our Terms and Conditions.

What to Expect Next

Once you have signed the T&Cs, our team will enable the AI Summary feature on the AudioCodes Meeting Room Device(s) that you registered.

To ensure your privacy, you will need to approve the feature in your device's admin settings before use. Please follow these steps on your RX-PAD:

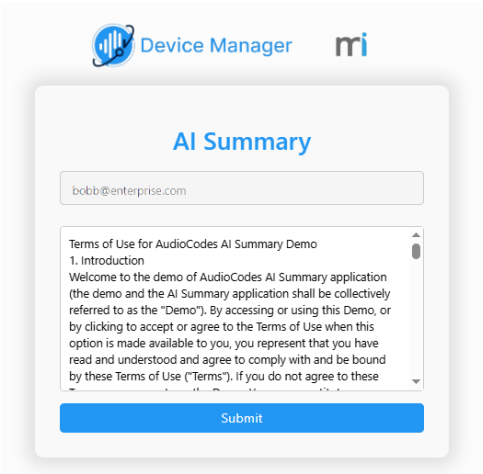
1. Navigate to: **Settings** > **Admin** > **AI Summary**
2. Select **Enable** >

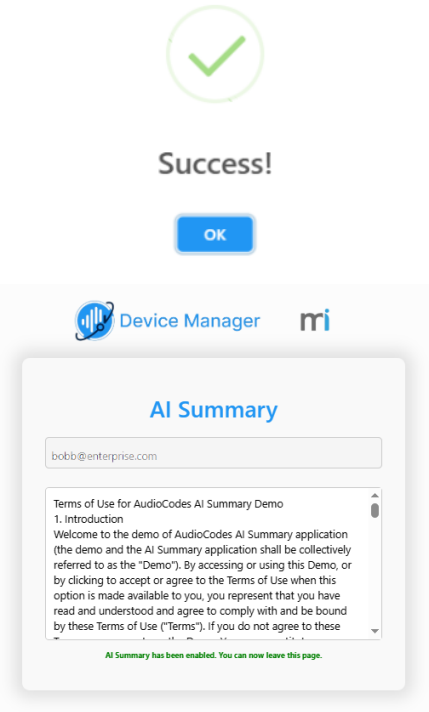


Enable AI Summary

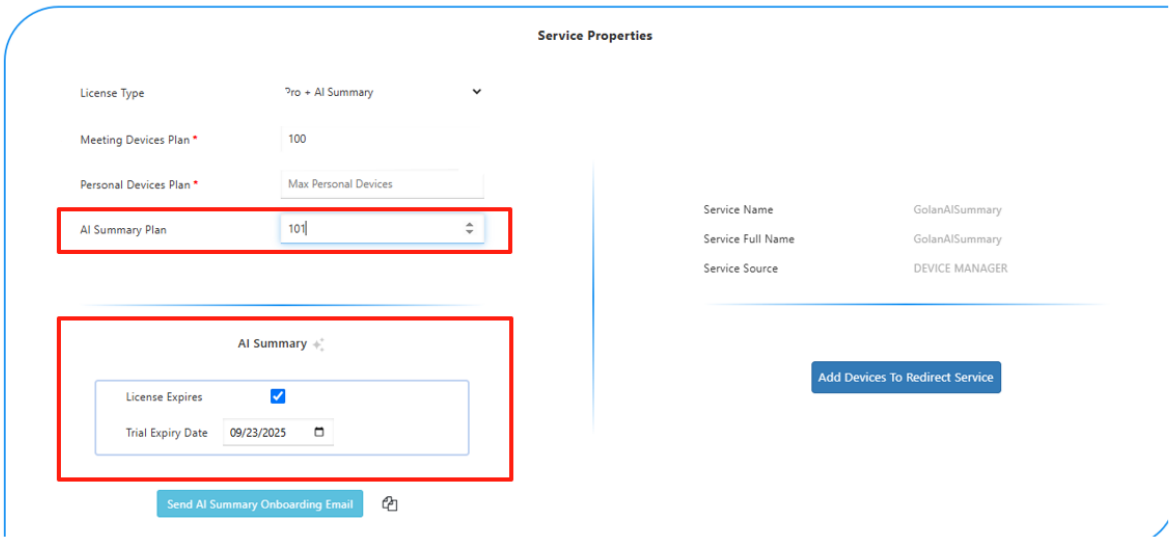
When you start a meeting, the AI Summary bot will join automatically. To add a recipient for the summary or to change the summary's language, press the Home button on the RX-PAD. This will open a pop-up menu where you can add recipient emails and select your preferred language.

The customer must open the email and accept the **Terms & Conditions** via the email link. You cannot configure the AI Summary Plan feature until this agreement has been approved.





7. Close the above confirmation dialogs.
8. Once the Terms and Conditions are approved, in the Service Details page, click **Update Service** and then refresh the page.

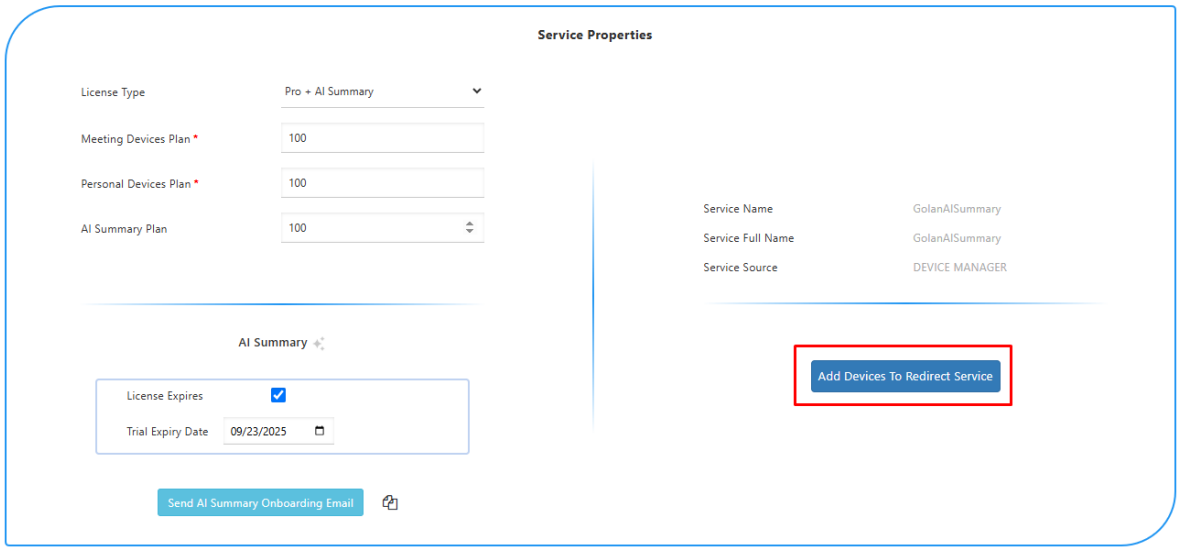


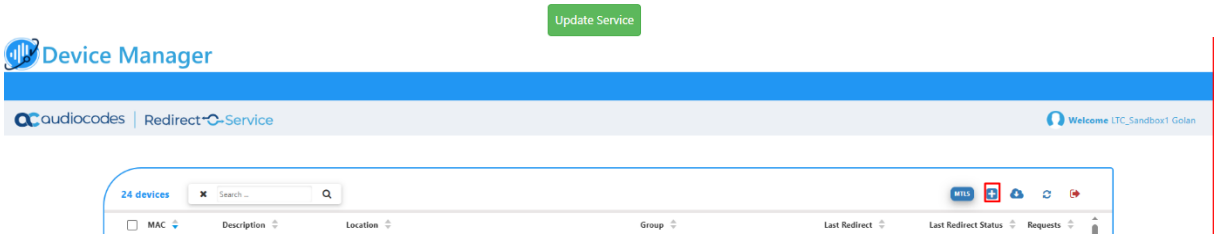
9. Configure the following:
   - The **AI Summary Plan** parameter for configuring the number of Meeting Room devices to support the feature.
   - The **License Expires** and **Trial Expiry Date** for setting the expiration date for the trial period.

License and Trial Period:

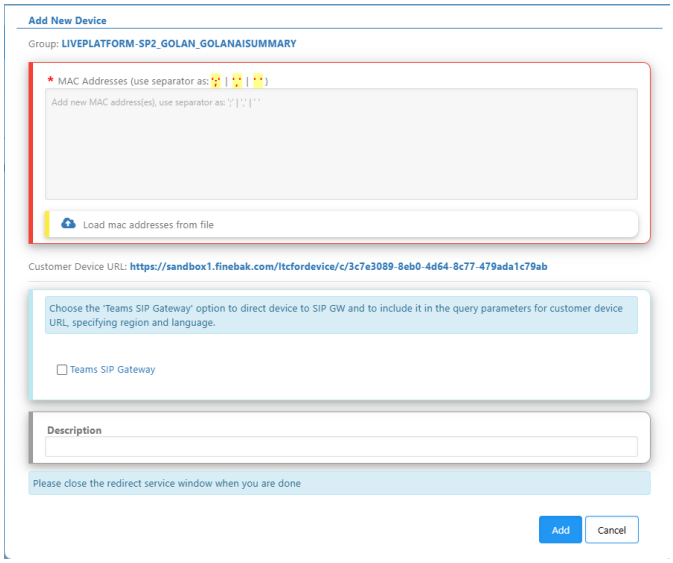
- For the Free Trial: Leave the License Expires checkbox checked.
- Action Required After Trial: Please be aware that the free trial is automatically stopped after the trial expiry date. To convert to a paid license and ensure that the service continues uninterrupted, you must return to this screen and uncheck the 'License Expires' checkbox.

