Room Experience (RX) Suite

AudioCodes RX-PAD Meeting Room Controller

Version 2.8.208





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Notice

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This document is subject to change without notice.

Date Published: March-26-2025

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Stay in the Loop with AudioCodes



Abbreviations and Terminology

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

Documentation Feedback

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Related Documentation

Document Name			
RXV81 RXV200 RX-PAD RX-PANEL Release Notes			
RX-PAD Meeting Room Controller Quick Guide			
Pairing RX-PAD with Teams Rooms on Android			
RXV81 MTRA User & Admin Manual			
RXV200 MTRA Compute User & Admin Manual			
RXV200 Microsoft Teams Rooms on Android Compute Unit Quick Installation Guide			
Device Manager User & Admin Manual			

Document Revision Record

LTRT	Description		
18320	Initial document release.		
18321	Reset pinhole button		
18322	HDMI In MTRA screen sharing Audio Notifications via MTRA Speakers		
18323	Application launcher. Enrolling with Intune Policies. System State page.		
18324	2.6. Wall mount installation.		
18325	Camera Settings. PTZ adjusters. Downgrade block. Tracking Mode. Configuring Display.		
18326	Updated to Version 2.8.208		

1 Introduction

The AudioCodes RX-PAD Meeting Room Controller is a center-of-room intuitive touch controller that provides complete and straightforward access to AudioCodes meeting room solutions.

With its proximity sensor, ergonomic design and 8-inch high-resolution display, this high-quality controller enables simple and intuitive operation with extensive customization options.

RX-PAD Meeting Room Controller offers innovative features such as one-click-to join with an integrated calendar for simple collaboration initiation, smooth content sharing and easy camera adjustments, among others.

Part number: TEAMS-RX-PAD – MSRP

Note:

With this release, Microsoft Teams Android devices now utilize Intune Android Open Source Project (AOSP) device management. AOSP device management is a mobile device management (MDM) platform specifically designed for Teams devices. This update delivers more reliable user experience, an enhanced deployment process for administrators, and serves as the foundation for future innovations and advanced management capabilities for Microsoft Teams Android devices, including Teams Rooms, Teams panels, Teams phones, and Teams displays.

AOSP Device Management replaces the legacy Android Device Administrator solution previously used to manage Teams devices.

For detailed information on the AOSP migration process, please refer to the article <u>Moving Teams Android Devices to AOSP Device Management | Microsoft Community</u> <u>Hub</u>.

1.1 Highlights

- Leverages plug-and-play simplicity to deliver a productive and familiar Microsoft Teams meeting experience requiring connection with just a PoE cable.
- Features functions that are readily accessible to all participants with easy access to camera settings via onscreen navigation buttons that put all AudioCodes meeting room solutions at your fingertips.
- Paired with the main MTR unit which runs the Teams Room application on Android
- Compatible with the AudioCodes RXV81 MTR on Android and RXV200 MTR on Android.
- High-resolution 8-inch touch LCD
- Supported by OVOC Device Manager, enabling monitoring/upgrading from anywhere.



Z	Speedy collaboration initiation. One-click-to-join for easy collaboration.
	An inbuilt calendar to quickly set or join meetings
Ţ	A single cable connection keeps your desk clean and tidy
	Innovative ergonomic design for seamless operation
	High-resolution, eight-inch touch LCD
:	Human sensor
IJ	Cable compartment
	POE or power enabled
(î:	Dual-band Wi-Fi and Bluetooth support
	Android 12

1.2 Specifications

See the <u>RX-PAD Datasheet</u> for more information.

1.3 Connectivity

RX-PAD must be paired with the 'main MTR unit', for example, RXV81 or RXV200, to be active. RXV81 | RXV200 is the Front of the Room MTR main unit.

- RX-PAD runs the main client and MTR processing (audio, video, sharing)
- The main unit (RXV81 | RXV200) can run as a standalone (using remote / keyboard / mouse) or paired with the controller
- Both RX-PAD and RXV81 | RXV200 share the same MTR license and account
- The user signs in on both RX-PAD and RXV81 | RXV200, to the same account
- Configuration is 'shared' between the Room Controller and the main unit

AudioCodes control channel - using Bluetooth and Ethernet





1.4 Managing RX-PAD

Admins can use AudioCodes Device Manager to manage RX-PAD. Management includes:

- Monitoring
- Firmware management / upgrade
- Alarm management

Note:



- Firmware downgrade is blocked as of version 2.6.280 to prevent a possible race condition (conflict) between Microsoft Teams admin center (TAC) and AudioCodes' OVOC | Device Manager.
- Downgrading an RXV200 peripheral device to a version older than the built-in release is restricted as of version 2.6.280. Peripheral devices include cameras (RXVCam50, RXVCam360, RXVCam70), audio devices (RX15 or RX40) and RX-PAD.

1.5 Audio Notifications via MTRA Speakers

RX-PAD triggers audio notifications via RXV81 and RXV200 MTRA speakers. Users hear audio notifications produced by RX-PAD directly through the MTRA. Crucial features such as Talkback accessibility, ensuring a more streamlined and accessible communication experience during meetings and collaboration sessions, are included. The capability leverages Front of Room devices (RXV81 | RXV200) to serve as the audio source for RX-PAD, enabling the utilization of accessibility features on RX-PAD.

1.6 Security Guidelines

For detailed security guidelines regarding AudioCodes Native Teams Android-based devices, refer to the document <u>Security Guidelines for AudioCodes Native Teams Android based Devices</u>.

2 Getting Started

2.1 Setting up RX-PAD



Note: See *RX-PAD Meeting Room Controller Quick Guide* for information about shipped RX-PAD items, positioning, installing, cabling, and powering up.

2.2 Signing in to RX-PAD



Note: See the *Pairing RX-PAD with Teams Rooms on Android AudioCodes Devices* for information about how to sign in to your Microsoft Teams Account.

2.2.1 Configuring Admin Login Timeout

Admin login timeout can be configured using the following cfg configuration file parameter: settings/admin_logout_timeout,values=3

- Default: 3 (minutes)
- Valid values: 1-10 (minutes)

Note:

- Timing begins when exiting the 'Device Settings' menu.
- When the timeout expires, the device logs out automatically.
- The functionality works for both registered and unregistered devices.

2.3 Pairing RX-PAD with MTR

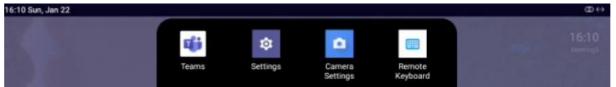
RX-PAD must be paired with the Microsoft Teams Room (MTR) on Android device (RXV81 | RXV200).



Note: See the *Pairing RX-PAD with Teams Rooms on Android AudioCodes Devices* for information about how to pair RX-PAD with RXV81 | RXV200.

2.4 After Pairing

After pairing RX-PAD with the MTR, scroll down in RX-PAD to this:



From left to right:

- **Teams** (tap to refresh RX-PAD's UI)
- **Settings** (tap to enter RX-PAD's Device Settings)
- **Camera settings** (tap to open the MTR's 'Camera Settings')
- **Remote keyboard** (tap to control the MTR)

2.5 Configuring RX-PAD FQDN/IP Address

RX-PAD features a setting enabling admin to configure FQDN/IP address. If RX-PAD is launched but the app has an invalid FQDN/IP address, admin is prompted to manually enter it.

			Room control			
	Date & time		Room control URL			
	Wi-Fi					
*	Bluetooth					
	USB	Room cont	rol URL			
냬	Room control					
C	Power saving			CANCEL	ок	
÷	Security					
	Languages & input					
	Bundle					
	Teams Admin Settings					



Note:

- The option is supported even though IP address may be a rare case since the server certificate's CN must include it.
- There is also a settings option to download the CA certificate.

3 Operating RX-PAD

The following summarizes how to operate RX-PAD.



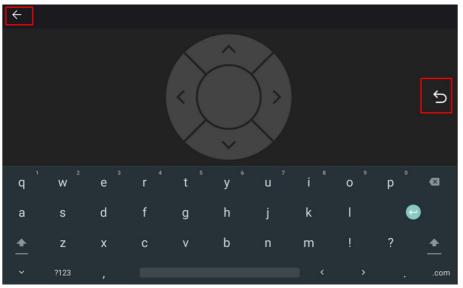
L-R	Description			
1	Touch the back button to return to the previous screen.			
2	Touch to return to the home screen or long-press to open the Device Settings page.			
3	Touch to access the MTR's Camera Settings page.			
4	Touch to open Microsoft Teams and the Device Settings menu.			
5	Click to join a scheduled meeting.			
6	Passive Infrared (PIR) motion sensor (hidden). When sensing motion, it wakes up RX-PAD from screensaver mode, automatically lighting up the screen to greet the user.			
7	 LED: Solid red indicates in a meeting Solid green indicates the RX-PAD is online and signed in Flashing red indicates incoming invite to join a meeting 			
8	Drop-down menu to make it easy to open the RX-PAD application launcher. The new launcher enables accessing an app <i>with a single click</i> .			

3.1 **Operating with the Remote Keyboard**

After pairing RX-PAD with the MTR, scroll down in RX-PAD to the Remote Keyboard menu:

16:42 Mon, Jul 8					$(0 \leftrightarrow \bigcirc$
MONDAY MONDAY I Colar Join your meeting with this room	Teams	Settings	Camera Settings	Remote Keyboard	
	B	Î			
Meet now					

- > To operate with the remote keyboard:
- 1. Tap the menu indicated in the figure above.