10. Click **Update Service** and then refresh the page.
11. Enroll Customer's AudioCodes MTR devices by clicking **Add Devices to the Redirect Service**.





12. Add your devices by clicking on the **Add** button:



- Enter the list of MAC addresses that you wish to configure (use ';' | ',' | ' '|) to separate entries, and then click **Add**. You can also load MAC addresses from a CSV or text file:
  - Click Load MAC addresses from file.
  - Browse to the file that you wish upload (configure .CSV or text file in the following format):

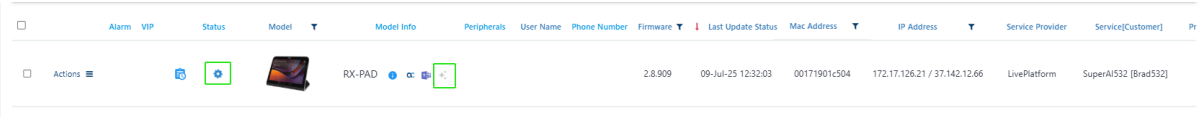
```
00171905c3c0
00171905c3c1
00171905c3c2
00171905c3c3
```

  - Click the **Upload** button to upload the file.
  - Monitor the results of the MAC validation process using the table below as a reference.

Table 1: MAC Device Statuses

Response	Description
3-Success	A connection has been successfully established between the device and the AudioCodes Redirect Server. The device is redirected to the server and the upgrade of the device firmware commences.
0-Invalid	The device MAC address is not recognized by the Redirect Server.
0-Duplicated Same	A connection already exists between the device and the Redirect Server from the same instance of server.
0- Duplicated Other	A connection already exists between the device and the Redirect Server from another instance of server.

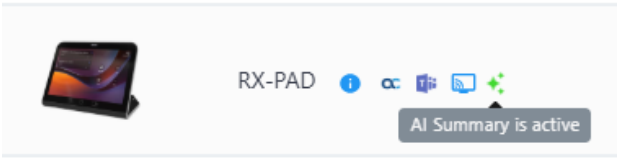
13. Click **Close**. The Redirect Server attempts to establish connection with the devices; an 'Await access' status is displayed. Once the devices have been successfully provisioned with firmware and configuration file, the Redirect Status is 'Success' and the Requests value is indicated as **1**.
14. After the devices have been added, reboot them to allow them to onboard to Live Platform.
15. Open the Device Status page and verify that Firmware files are downloading to the device. You may need to refresh the page to view the newly added device.



Once the device is successfully connected, the green tick is displayed.

16. The AI Summary icon displays 'Gray' until the feature is activated on both the Device Manager and on the device itself:
    a. Activate the AI Summary feature on the Device Manager, see Section 4.2.4.
    b. Activate the AI Summary feature the MTR device, see 4.3.1.

    When the AI Summary feature is active, the AI Summary icon is displayed 'Green'.

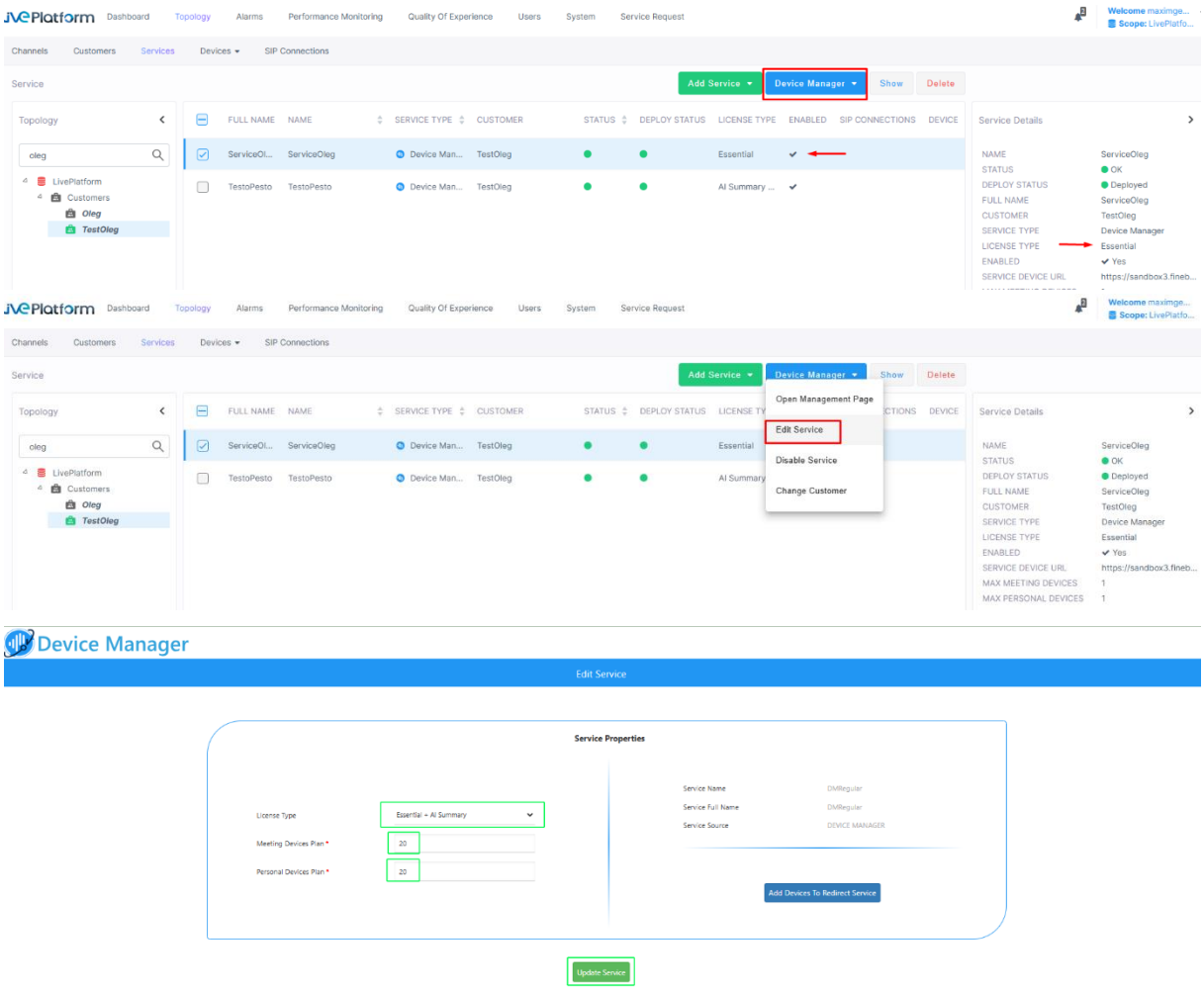


4.2.2 Upgrading Existing Device Manager Service with AI Summary License

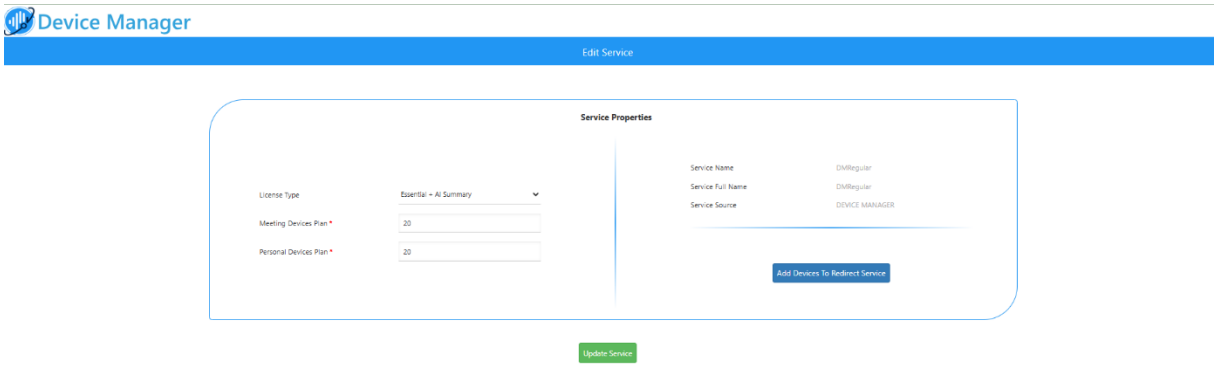
You can upgrade an existing Live Platform Device Manager service license from **Essential** to **Essential + AI Summary** to support the AI Summary feature. This process requires the customer to approve the Terms and Conditions to activate the AI Summary feature for the Trial period. A secure link to this agreement is sent to the customer tenant admin email account.