- 2. Enable touchscreen controls for remote control of the MTR.
- 3. Use RX-PAD's remote keyboard to:
 - Sign in to an MTR (RXV81 | RXV200)
 - Toggle between the MTR's Teams menus and device menus
 - Navigate to MTR settings for adjustment of relevant features (such as Bundle selection, etc.)
- 4. Tap the right arrow indicated in the figure above to go back to the previous menu in the MTR.
- 5. Tap the uppermost left arrow indicated in the figure above to exit Remote Keyboard mode.

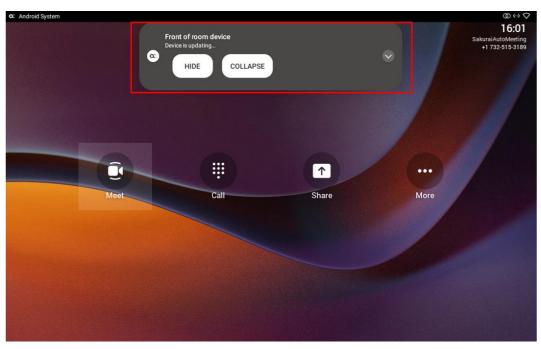
3.2 Managing Popup Messages

Popup messages displayed on the MTR device (RXV81 | RXV200) are seamlessly mirrored in the bundled RX-PAD to enhance user interaction.

When a message pops up in the MTR GUI, the same is displayed in RX-PAD.

The feature streamlines user experience, allowing users to conveniently confirm messages directly from RX-PAD and manage notifications intuitively and efficiently.

The figure below shows the popup message **Device is updating** on RX-PAD.

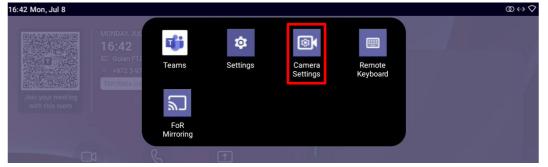


If the alert is an action, you can perform the action using RX-PAD, for example, REBOOT / DO IT LATER / COLLAPSE, as shown in the figure below.

Android System		$@ \leftrightarrow \diamondsuit$
	Front of room device Restarting C REBOOT DO IT LATER COLLAPSE	€ Control Con
Meet	Call Share	More

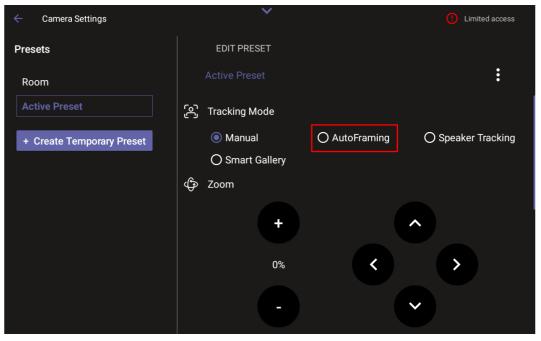
3.3 Adjusting MTR Camera Settings

After pairing RX-PAD with the MTR device (RXV81 | RXV200), select **Camera Settings** in RX-PAD:



To adjust MTR camera settings:

1. Tap the menu indicated in the figure above to enter the MTR's Camera Settings page -or- use the camera hard key to access the Camera Settings page.



2. In the Camera Settings page shown in the figure above, view an Auto Framing switch available when RX-PAD is used to control RXV81 MTR. In addition to RXV81, the feature is also available on RXVCam50L/M connected to RXV200.

Note:



- Admin users can create a permanent camera settings preset including enable / disable of Auto Framing.
- End users can either select a preconfigured preset which includes enable / disable of Auto Framing or create a temporary preset *during a meeting* (which will be deleted at the end of the meeting) and can enable / disable Auto Framing.
- **3.** Enable Auto Framing if required; PTZ (Pan Tilt Zoom) functions are then disabled; temporary presets are available for users without admin permissions; users without administrator permissions can create temporary presets.

← Camera Settings		() Limited access
Presets	VIEW PRESET	
Room		
+ Create Temporary Preset	දි Auto-Framing	
	Zoom	0%
		100%
	Tilt	50%
		100%
	Pan	50%
		100%
	Brightness	50%



Note: If that user leaves the meeting, the temporary presets will be erased when they later reenter Camera Settings (or another user later enters); temporary presets are only for that meeting they were configured for; new presets can be configured for the new meeting.

← Camera Settings		Limited access
Presets	EDIT PRESET	
Room		:
test + Create Temporary Preset	은 Auto-Framing ●	
	Zoom	56%
		100%
	Tilt	67%
		100%
	Pan	66%
		100%
	Printman	60%

← Camera Settings		① Limited access
Presets	VIEW PRESET	
Room		
+ Create Temporary Preset	ලි Auto-Framing 🌑	
	Zoom	0%
	0	100%
	Tilt	50%
		100%
	Pan	50%
		100%
	Brightness	50%

3.4 Configuring RXVCam70 Camera Tracking Modes



Note: Applies exclusively to RX-PAD bundled with RXV200.

To select a Tracking Mode:

1. Open the Edit Preset page (Camera Settings > Room > Edit Preset).

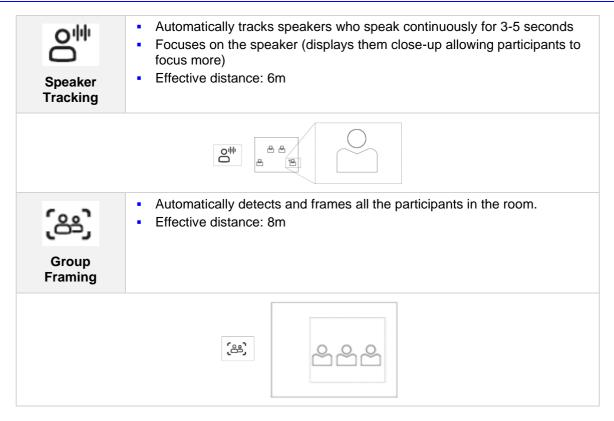
Camera Settings		
Presets	EDIT PRESET	
Room		:
+ Create New Preset	중 Tracking Mode O Manual O AutoFraming ⓒ Speake tracking O Smart Gallery	r 1
	Zoom I I I I I I I I I I I I I I I I I I I	0%
	Tilt.	50%
		100%

- 2. Select one of the following RXVCam70 camera tracking mode options:
 - Manual
 - Auto framing
 - Speaker tracking
 - Smart Gallery
- **3.** Use the following as reference:

Smart Gallery	 Automatically identifies 1-8 people Automatically lays out the display When a person moves, the camera automatically tracks them and keeps them centered Switching from one person to another is accompanied by dynamic effects of entry and exit 		

Presenter Tracking	 [Currently supported by the RC only] Automatically identifies and tracks the position of the presenter to ensure that that person remains centered. Press the left and right keys to select the target to track. Press OK to choose the target. 	
Manual	 Select this option to manually adjust the Zoom, Tilt or Pan. In RX-PAD's 'Camera Settings' page, use the sliders to set Zoom, Tilt or Pan. Using the RC, after selecting an area to display, zoom in out, move up down, and move left right. This mode does not have AI functions. 	

User's and Administrator's Manual



3.5 Selecting an RXVCam360 Camera Tracking Mode



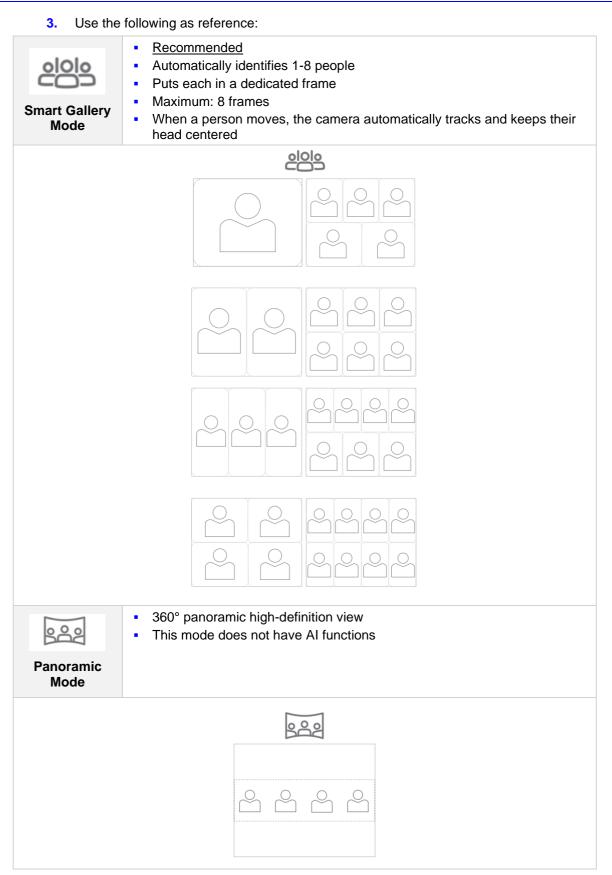
Note: Applies exclusively to RX-PAD bundled with RXV200.