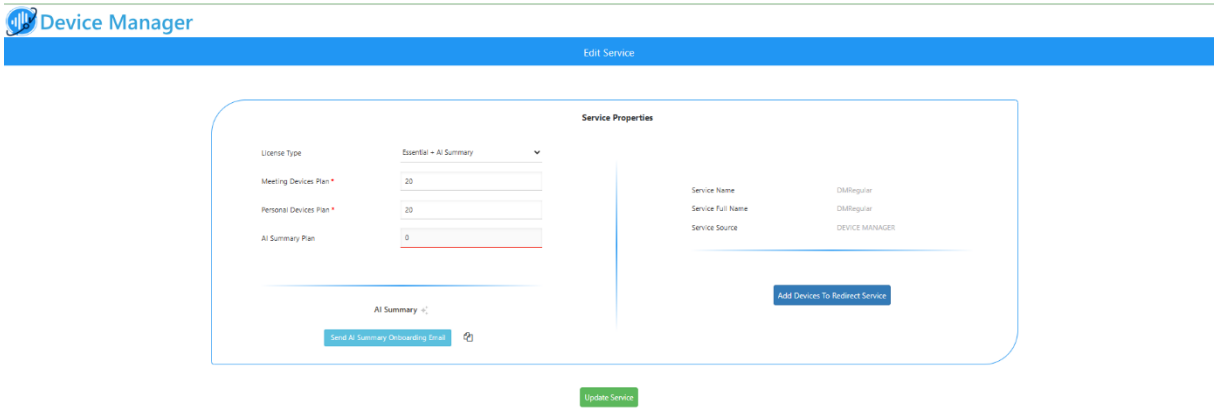
Do the following:

1. In the Services page, select the check box adjacent to the relevant service and then from the Device Manager drop-down, choose **Edit Service**.

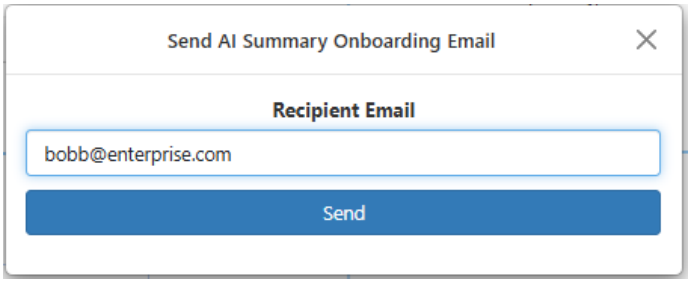


2. From the License Type drop-down, choose **Essential + AI Summary**.
3. Configure the number of Meeting Room devices to use this feature and configure the number of Personal devices as required, and then click **Update Service** and refresh the page.

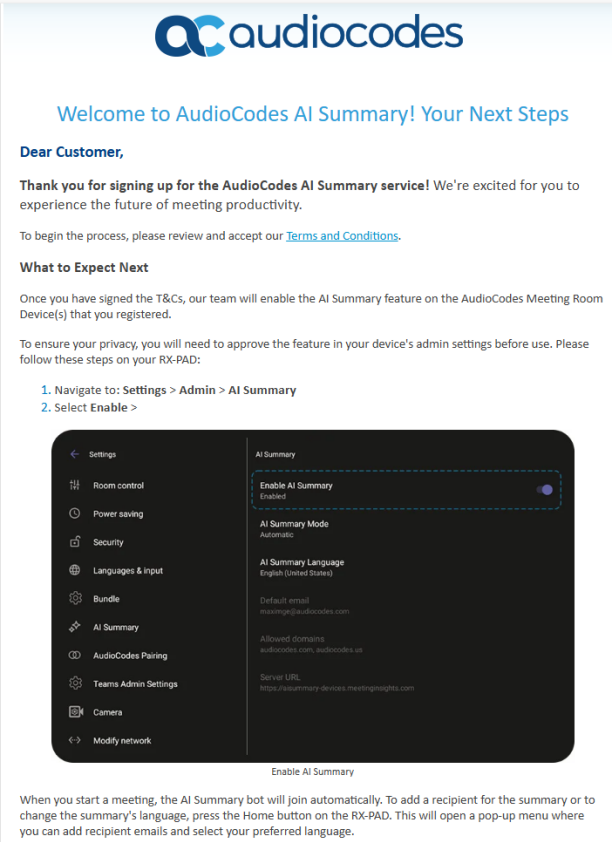




4. Send the Onboarding email to the customer: Click the **Send AI Summary Onboarding Email** button (or the copy icon to obtain a shareable link). This email contains a unique link to the service's Terms & Conditions.
5. Enter the email address of the customer tenant admin email account and then click **Send**.



The following Welcome email is received by the customer.



audiocodes

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To begin the process, please review and accept our Terms and Conditions.

What to Expect Next

Once you have signed the T&Cs, our team will enable the AI Summary feature on the AudioCodes Meeting Room Device(s) that you registered.

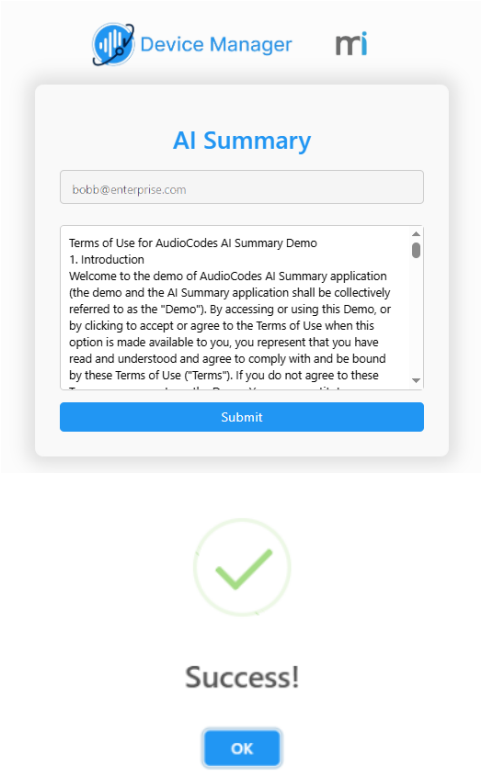
To ensure your privacy, you will need to approve the feature in your device's admin settings before use. Please follow these steps on your RX-PAD:

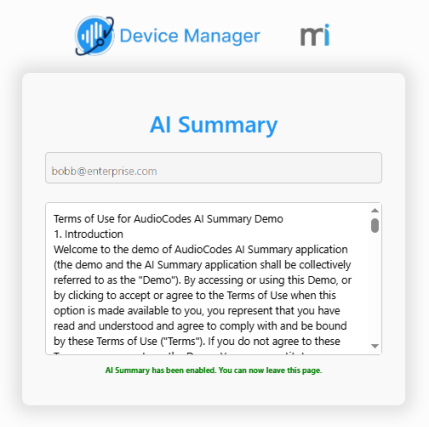
1. Navigate to: **Settings** > **Admin** > **AI Summary**
2. Select **Enable** >

Enable AI Summary

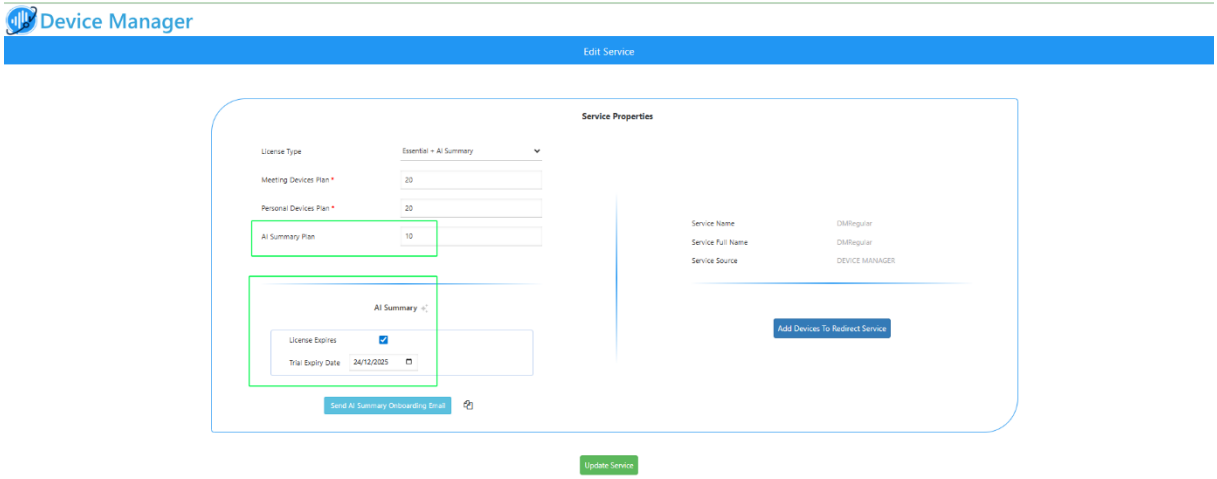
When you start a meeting, the AI Summary bot will join automatically. To add a recipient for the summary or to change the summary's language, press the Home button on the RX-PAD. This will open a pop-up menu where you can add recipient emails and select your preferred language.

The customer must open the email and accept the Terms & Conditions via the email link. You cannot configure the AI Summary Plan feature until this agreement has been approved.