To select a Tracking Mode:

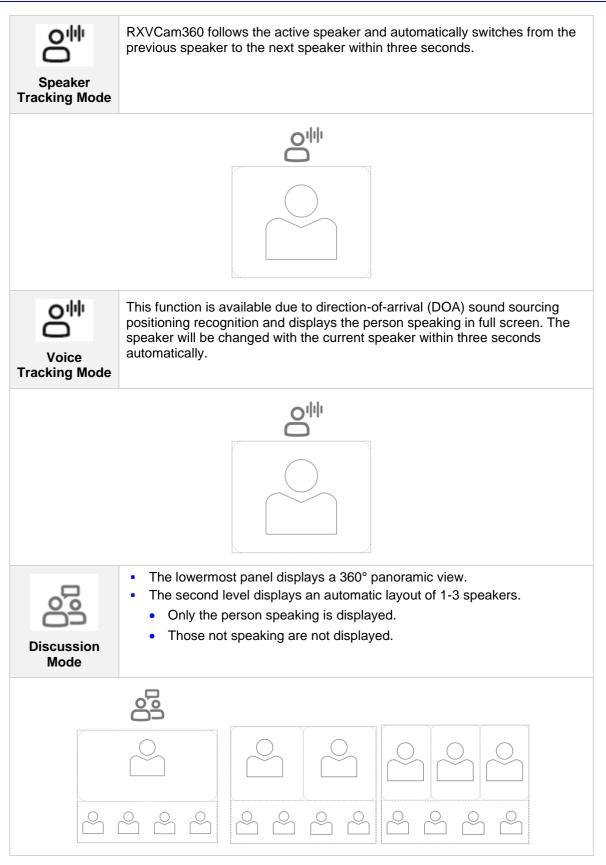
1. Open the Edit Preset page (Camera Settings > Room > Edit Preset).

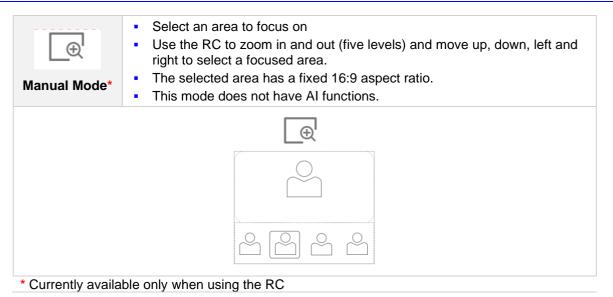
← Camera Settings	~	United access
Presets	EDIT PRESET	
Room		:
Active Preset	ලි Tracking Mode	
+ Create Temporary Preset	O Manual	O Speaker Tracking O Smart Gallery
	Discussion	O Panoramic
	🗘 Zoom	
	+	

- 2. Select one of the following RXVCam360 camera tracking mode options:
 - Manual
 - Speaker tracking
 - Smart Gallery
 - Discussion
 - Panoramic









3.5.1 Configuring Room Camera in Teams Admin Settings

Smart camera settings (AudioCodes side) are supported via **Device Settings** > **Teams Admin Settings**.

All smart camera settings tracking modes are synchronized with Teams app side. The figure below shows the Room Camera page when RX-PAD is bundled with RXV81:

÷	Teams Admin Settings			
	Meetings	← Room Camera		
	Devices			
			R R	
		Source		
		AudioCodes RXV81 Camera		
		Room framing Automatically center and focus on everyone in the room.	•	

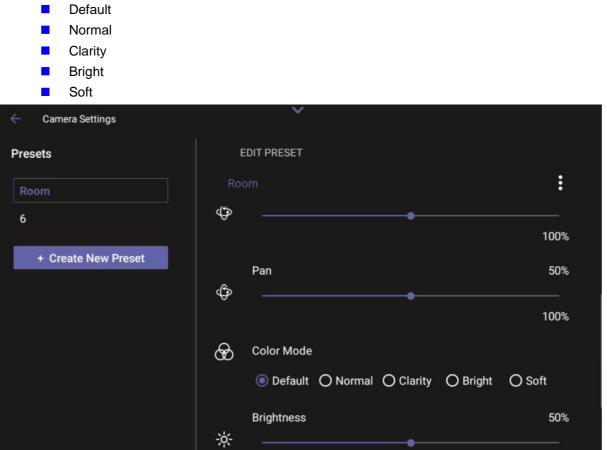
The figure below shows the Room Camera page when RX-PAD is bundled with RXV200:

	Teams Admin Setting	js	~	
		← Room Cam	iera	
	Meetings			
G,	Devices	Automatic fra	aming 🗨	
		రు Room	Automatically center and focus on everyone in the room.	
		ැ Active speaker	Automatically center and focus on person talking.	
		器 Composite	Zoom in on each person in the room, then combine them into a single view.	
		Active speaker 器	person talking. Zoom in on each person in the room, then combine them into a single	

3.5.2 Configuring a Color Mode Preset on the RXVCAM50M/L Camera

Users can configure a Color Mode preset from RX-PAD when RXV200 is connected to the AudioCodes RXVCAM50M/L camera.

Users can configure either:



Each Color Mode preset incorporates the following attributes:

- **Default**: Brightness 50, Contrast 50, Saturation 70
- **Normal**: Brightness 50, Contrast 50, Saturation 70
- **Clarity**: Brightness 60, Contrast 50, Saturation 60
- **Bright**: Brightness 50, Contrast 50, Saturation 70
- **Soft**: Brightness 50, Contrast 50, Saturation 60

3.6 Configuring a Bundle

RX-PAD features a wizard with which admin can configure an RXV81 | RXV200 bundle.

Note:



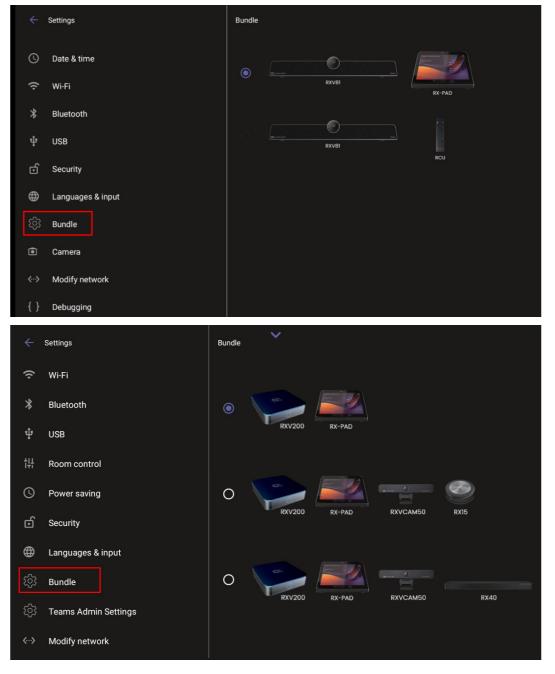
- Before version 2.6, bundle configuration was supported via the MTRA Front of Room (RXV81 | RXV200) using RX-PAD's Remote Keyboard to control the MTRA.
- As of version 2.6, admin can configure an RXV81 | RXV200 bundle in the RX-PAD wizard ('Bundle' page).

At any point, admin can rerun the wizard and change the bundle; the newly configured bundle will override the existing bundle and also change the input device.

> To configure a bundle:

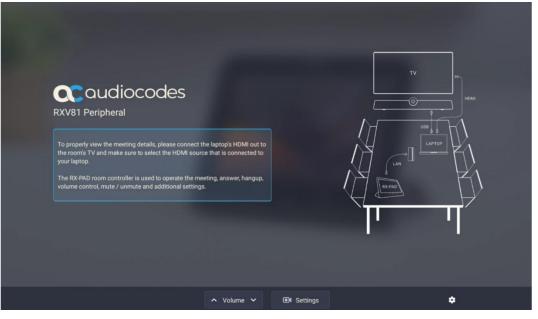
In RX-PAD, open the wizard (Settings > Bundle).

The figures below respectively show the RXV81 and RXV200 'Bundle' pages.

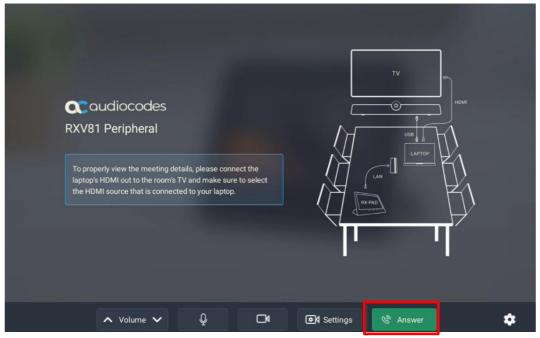


3.7 Configuring Ad Hoc Mode on RXV81 MTRA

RXV81 MTRA and RX-PAD Controller support ad hoc peripheral mode. When RXV81 MTRA is connected via USB to a PC/laptop, it automatically moves to ad hoc peripheral mode and the following is displayed on RX-PAD:



When a call comes in, RX-PAD displays the incoming call's functions as follows:



3.8 Screen Sharing

RXV81 and/or RXV200 enable users to share their PC/laptop screen via the RX-PAD HDMI In port, to be shared on the screen in IDLE mode and peripheral mode.

Note:

- A short HDMI cable connects the PC/laptop to the RX-PAD HDMI In port.
 - \checkmark The connection is very fast.
 - \checkmark The initial connection is performed in the background, without any notification.
- The connection between RX-PAD and RXV81 | RXV200 is thus 'cableless'.

The feature offers added flexibility by enabling the use of a shorter HDMI cable connected to the center of the meeting room desk, in contrast to a longer (more expensive) cable connected to the MTR positioned in the front of the room.

- Teams Meeting Mode: When the MTR is in a meeting, the presenter can use the Teams app 'Share' key to share their PC screen (when their PC is connected to RX-PAD's HDMI In port) with in-person attendees who are physically present in the same meeting room, as well as with remote attendees. [Audio sharing is currently unsupported].
- Standby Mode: When the MTR is not in a meeting, the presenter can use the Teams app 'Share' key to share their PC screen (when their PC is connected to RX-PAD's HDMI In port) only with in-person attendees who are physically present in the same meeting room.

The figure below shows RXV200 connected.



The figure below shows the RXV81 connections.