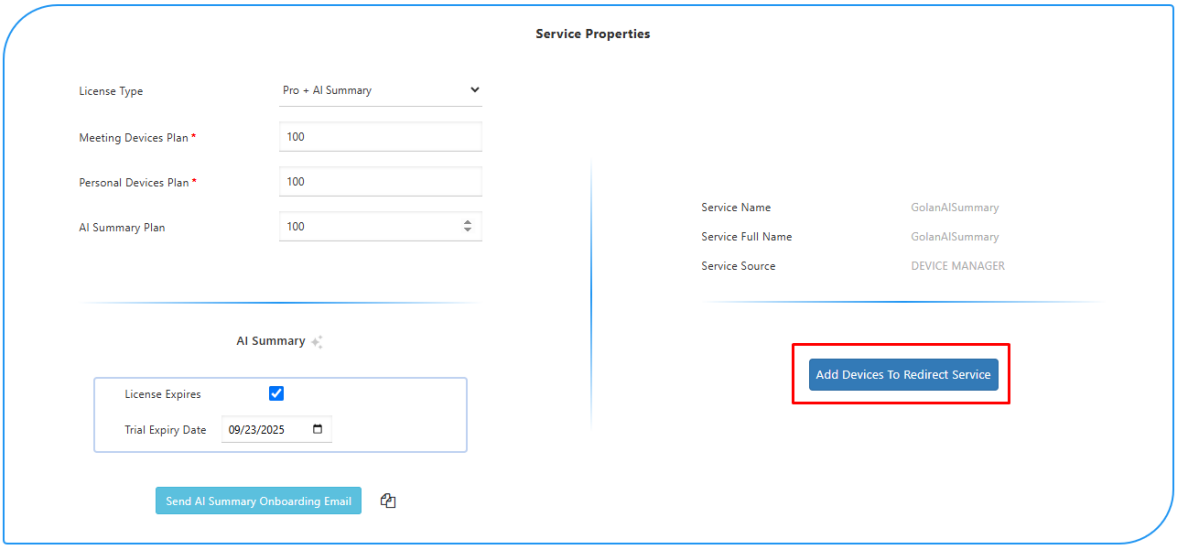
6. Close the above confirmation dialogs.
7. Once the Terms and Conditions are approved, in the Service Details page, click **Update Service** and then refresh the page.



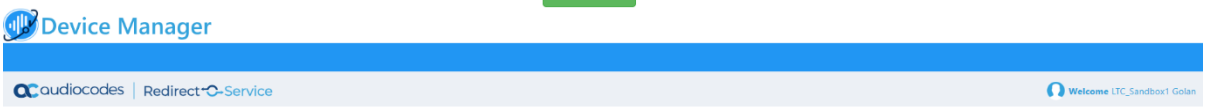
8. Configure the following:
   - The **AI Summary Plan** field for configuring the number of Meeting Room devices to support the feature.
   - The **License Expires** and **Trial Expiry Date** for setting the expiration date for the trial period.

> License and Trial Period:
> - For the Free Trial: Leave the License Expires checkbox checked.
> - Action Required After Trial: Please be aware that the free trial is automatically stopped after the trial expiry date. To convert to a paid license and ensure that the service continues uninterrupted, you must return to this screen and uncheck the 'License Expires' checkbox.

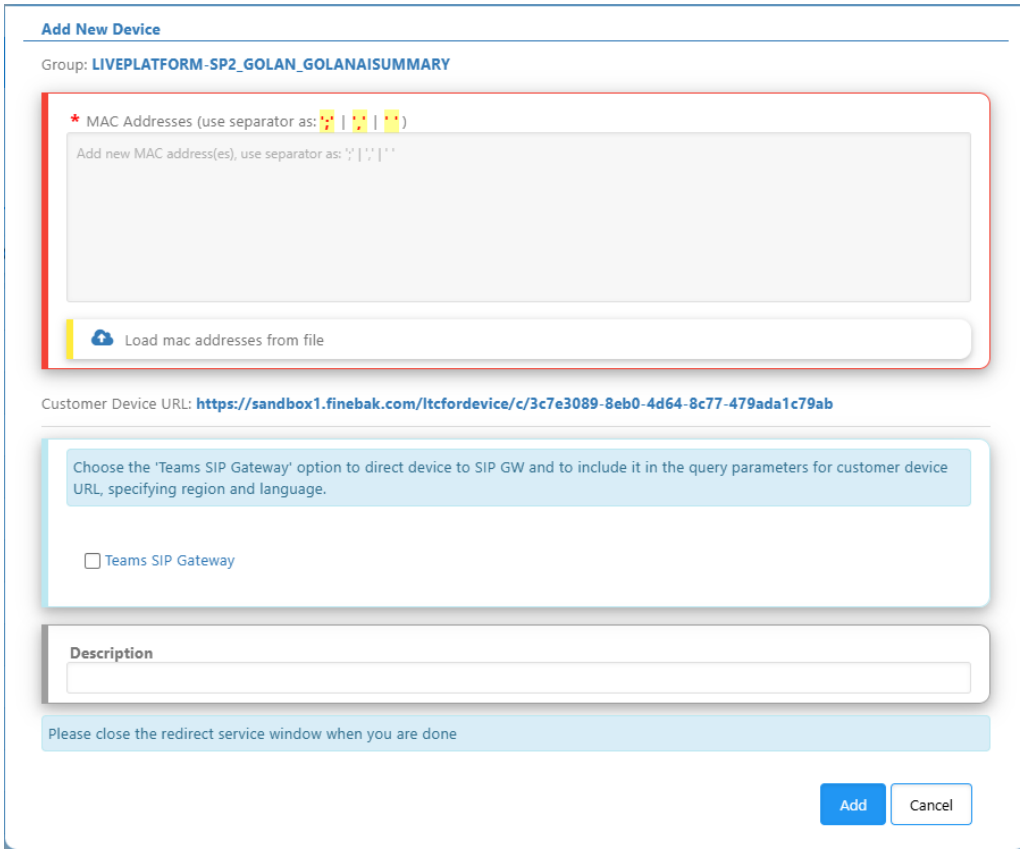
9. Click **Update Service** and refresh the page.
10. Enroll Customer's AudioCodes MTR devices by clicking **Add MTR devices to the Redirect Service**.



Update Service



11. Add your devices by clicking on the **Add** button :

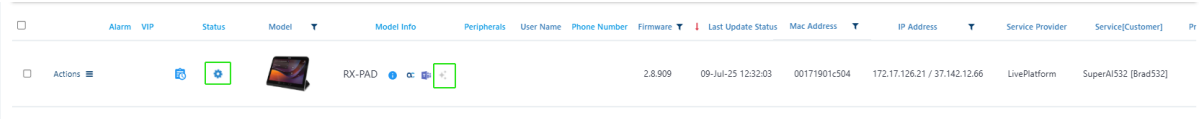


- Enter the list of MAC addresses that you wish to configure (use ';' | ',' | ' '|) to separate entries, and then click **Add**. You can also load MAC addresses from a CSV or text file:
  - Click Load MAC addresses from file.
  - Browse to the file that you wish upload (configure .CSV or text file in the following format):

```
00171905c3c0
00171905c3c1
00171905c3c2
00171905c3c3
```

  - Click the **Upload** button to upload the file.
  - Monitor the results of the MAC validation process using Table 1: MAC Device Statuses as a reference.

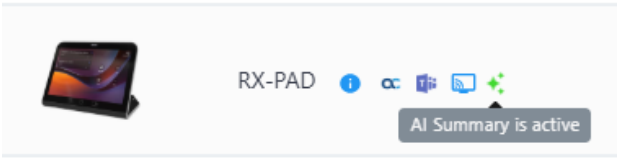
12. Click **Close**. The Redirect Server attempts to establish connection with the devices; an 'Await access' status is displayed. Once the devices have been successfully provisioned with firmware and configuration file, the Redirect Status is 'Success' and the Requests value is indicated as **1**.
13. After the devices have been added, reboot them to allow them to connect to Live Platform.
14. Open the Device Status page and verify that Firmware files are downloading to the device. You may need to refresh the page to view the newly added device.



Once the device is successfully connected, the green tick is displayed.

15. The AI Summary icon displays 'Gray' until the feature is activated on both the Device Manager and on the device itself:
    a. Activate the AI Summary feature on the Device Manager, see Section 4.2.4.
    b. Activate the AI Summary feature the MTR device, see 4.3.1.

    When the AI Summary feature is active, the AI Summary icon is displayed 'Green'.

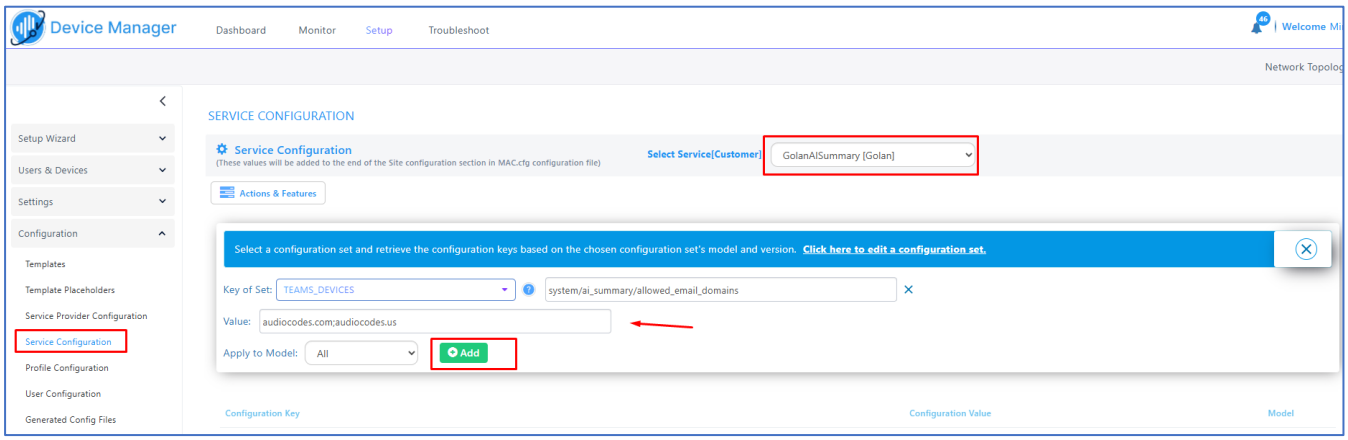


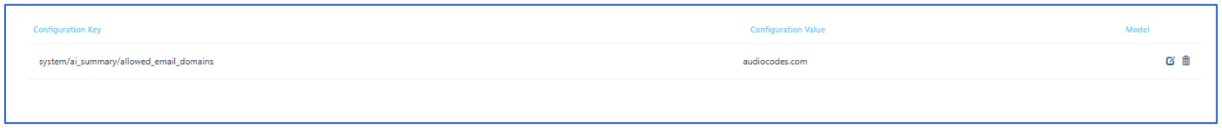
4.2.3 Configuring allowed domains for AI Summary emails

Due to security considerations, AI Summary emails are restricted to approved domains as configured. You must configure a Service Configuration template for this purpose. In the example below, the AudioCodes US domain is configured.