To enable utilization of this feature, make sure the following is permitted in the organization's firewall settings:

- Hostname: jitsi-meet-ipp.eastus.cloudapp.azure.com
- IP Address: 20.115.49.175
- Allow incoming connections on the following ports:
 - 80/tcp
 - 443/tcp
 - 3478/udp
 - 5349/tcp
 - 10000/udp

See also:

- RXV81 MTRA User's and Administrator's Manual
- RXV200 MTRA Compute User's and Administrator's Manual

3.9 Selecting the Default Audio Device

Admin can select the default audio device if there's more than one audio device option available.

- > To select the default audio device:
- 1. Open the Sound page (**Device settings** > **Sounds**).

	Settings	Sound	~
User	Sound	ľ	Media volume
Ť	Accessibility	₽	Default audio device
{ }	Reboot		RX40 *
L	Touch screen		
í	About device		
	admin settings		
ර	Device Administration		
٩	Display		
0	Date & time		
~	\A/i. Ei		

2. From the 'Default audio device' drop-down, select the device.



This page is intentionally left blank.

4 Configuring User Settings

In the 'Settings' screen you can optionally configure the following User settings: Sound, Accessibility, Reboot and About (read-only).

4.1 Configuring Display

Modify these settings to suit your preferences related to the look and feel of the user interface.

To configure Display settings:

1. Under 'Device admin settings', navigate to and select **Display**. [The figures below show RXV81].

÷	Settings	Display
User		Sleep After 10 minutes of inactivity
•)	Sound	
		Font size
Ĭ	Accessibility	
		Screen saver
{ }	Reboot	Off
(j	About	4
Device		
Device	admin settings	
⋳	Device Administration	
Ŀ	Device Auministration	
♦	Display	
ι¢ι	Display	

2. Under 'Display', navigate to and select Sleep.

Slee	p
	Never
	30 seconds
	1 minute
	2 minutes
0	5 minutes
	10 minutes
	30 minutes

3. Navigate to and select the time to lapse before the interface 'goes to sleep'. Default: 10 minutes.



Note: It's recommended not to enable the 'No IR Power off' option which exists in known TV brands such as LG and Samsung, and to allow RX-PAD to put the system to sleep while it is not in use.

4.2 Accessibility

This option allows users to customize the screen to be reader-friendlier.

- To configure the Accessibility setting:
- 1. Under 'User', navigate to and select **Accessibility**.

÷	Settings	Accessibility
•)	Sound	Font size Default
Ĭ	Accessibility	High contrast text Image: Contrast text
{}	Reboot	Color correction
í	About	Off

2. Adjust the settings to suit personal requirements.

4.3 Setting Live Captions

Live Captions can be set in regular one-on-one calls as well as in Teams meetings.

4.4 Hiding Names and Meeting Titles

Users can hide information such as names and meeting titles for individual devices via the Meetings page (**More > Settings > Meetings**).

4.5 Room Control Configuration

INTRO

You can use this procedure to configure the room control.

- > To install TLS certificate on RX-PAD:
- 1. To check the .crt file use <u>https://www.sslshopper.com/certificate-decoder.html</u>
- 2. Load the .crt file created above to the RX-PAD, using the Android Device Utility tool:
 - a. Enable SSH on the RX-PAD: **Device Setting > Debugging > SSH > Enable**.

b. Open the Android Device Utility tool:

Android Device Utility V1.1.41		-
Single-Operations Android Device Address 172.17.121.		
Android Device Address 1/2.1/.121.	.13 SSH Connect SSH Disconnect	
PWD		
Model RXPAD	00:17:19:01:C6:3E Copy MAC •	
Firmware file (*.zip)	1 Browse Submit	
APK file (*.apk)	Browse Submt	
Command:	Send	
Next to device(s)		
Firmware Folder (*.zip)	Browse Device Cert (*.crt) Browse	
Configuration (*.cfg)	Browse Device Cert Key (* key) Browse	
Run script (*.txt)	Browse Device p6x (*.p6x) PWD Browse	
Device IP list (*.txt)	Browse CA Cert (*.crt) 2 C/tmp/pantarhei-manager-rootca.crt Browse	
Bulk Upgrade		
Total Devices:	Firmware Version:	
Current Uploaded IP Address: 172.17.1		
Multi-Upgrade		
	1/1	
Reboot Factory Default Sign-Out	Load Certificates Load Configuration Run script Sign-in	
Get Version Get Logs Start Syslog PC IP Address: 172.17.123.69		
PC IP Address: 172.17.123.65 Syslog UDP port: 514	69 3	
PC folder C:/tmp	Browse	
http serving on port 8000 Connected to: 172.17.121.13		
Certificates had been loaded to device Cartificates had been loaded to device		

NOTE: Add to verify the IP of my computer is correct in the Android Device utility.

- c. In the Android Device Address field, enter the IP address, and then click SSH Connect.
- d. Click **Browse** by the CA Cert field to select your certificate (see #2).
- e. Click Load Certificates to load the .crt file to the RX-PAD (see #3).
- f. Verify the certificate is uploaded to the RX-PAD, using SSH:

```
logcat | grep -i certsinstall
```

To check using ssh (putty) that the certificate is uploaded, use the command:

```
param_tool pmp cert
```

```
look for:
security/ca_certificate/0/uri=
security/ca_certificate/1/uri=http://172.17.123.56:8000/kdemo_ca.
crt
security/ca_certificate/2/uri=
security/ca_certificate/3/uri=
security/ca_certificate/4/uri=
```

g. To delete a certificate from the RX-PAD, use the command: param tool scp security/ca certificate/4/example.crt ""

Access the room controller

Note:



param_tool scp system/room_control/security/ssl_id_mismacth_error IGNORE

To work with an IP address and not with DNS, use this command in SSH:

To work with DNS (default), use the this command in SSH:

```
param_tool scp system/room_control/security/ssl_id_ mismatch
_error DISALLOW
```

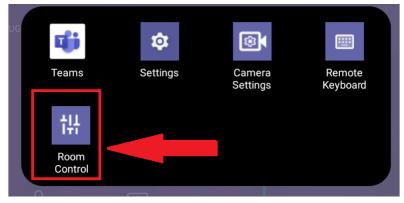
3. On the RX-PAD navigate to Settings> Device settings> Room control >Room control URL:

÷	Settings	Room control
(ŀ	Wi-Fi 7	Room control URL
*	Bluetooth	
Ŷ	USB	
밲	Room control	
0	Power saving	
ර	Security	
⊕	Languages & input	

The following dialog box appears:

Room control URL		
	CANCEL	ок

- 4. To move out of control, click the o in the middle of the screen.
- **5.** To reopen the control, tap the scroll down arrow.
- 6. Select the Room Control icon:



4.6 Reboot

Rebooting allows you to exit from and reconnect without needing to sign in again.

- To reboot:
- Under **User**, navigate to and select **Reboot**.

{ }	Reboot	
	Are you sure you want to reboot the device?	
Device a		
Device a	CANCEL OK	
0		

4.7 About

The 'About' screen gives you quick access to information about the deployment.

- To access the About screen:
- 7. Under 'User', navigate to and select About.

÷	Settings	About
4)	Sound	Status
Ĭ	Accessibility	Model RXV80
{}	Reboot	Android version
Ġ	About	9
Device admin settings		Version info

8. Navigate to and select **Status**.

÷	Settings	← About Status
(۳	Sound	IP address fe80::2980:1cd8:ccd8:c0d3
Ĭ	Accessibility	10.22.13.32
{}	Reboot	Wi-Fi MAC address 34:f1:50:8e:3e:5f
(j)	About	MAC address
Device	admin settings	00:90:8F:C8:B0:19
⋳	Device Administration	Bluetooth address 34:f1:50:8e:3e:60
٩	Display	Serial number DB13152281
0	Date & time	Up time
•	Wi-Fi	50:46:03
۲	Camera	

9. View the firmware information.

This page is intentionally left blank

5 Advanced Features

5.1 Using Composite Al Camera

The RXV200 supports composite AI camera technology. **Composite AI** enhances video conferencing by intelligently combining streams from two cameras into a single, seamless layout. This innovation ensures remote participants gain an optimized and immersive view of the meeting room and its participants.

This feature applies to the following setups:

- RXV200 with RXVCam70: Combines streams from the RXVCam50 (full-room view) and RXVCam360 (Smart Gallery mode).
- RXV200 with RXVCam360 and RXVCam50: Utilizes the dual cameras of the RXVCam70: the wide-angle camera (full-room view) and the mechanical camera (Smart Gallery mode).

Key capabilities:

- Enhanced room visibility: Provides a comprehensive view of the meeting room capturing all participants clearly.
- Intelligent Layout: Automatically arranges the combined streams into a cohesive and intuitive layout.
- Manual Layout adjustment: Allows users to resize room view and enable or disable room view or smart gallery.



Note: Composite AI is disabled by default.