Do the following:

1. In the menu select Setup, and then in the Navigation pane **Configuration** > **Service Configuration**. Choose the relevant service, and then add the below parameter and values:.
   - **Parameter:** system/ai_summary/allowed_email_domains
   - **Example Value:** audiocodes.com,audiocodes.us



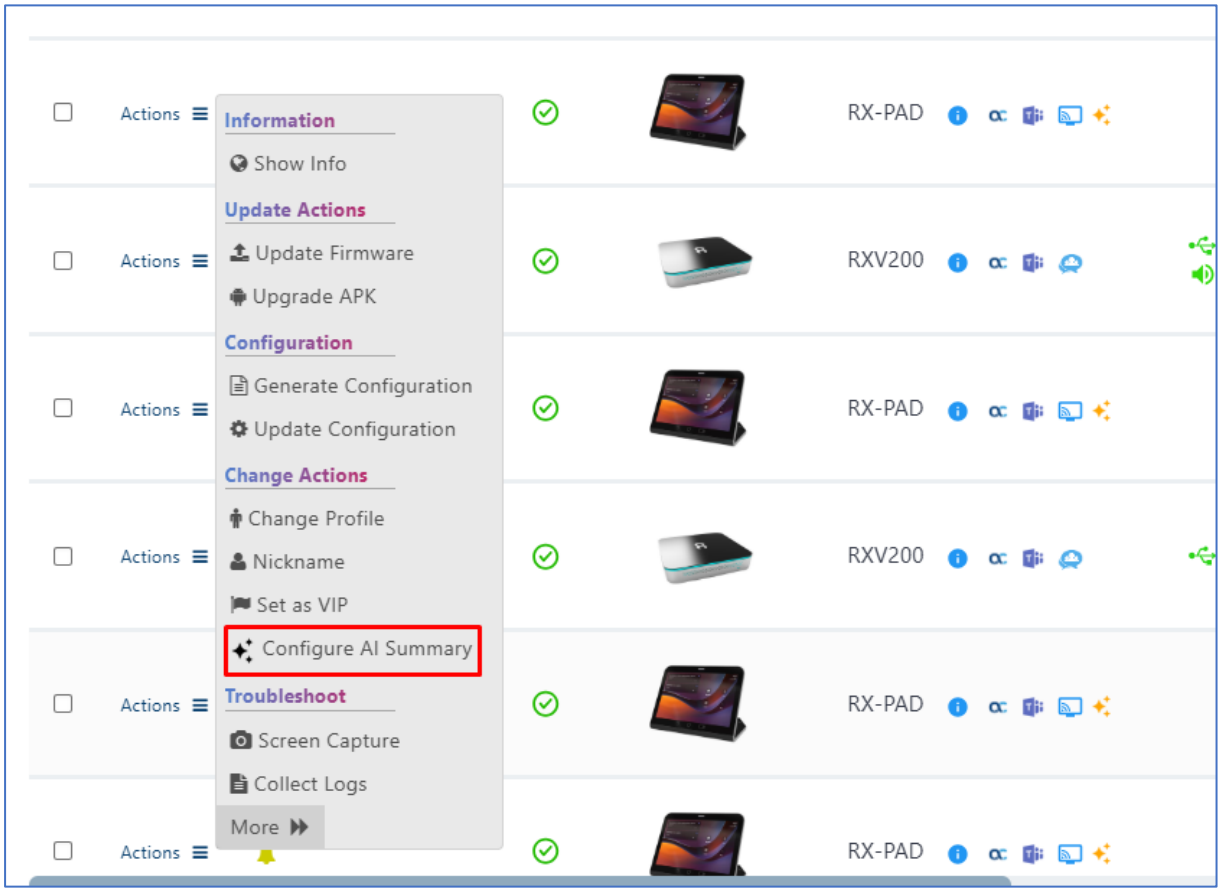


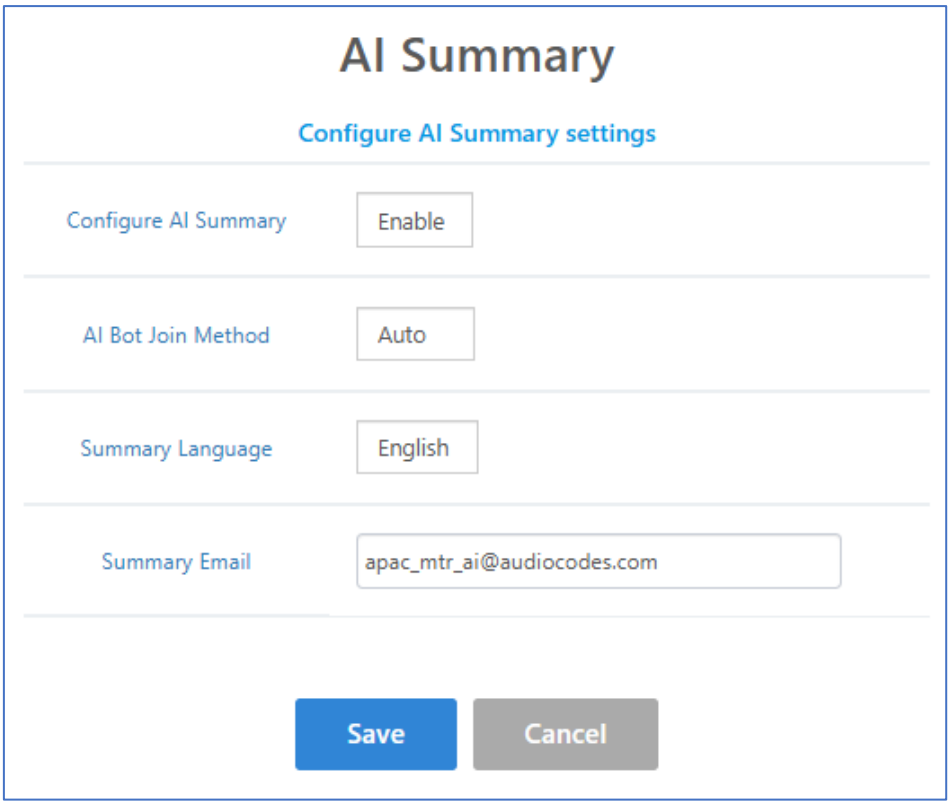
4.2.4 Configuring MTR Device (RX-PAD) for AI Summary

Once you have successfully added the MTR device, you can configure settings such as to set when the AI Summary Bot automatically or manually joins the meeting.

Do the following:

1. In the Device Manager, open the Device Status page and search for the relevant MTR device.
2. Right click the Actions menu for the device and then select **Configure AI Summary**, alternatively, click the **AI Summary** icon to open the configuration settings for the feature.



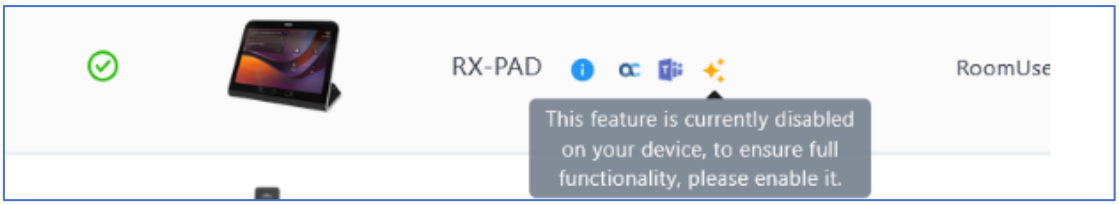


3. Click **Enable** to configure the AI Summary for the device and then click **Save**.
4. Configure other parameters according to the table below.