To enable composite AI:

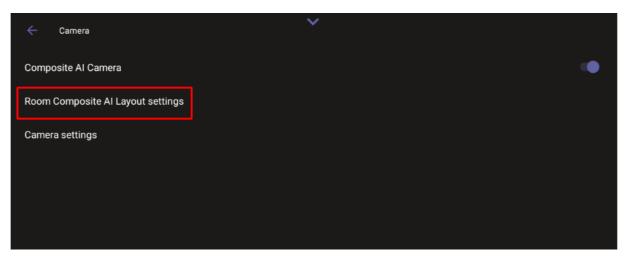
1. On the RX-PAD, navigate to **Device Settings** > **Camera Settings** as an Administrator, and then tap the **Composite AI Camera** toggle button so that it is on:

The following pop-up displays on the screen that the RXV200 is connected to:

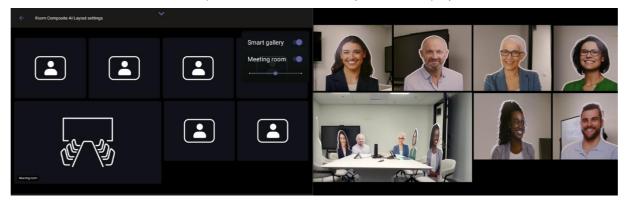


2. Tap Room Composite AI Layout Settings to choose the layout:

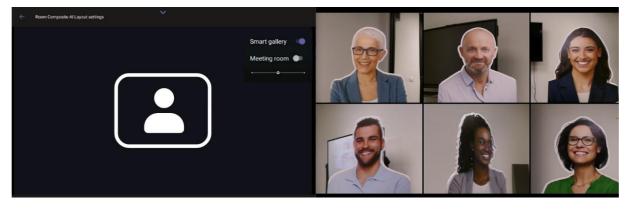
Caudiocodes



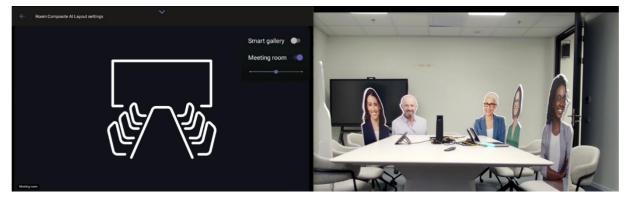
The connected camera stream opens. On RX-PAD, the layouts are displayed as shown below:



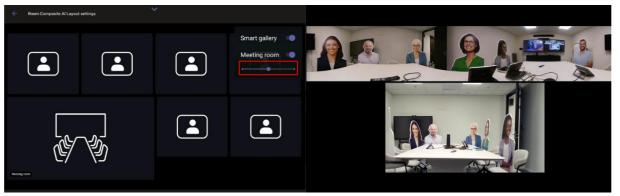
In the RXV200 screen (when RXV200 is connected to RXVCam70), the main camera is located in the center of the screen and the wide-angle camera at the lowermost left.



3. Disabling 'Room view' closes the wide-angle camera and centers the main camera feed in the screen.

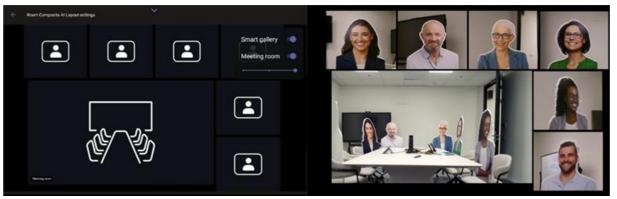


4. To close the main camera and center the wide-angle camera feed in the screen, disable the Smart gallery.



5. Using the scaling bar shown in the preceding figure to control the ratio between the main camera size and the wide-angle camera size; move the slide bar to adjust the size of the **Meeting room** view accordingly.

When connected to the RXVCam360 and RXVCam50 the screen below displays:





Note: Changing the Composite AI settings (layout, enabling/disabling Smart Gallery, or Room View) must be done by Admin.

5.2 Setting Up RXV200 using Wizard

You can use the new wizard for an Out-of-Box (OOB) experience.

To set up RXV200 using wizard:

1. When you set up a paired MTRA (RXV81/RXV200 and RX-PAD), the RX-PAD prompts you to select the language:

Languages
עברית (ישראל) Main language
Deutsch (Deutschland)
English (United Kingdom)
English (United States)
Español (España)
Français (Canada)
Français (France)
Italiano (Italia)
Magyar (Magyarország)
Nederlands (Nederland)

2. The MTRA prompts you to connect to an input device if there is not one already connected. An Input device can be an RX-PAD or a touch screen (or RCU in case it is part of the RXV81 bundle):

Please connect one of the following	
RX-PAD Touch screen	
RX-PAD Touch screen Pair the RX-PAD with RXV200-RX00118130	

3. After you select the language, the **AudioCodes Pairing** page is displayed:

Audio	oCodes Pairing	*	
	name RX00115988		
Availab	le devices		
	RXV200-RX00118130 Available		
	RXV81-CE00376672 Available		
	RXV81-CV14589314 Available		
	RXV81-CE00377788 Available		•
			SKIP

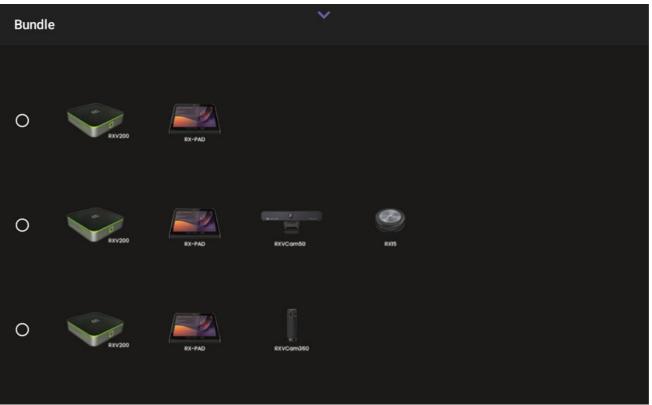
4. Tap the selected MTRA, the following prompt is displayed:

Audi	ioCodes Pairing	~			
	ce name d-WS14212760				
	RXV200-RX0011815 Request pairing	Connect to AudioCodes device?			
	RXV81-CV14589872 Available	Connect to RXV200-RX00118154.	CANCEL	ок	

5. Tap **OK** to confirm: the RX-PAD finalizes the pairing process and assigns the appropriate bundle with the MTRA.



6. If you need to choose a bundle (for example, RXV200 with RXVCam360), the RX-PAD displays the **Bundle** screen:



7. After this process is completed, the following screen is displayed showing the code you need to sign into your Microsoft account. The sign-in displays on both devices:

	තු
Welcome to Microsoft Teams!	
Step 1: On your computer or mobile, go to https://microsoft.com/devicelogin	
Step 2: Enter the code below to sign in.	
GFZPKPMZM	
Sign in on this device	

8. Sign in to your Microsoft account.

5.3 Pairing Devices

You can control your paired MTRA devices with the current RX-PAD and decide which MTRA you wish to pair, or unpair with on a current connection.



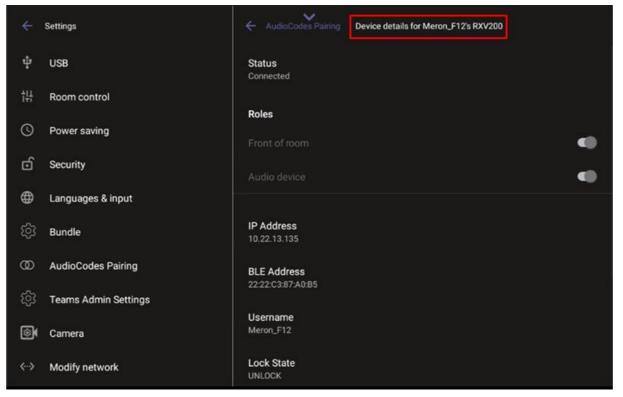
Note: Teams unpairing must occur prior to pairing with a new MTRA device.

> To pair a device:

1. Navigate to **Settings**, and then tap **AudioCodes Pairing**.

÷	Settings	AudioCodes Pairing	
ψ	USB	AudioCodes Pairing	
ţļļ	Room control		
0	Power saving	Device name RXPad-WS14212760	
ර	Security	Connected devices	
⊕	Languages & input	MTR_test_1's RXV200	•
තු	Bundle	Connected Active	
യ	AudioCodes Pairing	Available devices	
කු	Teams Admin Settings	RXV81-CV14589872 Available	•
® (Camera		
< ··>	Modify network		

2. Tap the i icon to view the information of the paired device from RX-PAD). For example, the IP address, device model, MAC address:



3. Navigate to **Teams Admin Settings** > **Devices** menu to break a currently paired set and pair a new MTRA. Admin must unpair the devices at the Teams level.

\leftarrow	Settings		AudioCodes Pairing		
	USB		Audio Codeo Deiring		
	Room control		AudioCodes Pairing		
	Power saving		Device name RXPad-RX00116400		
ſ	Security	Unable to con	nect		
	Languages & input	Device is paired o	on Teams level		
	Bundle			ок	
	AudioCodes Pairing				
	Teams Admin Setting		RXV200-RX00125353 Available		
\$ (Camera				
	Modify network				

5.4 Modify RXV81 Connection to BYOD Bundles

Connect your RXV81 to BYOD bundles which is MTR-ready.

> To modify RXV81 to new BYOD bundles:

- 1. Navigate to **Settings** > **Bundle**.
- 2. Tap the Bundle you want to connect to:

÷	Settings	Bundle	~			
*	Bluetooth					
ψ	USB	~		- O		Ø
ţļļ	Room control	0		RXV8I	RX-PAD	RX15
S	Power saving	BYOD	Bundles			
ර	Security	51001	Sundico			
⊕	Languages & input	0		0		
ŝ	Bundle			RXVBI	RCU	
0	AudioCodes Pairing					
තු	Teams Admin Settings	0		0	- 62	
۵.	Camera			RXV8I	RX-PAD	

3. The **Select bundle** confirmation window is displayed. Tap **OK** to confirm.

÷	Settings		Bundle	~					
	Bluetooth								
	USB								
	Room control		0						
	Power saving	Select bundle							
đ	Security	This will change the Note: Moving from I	current bui BYOD to MT	ndle set for this FR or from MTR	device. Do ye to BYOD will	ou want to cor trigger a facto	ntinue? ory reset.		
۲	Languages & input					CANCEL	ок		
	Bundle		0						
	AudioCodes Pairing								
	Teams Admin Settings		0						
6	Camera								

Using the ad-hoc option under Teams mode is still possible when connecting the RXV81 with USB-C cable to a laptop.