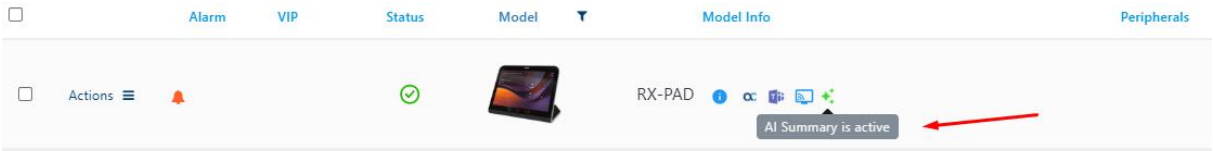
Table 2: AI Summary Settings

Parameter	Value
Configure AI Summary	Enable and disable AI Summary on the device.
AI Bot Join Method	■ **Auto** – AI Summary Bot automatically joins the meeting, unless proactively canceled. ■ **Manual** – AI Summary Bot does not join automatically and require explicit add from the room's user.
Summary Language	The summary's language determines the email's language. During the meeting, you can speak in various languages, and the AI Summary automatically translates them to the language configured by this parameter.
Summary Email	The Default recipient for the AI summary email in this room. The summary is always sent to this recipient. For example, the email admin account of the customer tenant for a Meeting room that is associated with a specific organization unit. In this case, the email summary is sent to all users belonging to the organization unit. Individual organization user recipients of the AI Summaries should be defined on the Meeting Room device.

After configuration is loaded to the device, you can view the status of the unit.



In the example below, after enabling the AI Summary Bot functionality from the RX-PAD, the status icon in the Device Manager is changed to ‘Green’.



The table below describes the statuses for the AI Summary icon.

Table 3: AI Summary Icon Statuses

AI Icon color	Status
Gray	Not yet configured via the Device Manager.
Orange	■ The feature has been enabled in the Device Manager however not on the MTR device. ■ Configuration on the MTR device is incomplete.
Green	The AI Summary feature is 'Active' indicating that it has been enabled on both the device and the Device Manager.
Red	An error has occurred in the configuration.

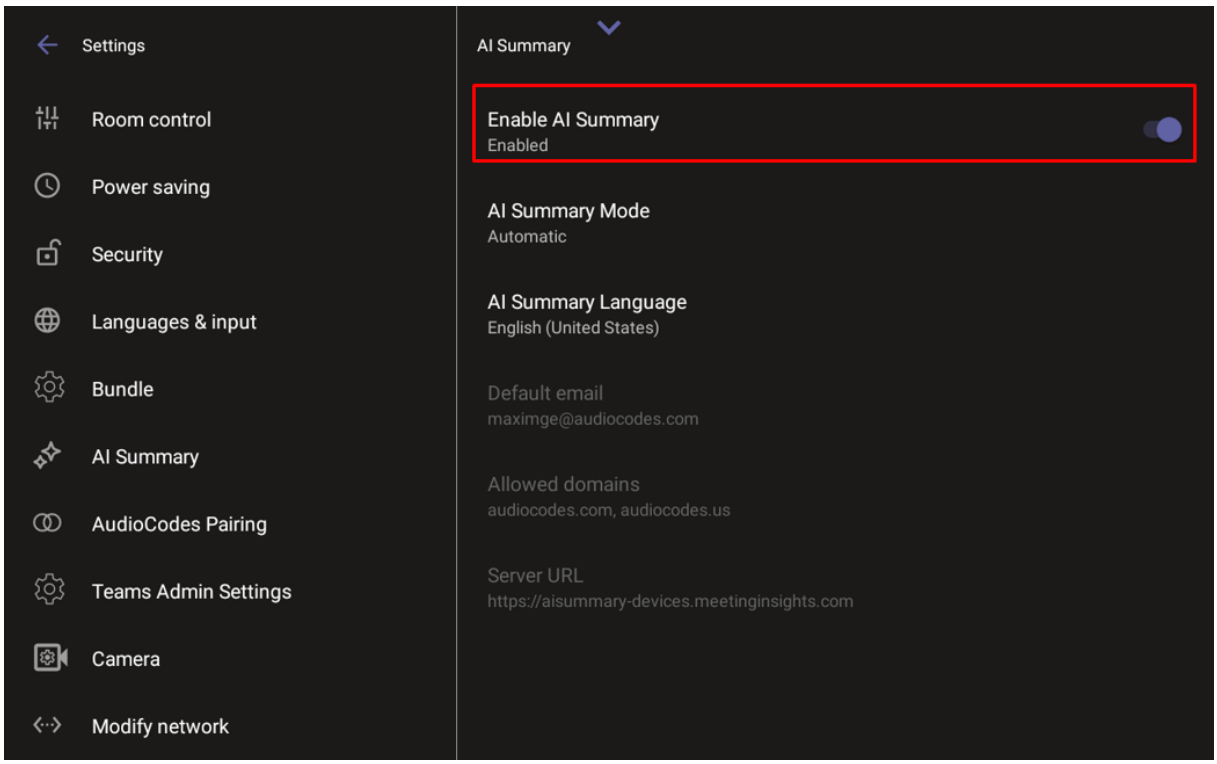
4.3 Meeting Rooms Device (RX-PAD)

This section describes the actions to perform on the Meeting Rooms device.

4.3.1 Enabling AI Summary

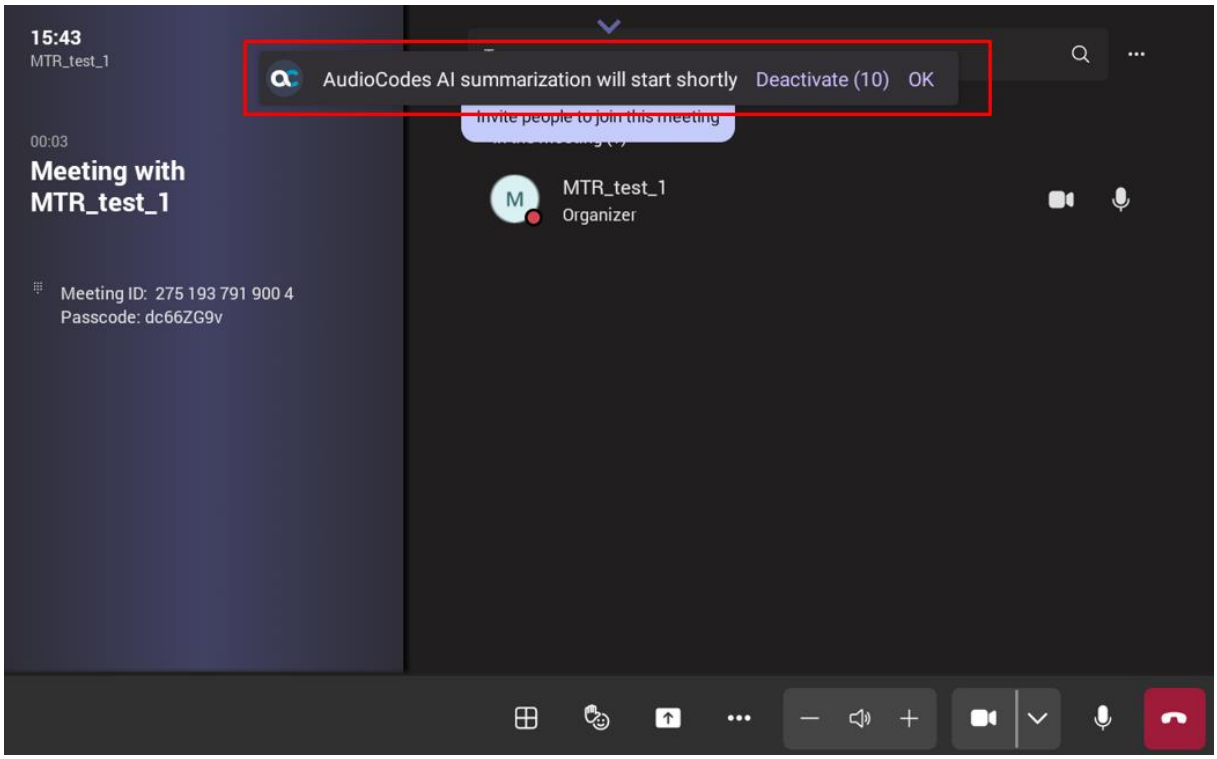
As an additional security measure, the AI Summary feature must be enabled locally on the physical device. This manual activation confirms that an authorized administrator has access to the Meeting room hardware. Until this is completed, the AI Summary service remains pending, and its status in Device Manager is indicated with an **Orange** icon.

> This action must be performed with **Administrator** permissions.

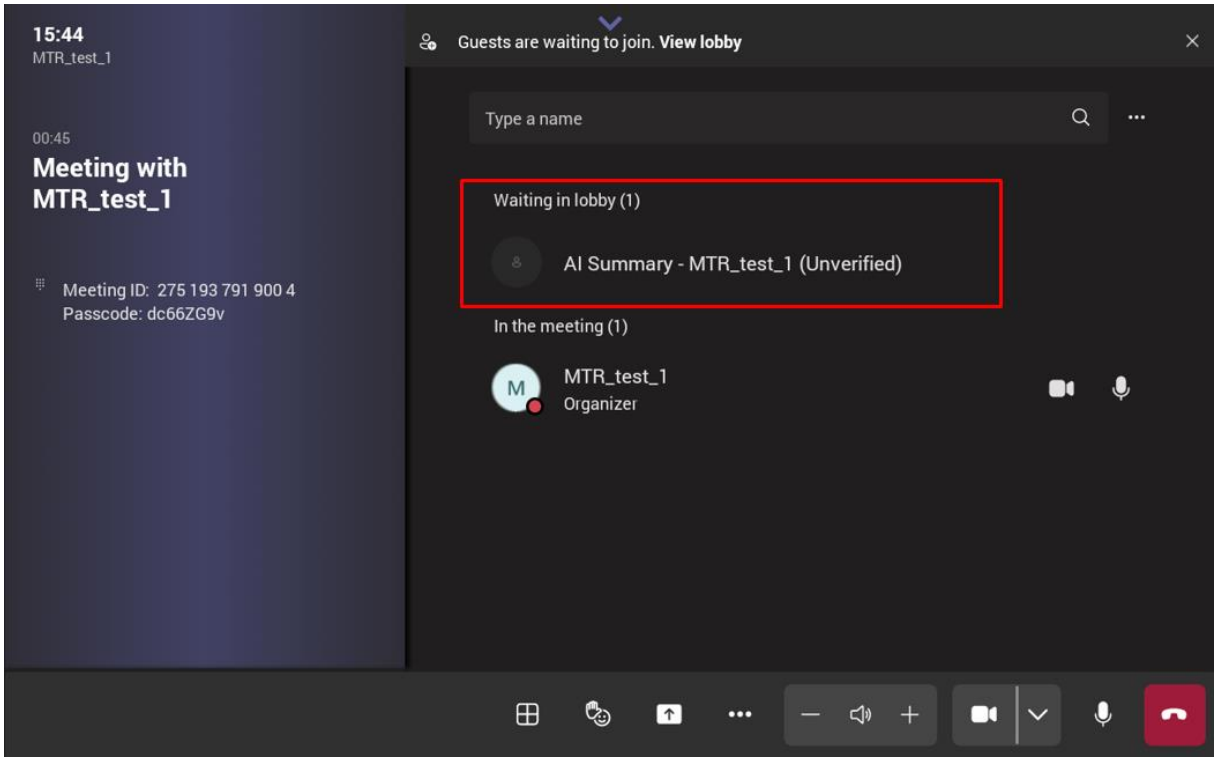


4.3.2 Adding AI Summary Bot to Meeting

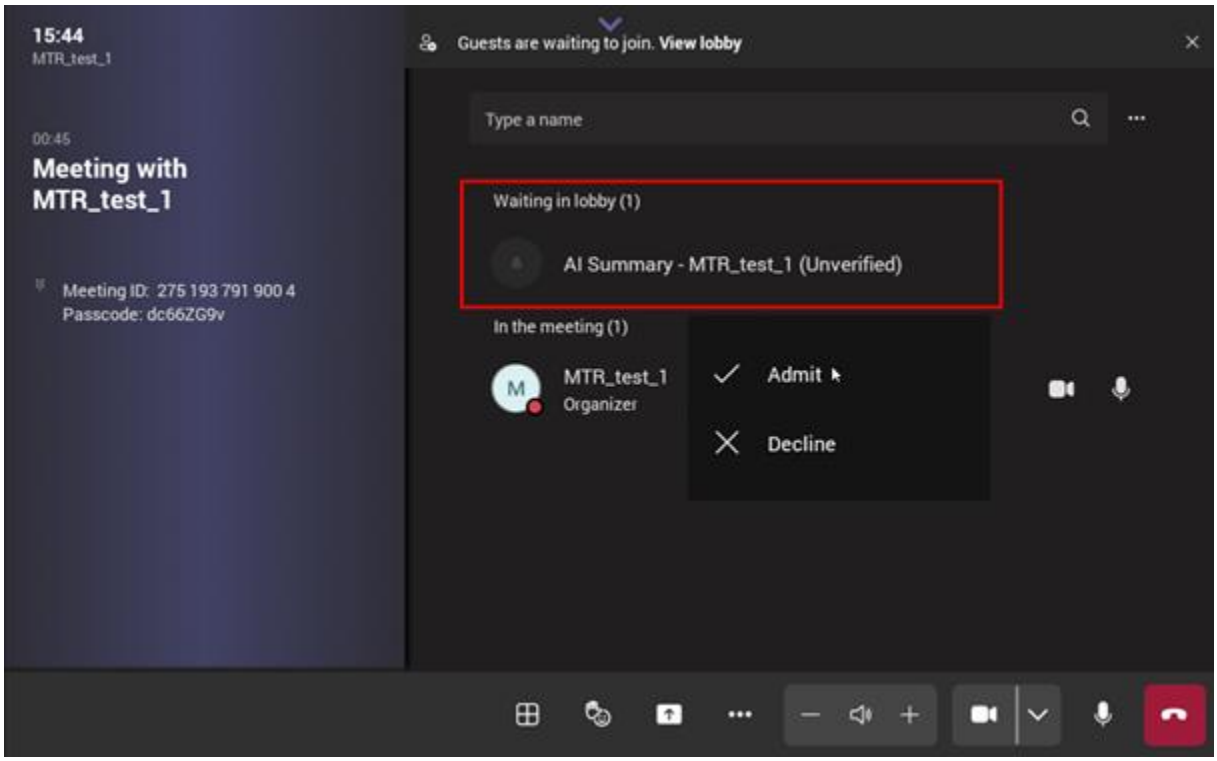
Upon the start of the Meeting (scheduled or Ad-hoc), the user is prompted both on the TV screen and RX-PAD that the AI Summary Bot is about to start.

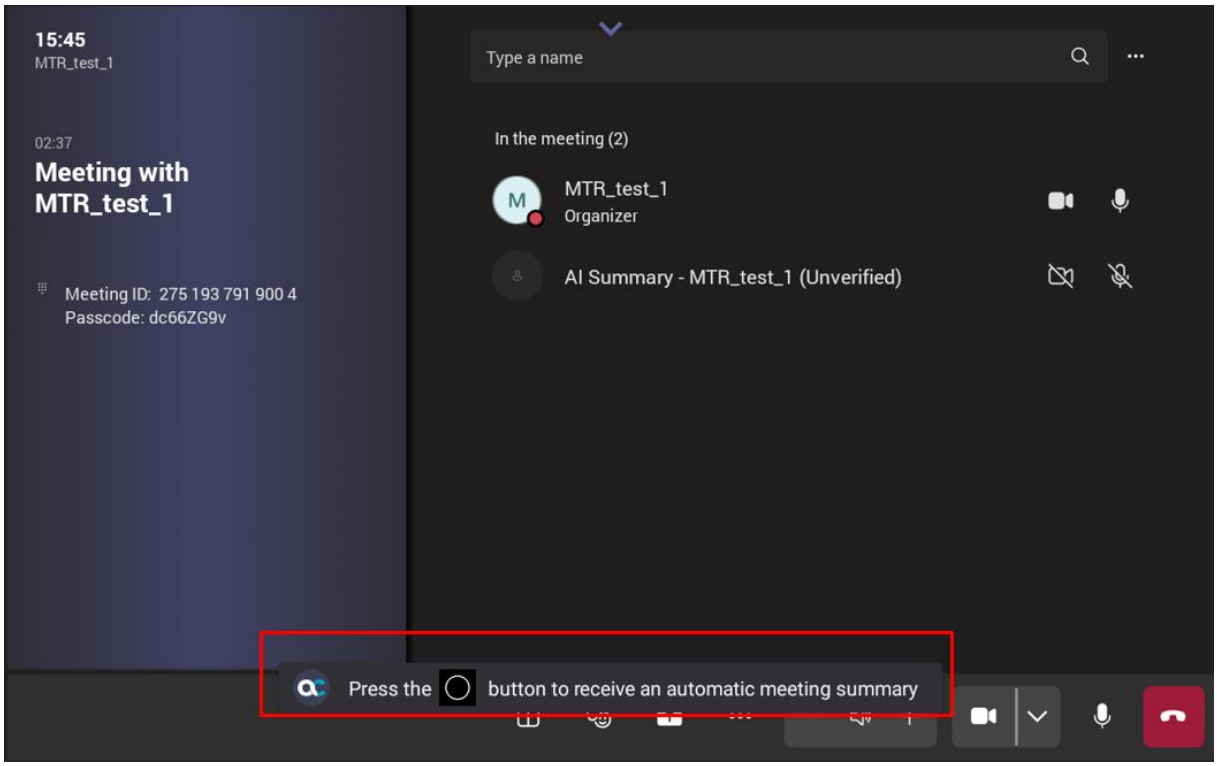


- Due to privacy concerns, the Bot enters the Meeting Room lobby pending admittance by the user who is already in the meeting.
- In Calendar meetings with Bypass lobby option set to **Everyone**, the AI Summary Bot joins automatically.