Important note: Changing this setup 'on the fly' triggers a factory reset on the MTRA.

5.5 Dual Display Mode and Swap Screens Admin Controls¹ Pro



Note: This feature is for RX-PAD paired with RXV200 only, and for a Pro room account, as described below. The devices must run the following Teams app version or later - 1449/1.0.96.2024110701 (November 2024).

Admins can configure Teams Rooms on Android devices to run in dual display mode and to switch the screens in these rooms when set up invertedly as front-of-room display. This can be done without physically disconnecting and reconnecting the HDMI OUT cables from the RXV200.

> To disable dual display mode or switch screens:

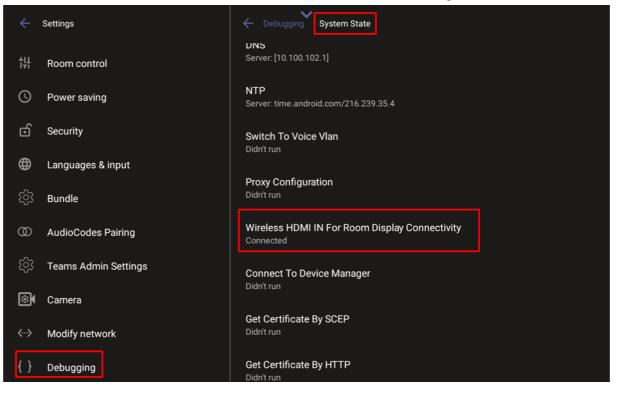
1. Tap Teams Admin Settings > General:

\leftarrow	Teams Admin Settir	igs	~		
Ē		÷	General		
	Meetings	Fron	t of room display		
C.	Devices	3	Background		
(Å)	Teams sign out	ŝ	Enable touchscreen controls Enable if the room has touchscreen displays.		
			Turn on dual display mode		
			Swap screens		
			The device may restart when you enable this setting. Touchscreen controls, if available or enabled, will move to the other display. Make sure that the other	0	

5.6 Monitoring Wireless HDMI In Service

You can monitor the HDMI In source.

- **To monitor HDMI In:**
- 1. Navigate to Settings > Debugging > System State.
- 2. Check the status of the Wireless HDMI In service. The following shows a **Connected** status:



6 Enrolling a Device with Intune Policies

Two ways are available to enroll an AudioCodes Teams Android-based device in Intune:

- Create a dynamic group see here
- Create an exclusion group see here

6.1 Creating a Dynamic Group

See here how to create dynamic groups in Intune for enrolling AudioCodes Android-based Teams devices.

6.2 Creating an Exclusion Group

The information presented here shows how to *exclude* AudioCodes Android-based Teams devices from the organization's Intune policies.

To exclude devices from the organization's Intune policies:

- Remove all conditions that were previous configured:
 - Access Microsoft Azure Government Portal Home > Conditional Access Policies > Require Hybrid Joined or Intune to Access Cloud Resources Conditional Access policy as shown in the figure below.
 - Exclude the device from Intune policies and replace displayName -contains
 RX-PAD

where **RX-PAD** is the name of the device model (device.model).

~	Home > Devices Conditional access > Cond	itional Access Overview >	Filte	er for	r devices			DALKMARL (DALKM	×
合 Home	New		Titte		uevices				<u> </u>
🖾 Dashboard	Conditional Access policy		6-1-1-						
E All services	Control access based on Conditional Access	Control access based on signals from conditions			er to apply policy to specific devices.	Learn more Lo			
Devices	policy to bring signals together, to make decisions, and enforce organizational policies.	like risk, device platform, location, client apps, or device state. Learn more C	Configu		NO				
Apps	Learn more C ^a	Device platforms ③							
🕵 Endpoint security	Name *	Not configured			ng the rule:				
Reports	Example: 'Device compliance app policy'	Locations ①	~		ered devices in policy				
🚨 Users	Assignments	Not configured			tered devices from policy e rule builder or rule syntax text box	to create or edit the f	iter nile		
A Groups	Users ()	Client apps ()	And		Property	Operator	Value		
Zenant administration	0 users and groups selected	Not configured			displayName	Equals	RXV81		
🗙 Troubleshooting + support	Target resources ()	Filter for devices ()	And	d	displayName	Equals	RXV200		
	No target resources selected	Exclude filtered devices	+ Add	id express	sion				
	Conditions ()	Authentication flows (Preview)	Rule sys	yntax 🛈					🖉 Edit
	1 condition selected	Not configured	device	ce.display	Name -eq "RXV81" -and device.disp	alayName -eq "RXV20			
	Access controls								
	Grant 💿								
	0 controls selected								
	Session ()								
	0 controls selected								
	Enable policy								
	Report-only On Off								
	Create		Do	one					

6.3 Removing Devices from Intune admin center

You can remove devices from Intune admin center when the maximum capacity of signed-in devices is reached.

- > To remove devices from Intune admin center:
- 1. Go to Microsoft 365 admin center [portal.office.com] and log in with an Administration account.
- 2. Navigate to Devices > Android devices.

×	Home > Devices Android > Android					
🟫 Home 💷 Dashboard	Android Android d	devices				
All services	P Search «	🕐 Refresh 🛓 Export	E Columns V	Bulk device action	15	
Devices	Overview					
Apps	C Android devices	O Search		OS: Android (d	levice administrator) And	roid (personally-ow, +4
Endpoint security	Android enrollment	- Search	0	COS FILLIOID (U	erice builling door, raid	ion (personally on , 14
Reports	Android policies	Device name	Managed by	Ownership	Compliance	os 🛛
Users	Compliance policies	Confroomaudc_Androi	Intune	Personal	Compliant	Android (device admi
Groups	Configuration profiles	Confroomaudc_Androi	Intune	Personal	Compliant	Android (device admi
Tenant administration	Android FOTA deployments	Confroomaude Androi	Intune	Personal	O Compliant	Android (device admi
K Troubleshooting + support	Android POTA deployments	Confroomaudc_Androi	Intune	Personal	Compliant	Android (device admi
		Confroomaudc_Androi	Intune	Personal	O Compliant	Android (device admi
		Confessmends Andrei		Bernard	O Compliant	Android (doutes adm)



Note: The Intune admin center service is licensed according to the terms of individual licenses so not all network admins will be able to navigate to it. Check if the license you're using includes the service or not.

3. Click Bulk device actions.

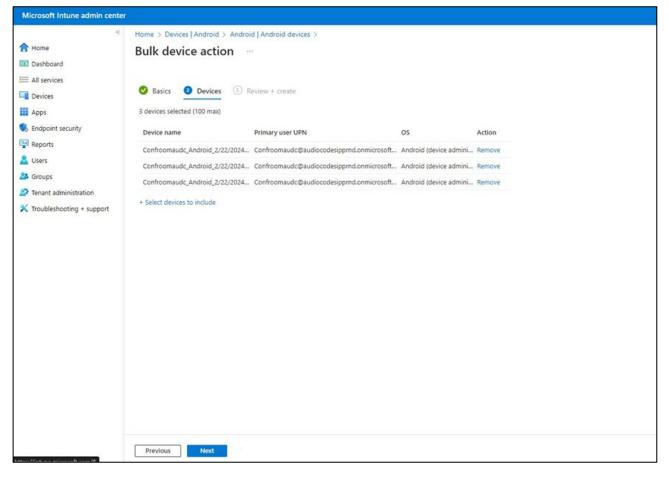
Home > Devices Android > A	Android Android devices >
Bulk device action	
1 Basics 2 Devices	③ Review + create
OS *	Android (device administrator)
Device action *	-> Delete V
If you delete this device, you longer be allowed to access to check-in after it is deleted	u will no longer be able to view or manage the device from the Intune portal. The device will no your company's corporate resources. Company data may be wiped from the device if the device tries d.
Previous Next	



4. From the 'OS' drop-down under the **Basics** tab, select **Android (device administrator)**. From the 'Device action' drop-down, select **Delete**. Click **Next**.

Home) Device Android) Android (Android devices) Bulk device action	Select devices ×					
	Select devices ×					
buik device action						
At least one device must be selected.	Search by MIX serial number, email user principal name, device name, management name, phone number, model, or manufactu					
	OS Android (device administrator)					
S Basics Devices () Review + create	Device same Primary user UPN OS					
0 devices selected (100 max)	Contracting and an Andread 2022/2024 11:35 AM Contracting and and an and an Andread University Andre					
No devices added	Conferenced: Analysis, 2122224, 253 PM Conferenced: Baudies: designed consistent and alteriar administ					
	Contrasticular Antonic 2022/2014/312 AM Contrasticular disactionation and an administration and a disact administration					
+ select devices to extrude	Confroomaudic, Android, 2/22/2024, p.17. AM Confroomaudic@audiocodesigpend.onmicrosoft.com Android (device adminis					
	Centromaudo, Android, 3/22/2024, 925 AM Controemaudo@audiocodesigpmid.onmicrosoft.com Android (device adminis					
	Centromaude, Android, 3/26/2004, 653 PM Controemaude@audiecodes.ppmd.onmicrosoft.com Android (device adminis					
	Galifeom_Android_2/25/3024,734.4M Galifeom@audiocodesippmd.onmicrosoft.com Android (device adminis					
	Gallerem Andreid 7/75/2014 239 AM Gallerom/Baudisconderinnendinenterinnen Andreid Ideace administ					
	Selected devices					
	Confroomaude, Android, 3/22/2024, 11:35 AM Confroomaude@audiocoderippind.ormics					
	Confesenaude_Android_2//2/2004_253 PM Exchanaude@eudiccodesigund.comion Android (device adm Remo					
	Conhooneuds, Android, 2/12/2014, 912 AM Conhooneuds@eudiocode-ipprediormicro. Android (device adm Remo					
	tasics Devices The second of t					