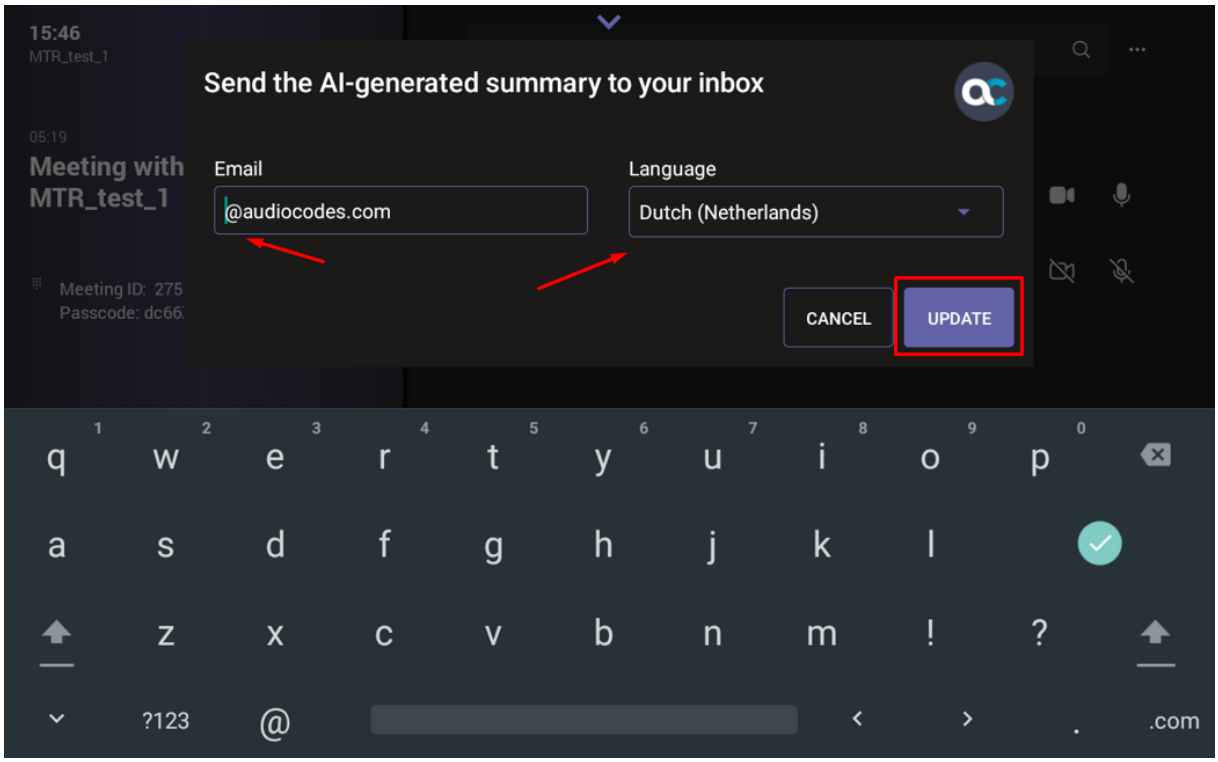
- Once admitted, the AI Summary Bot is successfully joined to the meeting and the recording starts.





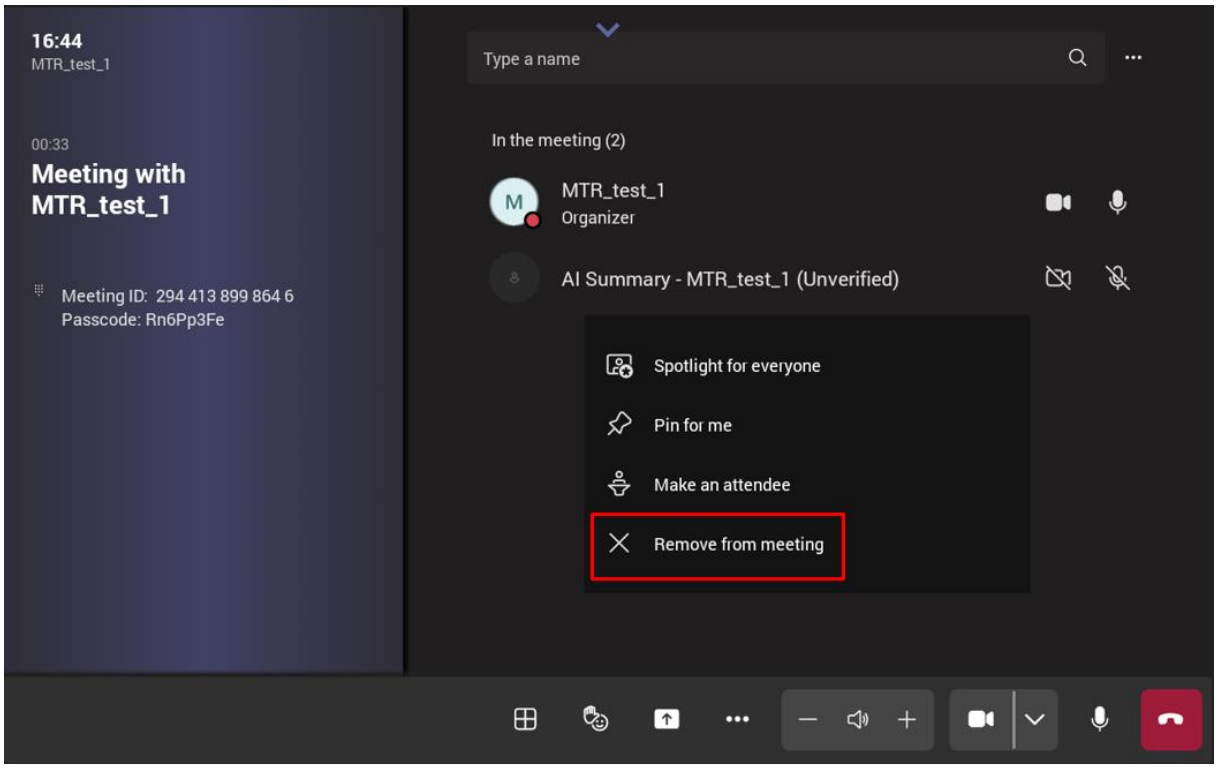
4.3.3 Adding AI Summary mail recipient and changing Summary language

During any stage of the meeting, click **Home** physical button on RX-PAD to add a recipient for the AI Summary or/and change the Summary language.



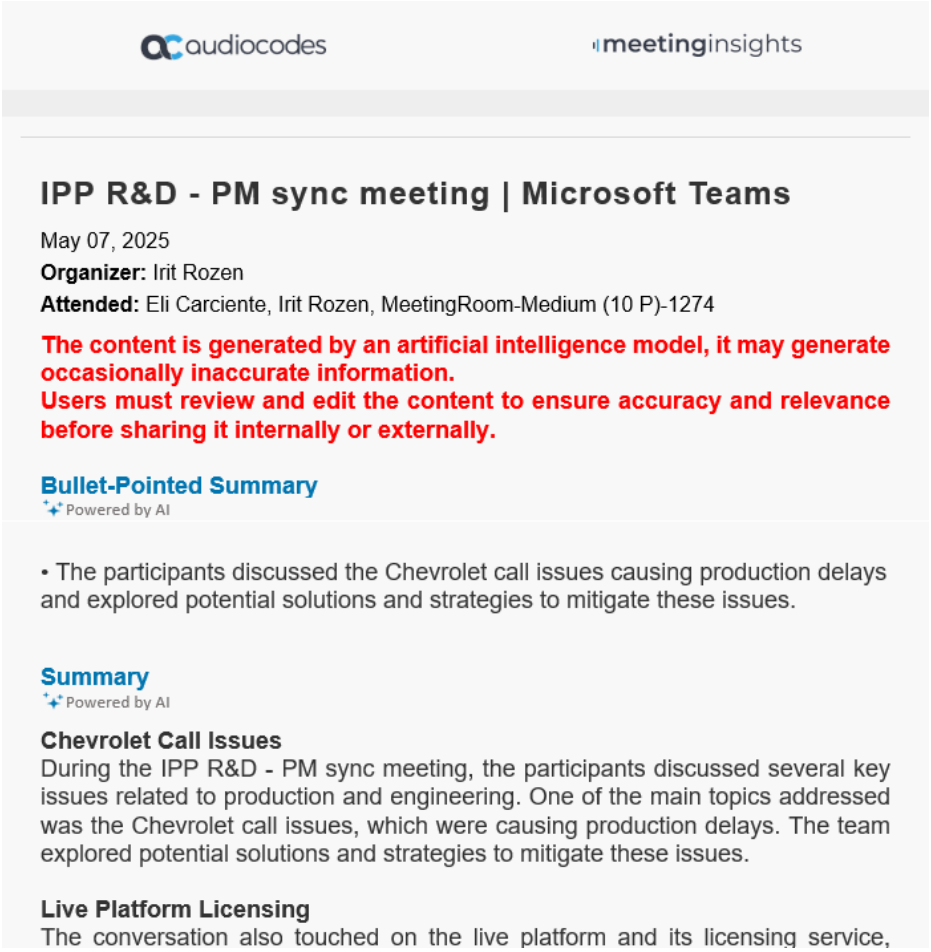
4.3.4 Removing AI Summary from Meeting

Once the AI Summary Bot is active, you can always click **Remove from meeting** and remove the AI Summary feature from the meeting.



4.3.5 Receiving AI Summary email

A couple of minutes after the meeting has ended, the AI Summary mail is sent to the recipients.



audiocodes meetinginsights

IPP R&D - PM sync meeting | Microsoft Teams

May 07, 2025

Organizer: Irit Rozen

Attended: Eli Carciente, Irit Rozen, MeetingRoom-Medium (10 P)-1274

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Bullet-Pointed Summary
Powered by AI

• The participants discussed the Chevrolet call issues causing production delays and explored potential solutions and strategies to mitigate these issues.

Summary
Powered by AI

Chevrolet Call Issues
During the IPP R&D - PM sync meeting, the participants discussed several key issues related to production and engineering. One of the main topics addressed was the Chevrolet call issues, which were causing production delays. The team explored potential solutions and strategies to mitigate these issues.

Live Platform Licensing
The conversation also touched on the live platform and its licensing service,

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