5. Select the devices to delete (i.e., to remove from Intune admin center), and then click **Select**.





6. Under the **Devices** tab, click **Next**.

Microsoft Intune admin center			
«	Home > Devices Android > Android	Android devices >	
A Home	Bulk device action		
2 Dashboard			
I All services			
Devices	Sasics ODevices 3 Review	ew + create	
Apps	Summary		
Endpoint security	Basics		
Reports	Device action	Delete	
Lusers	OS	Android (device administrator)	
A Groups	Devices		
Tenant administration	Devices		
X Troubleshooting + support	3 devices selected (100 max)		
	Device name	Primary user UPN	os
	Confroomaudc_Android_2/22/2024_11:	${\tt Confroomaudc@audiocodesipprnd.onmicrosoft.com}$	Android (device administr
	Confroomaudc_Android_2/22/2024_2:5	${\tt Confroomaudc} @ {\tt audiocodesipprnd.onmicrosoft.com} \\$	Android (device administr
	Confroomaudc_Android_2/22/2024_9:1	Confroomaudc@audiocodesipprnd.onmicrosoft.com	Android (device administr
	Previous Create		

7. Under the Review + Create tab, make sure your definitions are correct and then click Create; admin receives a notification that a delete action from Intune was successfully initiated on all devices and that *n* devices were removed.



Note: It may take some time to completely sync the devices with the account so after deleting the devices wait for 30 minutes before signing in.

7 Monitoring Device Software Modules Status

AudioCodes provides out-of-the-box troubleshooting capability: Admins can monitor the status of the device's various software modules from the System State page. If initial provisioning is unsuccessful or if admin encounters an issue related to the network / connection to Device Manager, the feature gives admin an indication as to why.

The feature enables debugging via the device's screen *without requiring external systems*. Admin can check connectivity *independently of external apps*.

To monitor the device's software modules status:

• Open the System State page (Settings > Debugging > System State).

÷	Settings	← Debugging System State
ර	Device Administration	LLDP CDP Didn't run
$\langle 0 \rangle$	Display	IEEE 802 1x
S	Date & time	Didn't run
(¢	Wi-Fi	Network Ran with success result
*	Bluetooth	DHCP Option Ran with success result, IP : 192.168.33.4
ţ	USB	
0	Power saving	DNS Ran once with success result, Server: [192.168.33.1]
ර	Security	NTP Ran with success result, Server: time.android.com/216.239.35.4
⊕	Languages & input	Switch To Voice Vlan Didn't run
<·· >	Modify network	Proxy Configuration

÷	Settings	← Debugging System State
đ	Device Administration	Connect To Device Manager Running, connected to https://ippdm.audiocodes.com:443/
✨	Display	Get Certificate By SCEP
S	Date & time	Didn't run
(ŀ	Wi-Fi	Get Certificate By HTTP Ran once with fail result, Reject response. Return code: 600
*	Bluetooth	Firmware Update Didn't run
ţ	USB	
S	Power saving	Configuration Update Didn't run
ර	Security	Redirect Didn't run
(Languages & input	Apps Update Didn't run
‹·· >	Modify network	Peripheral Devices Firmware Update

8 Debugging

Admin users can perform debugging for troubleshooting purposes.

- To perform Debugging:
- 1. In the Settings screen under 'Device administration', select **Debugging**.

÷	Settings	Debugging
₿	Device Administration	Log settings
٩	Display	Remote Logging
C	Date & time	Diagnostic Data
•	Wi-Fi	Reset configuration
۲	Camera	Restart Teams app
*	Bluetooth	Company portal login
⋳	Security	Launch mobile teams
⊕	Languages & input	Debug Recording
<··>	Modify network	Erase all data (factory reset)
Ľ.	Calling	ADB

2. Use the following debugging features available to Admin users:

- Log settings (see Log Settings)
- Remote Logging (see under Remote Logging)
- Diagnostic Data (see under Diagnostic Data)
- Reset configuration (see under Reset configuration)
- Restart Teams app (see under Restart Teams app)
- Company portal login (see under Company Portal Login)
- Launch mobile teams (see under Launch Mobile Teams)
- Debug Recording (see under Debug Recording)
- Erase all data (see under Erase all data (factory reset))
- Screen Capture (see under Screen Capture)
- Performing Recovery Operations (see under Performing Recovery Operations)
- Restoring Device Firmware via USB Disk (see under Restoring Device Firmware via USB Disk)

Note:

- An enhanced bug report is available for efficient debugging.
- Information such as pack up time, ps, top, meminfo and df commands (information about file system disk space usage) is reflected in it.

8.1 Log Settings | Collecting Logs

Device diagnostics (Logcat) can be collected using the Microsoft Admin Portal. For support purposes, general logs can be collected also using the Microsoft Admin Portal. The logs can help debug Teams application issues and also for issues related to the device.

> To configure log settings:

1. In the Debugging screen, select Log settings.

← Debugging Log settings
Log Level
Log Package Filter
Log Tag Filter
Log Buffer Filter
Current filter for logs logcat

- 2. Navigate to and select Log Level and then select either
 - Verbose, Debug, Info, Warning, Error, Assert -or-None
- 3. Navigate to and select Log Package Filter and enter the filter.
- 4. Navigate to and select Log Tag Filter and enter the filter.
- 5. Navigate to and select Log Buffer Filter.

Log I	Buffer Filter		
	Radio buffer		
	Events buffer		
	Main buffer		
	System buffer		
	Crash buffer		
	View all buffers		
	Default - main, system and crash buffers		
		CANCEL	ОК

- 6. Navigate to and select Current filter for logs.
- > To collect logs:
- 1. Reproduce the issue
- 2. Access Microsoft Admin Portal and under the **Devices** tab click the **Diagnostics** icon.

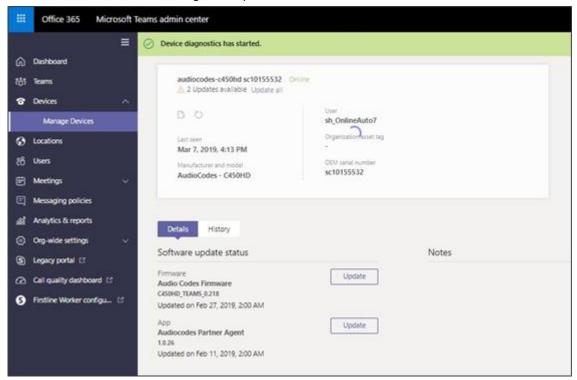
	Office 365 Microsoft Teams admin center				
	=	Dashtioand \ Manage devices \ audiocodes-o450hd sc10155532			
ଭ	Dashboard				
885	Teams	audiocodes-c450hd sc10155532 Online 2 Updates available: Update all			
8	Devices 🔨				
	Manage Devices	D O buer sh_OnlineAuto7			
۲	Locations	Last seen Organization asset tag Mar 7, 2019, 4:13 PM			
හි	Users	Manufacturer and model DEM serial number			
Ē	Meetings 🔍	AudioCodes - C450HD sc10155532			
	Messiging policies				
đ	Analytics & reports	Details History			
۲	Org-wide settings 🛛 🗸				
3	Legacy portal 13	Software update status Notes			
ø	Call quality dishboard 15	Firmware Update Update			
6	Firstline Worker configu 🖸	C450HD_TEAMS_0.218 Updated on Feb 27, 2019, 200 AM			
		App Audiocodes Partner Agent 1.0.26 Updated on Feb 11, 2019, 200 AM			



Note: The preceding figure is for illustrative purposes. It shows an AudioCodes phone. The same screen is displayed for the MTR.

3. Click the Diagnostics icon.

Device diagnostic	s	\times		
Log files will be retrieved from the selected device(s). Would you like to proceed?				
	Proceed	Cancel		



4. Click Proceed; the logs are uploaded to the server.

5. Click the **History** tab.

	Office 365 Microsoft T	Teams admin center			
	=	Dashboard \ Manage devices \			
ଭ	Dashboard				
885	Teams	-			
•	Devices 🗸 🗸	D O		User	
۲	Locations	Last seen		Organiza asset tag	
88	Users			* CEM serial number	
Ē	Meetings 🗸 🗸	Manufacturer and model		·	
9	Messaging policies				
41	Analytics & reports				
۲	Org-wide settings 🛛 🗸	Details History			
3	Legacy portal 13				
۵	Cell quality deshboard	History			
s	Firstline Worker configu	Action	Details	Modified on	Diagnostics file
		Device Diagnostics	Completed	Mar 7, 2019, 4:14 PM	Download

6. Click Download to download the logs.

8.2 Remote Logging

Remote Logging via Syslog provides the same log level as Device Diagnostics (performed via the Microsoft Admin Portal) with some additional information that may be relevant to device issues (not Teams application issues).

Diagnostics via the Microsoft Admin Portal are saved to the device sdcard and collected after the event. Remote Logging via Syslog is different. The logs are collected in real time.

- > To enable Remote Logging via Syslog:
- 1. Navigate to and select **Remote logging**.

← Debugging Remote Logging	
Remote IP address	
Remote port 514	
Remote Logging Remote logging is now disabled	

2. Configure the 'Remote IP address' and 'Remote port' and enable 'Remote Logging'; the device starts sending logs to the Syslog server.



Note: Network administrators can also enable Syslog using Secure Shell (SSH) protocol.

- To enable Syslog using SSH protocol, type the following command at the shell prompt: setprop persist.ac.rl address <syslog server ip>:<port>.
- To disable Syslog using SSH, type the following command at the shell prompt: setprop persist.ac.rl address ""

8.3 Diagnostic Data

Admin users who need to get logs from the device can dump the logs to the device's Secure Digital (SD) Card and then later collect them using Secure Copy Protocol (SCP) based on Secure Shell (SSH) protocol. Whenever an issue occurs, the Admin can dump the logs into the SD Card.

- > To use the tool:
- 1. Navigate to and select **Diagnostic Data**.

Diagnostic Data		
Copy logs to sdcard?		
	CANCEL	ок

- 2. Navigate to and select **OK** to confirm 'Copy logs to sdcard'; the MTR creates all necessary logs and copies them to the its SD Card / Logs folder.
- **3.** Get the logs using SCP notation as follows:

```
scp -r admin@host IP:/sdcard/logs/ .
```

Following are the relevant logs (version and ID may be different to those shown here):

- dmesg.log
- dumpstate-TEAMS_1.3.16-undated.txt
- dumpstate_log-undated-2569.txt
- logcat.log

8.4 Reset configuration

Admin users can opt to 'clean up' their configuration history and return the MTR to an Out of Box Experience (OOBE). If the Teams app isn't running well, this might help.

- To reset the configuration:
- 1. Navigate to and select Reset configuration.

Reset configuration		
Are you sure you want to reset to your original configuration?		
	CANCEL	ок

2. Navigate to and select **OK**; all data is erased and default factory settings are restored but signin is retained.

See also here.

8.5 Restart Teams app

If the Teams application freezes or malfunctions, a good way to resolve this is to restart the app.

- To restart the Teams app:
- Navigate to and select **Restart Teams app**; only the Teams app is restarted.

8.6 Company Portal Login

← Device Details	× 1
alanr_Android_12/1/2020_12:55 PM RXV80 This is the device you're currently using.	
Original Nama alam_Android_12/1/2020_12:55 PM	
Operating System Android	
Ownership Type Personal	
Learn More	
Device Settings Status In Compliance Last checked: December 6, 8:43 AM	
Check device settings	

8.7 Getting Company Portal Logs

Company Portal logs can be helpful to network administrators when there are issues with signing in to Teams from the device.

To get Company Portal logs:

- 1. Reproduce the issue (logs are saved to the device so you first need to reproduce the issue and then get the logs).
- 2. Log in to the device as Administrator and then go back.
- 3. Navigate to and select the **Debugging** option.
- 4. Navigate to and select Company Portal login.
- 5. In the Device Details screen that opens, navigate to and select **Settings**:

← Device Details	Settings
alan:_Android.12/1/2020_12:55 PM	About
Device settings meet polcy requirements.	
Original Name alanr_Android_12/1/2020_12:55 PM	
Operating System Android	
Ownership Type Personal	
Learn More	
Device Stratus In Compliance Last checked: December 6,08:43	
Check device settings	

▼	
← Settings	
Usage Data Allow Microsoft to collect performance and usage data to help improve Microsoft products and services.	(10
Battery Optimization Tum off battery optimization You can turn off battery optimization for the Company Portal and the Microsoft Authenticator app for better performance of work or school apps that sync email or data. Learn More	TURN OFF
Troubleshooting Verbose Logging Allow the Company Portal and Intune managed apps to record future actions in greater detail, which may help your company support better identify and solve issues.	(10
Automatic Orash Reporting Automatically report errors to Microsoft.	0.0
Diagnostic Data Copy logs to SD card.	COPYLOGS
Management Policy Sync your device with the latest policies from AudioCodes Ltd.	SYNC
Enable Browser Access Installs Work Account certificate. You might be prompted for system permissions.	ENABLE

6. Navigate to and select **Copy Logs**.

Company portal logs are copied to:

sdcard/Android/data/com.microsoft.windowsintune.companyportal/files/

7. To pull the logs, use ssh:

scp -r admin@hosp_ ip:/sdcard/android/data/com.microsoft.windowsintune.companyportal/files/

Files are quite heavy so you may need to pull them one by one.

8.8 Launch Mobile Teams

'App not found'. N/A in this release.

8.9 Debug Recording

This feature enables Admin users to perform media/DSP debugging.



Note: DSP recording can be activated on the fly without requiring the network administrator to reset the device.

To reset the configuration:

1. Navigate to and select **Debug Recording**.

Debugging Debug Recording	
Remote IP address	
Remote port 50000	
Voice record Voice recording is now disabled	

- 2. Navigate to and select **Voice record** to enable the feature.
- 3. Navigate to and select **Remote IP address** to input the IP address of the device whose traffic you want to record.
- 4. Navigate to and select **Remote port** and input it (Default: 5000).
- 5. Start Wireshark on your PC to capture audio traffic.

8.10 Restoring to Defaults

RX-PAD can be restored to defaults by pressing 15 seconds on the bottom key (dedicated button on RX-PAD).

8.11 Erase all data (factory reset)

This option is the equivalent of restoring to defaults shown in the preceding section; including logout and device reboot.

To erase all data (factory reset):

1. Navigate to and select Erase all data (factory reset).

÷	Settings	← Debugging Erase all data (factory reset)
•)	Sound	This will erase all data from your IP Phone's internal storage, including:
Ť	Accessibility	System and app data and settings Downloaded apps
{}	Reboot	• Music • Photos • Other user data
(j	About	
Device	admin settings	You are currently signed into the following accounts:
⋳	Device Administration	alanr@audiocodes.com
✨	Display	
0	Date & time	₽
▼	Wi-Fi	
٦	Camera	RESET PHONE

2. Navigate to and select **RESET PHONE**.

8.12 Screen Capture

By default, this setting is enabled. If disabled, the device won't allow its screens to be captured.

8.13 **Performing Recovery Operations**

While RX-PAD is powering up, admin can perform recovery operations by inserting a sharp pointed object, for example, a paper clip or pin, into the pinhole button shown below and pressing for the length of time shown in the table below.



When pressing the pinhole button, the device's main LED changes color after every n seconds; each color is aligned with a recovery operation option.

Note:

- Besides manual recovery options, Android devices also feature an independent, automatic problem detection and recovery attempt capability that can culminate in recovery mode or in switching image slots.
- Android devices also feature a 'hardware watchdog'. This feature resets the device if Android is stacked and doesn't respond (though Android stacking is unlikely); there's no recovery process; the device is only reset.

Use this table as reference as to how to use the pinhole button to perform recovery operations.

When?	Action	Press for how long?	LED flashes 3x after release
Start pressing immediately after power up (on U-Boot /	Recovery mode (you can restore defaults from there)	~ 4 seconds	Red
Universal Boot Loader)	Switch slots A / B	~ 10 seconds	Green
	Loader	~ 15 seconds	Blue / Yellow
	Restore defaults	~25 seconds	Green + blue / Green + yellow
When successfully booted (on Android)	Reboot	From the Recovery menu	-
	Restore defaults	Long-press the Hold key for ~15 seconds	Flashes yellow once after release

8.14 Restoring Device Firmware via USB Disk

For recovery purposes, firmware can be applied to RX-PAD from a USB disk.

- > To apply the firmware from the USB disk:
- 1. Enter recovery mode by pressing for 2-4 seconds the power button as shown in the preceding table (Action: ENTER_RECOVERY); the device's LED lights up red.
- 2. Short-press the power button to move down the menu options, and long-press to select an option.
- 3. Insert the USB disk with the target firmware.

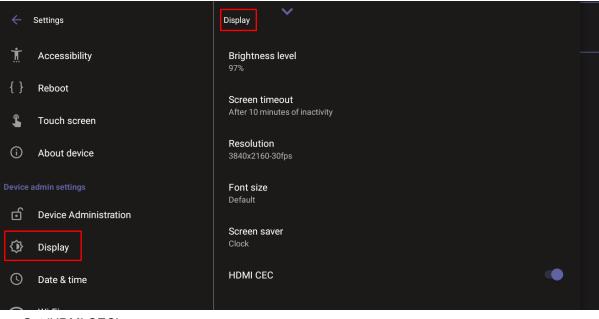
Android Recovery 2.2.435 Swipe up/down to move. Swipe left/right to select.	
Reboot system now	
Switch to another slot Apply update from USB disk Wipe data/factory reset Wipe cache partition Run memory test Export logs to USB disk	
enter try_do_sdcard_boot try_do_sdcard_boot is done,	is_sdupdate=0 *stat=0

4. Select the **Apply update from USB disk** option and then choose the correct firmware image from the disk.

8.15 Limiting HDMI Resolution and FPS

Admin can limit HDMI Resolution and Frames per Second (FPS) for debugging purposes.

- **To limit HDMI Resolution and FPS:**
- 1. Open the Display page (Settings > Display).



2. Set 'HDMI CEC'.



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9 Saving Logs while Device is in Recovery Mode

The device features USB log export while in recovery mode. This feature enables users to seamlessly save logs while their device is in recovery mode.

In Android recovery mode, the system automatically mounts a partition, enabling users to connect a USB stick.

By simply clicking the **Export logs to USB disk** option, all logs are efficiently copied to the USB stick, providing a convenient and reliable method for log management during recovery procedures.



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10 Updating Microsoft Teams Devices Remotely

For instructions on how to update Microsoft Teams devices remotely, see here.



Note: Before an update is pushed to a device, the firmware detects whether the user is using the device or not. If they are, the user is notified and given an option to delay the update or apply it, nonetheless. The feature avoids disrupting users' ongoing activities on their devices, such as calls.



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