ESNA ILINK™
FOR AVAYA SCOPIA® DESKTOP INTEGRATION
Esna iLink for Avaya Scopia Desktop makes it easy to initiate Scopia meetings right from Google Apps. Esna iLink for Avaya Scopia Desktop is a Chrome browser extension that allows users to include Scopia meeting rooms with invitations as they would schedule any other meeting in Google Calendar or Office 365.

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INSTALLATION AND LOG IN

Introduction

Scopia Desktop is Avaya’s online meeting hub. Through Scopia Desktop, users can setup events that any contact with access to the Internet can attend. Use Scopia Desktop to host online events and webinars, offer training and eLearning programs, or to provide live technical support.

Esna iLink for Avaya Scopia Desktop™ makes it easy to initiate Scopia Desktop meetings right from Google Apps. It is a Chrome browser extension that allows users to include Scopia Desktop meeting rooms with invitations as they would schedule any other meeting in Google Calendar.

Use Esna iLink for Avaya Scopia Desktop to:

• Link Scopia Desktop meeting rooms seamlessly to your Google Calendar.
• Start Scopia Desktop meetings from Google Calendar.
• Launch an instant Scopia Desktop meeting using either the Chrome extension or from a Google Contact card.

Warning: This document covers the steps necessary to install and access Avaya’s Scopia Desktop meeting hub through iLink for Avaya Scopia Desktop and the Google Chrome web browser. It is not intended to be a Scopia Desktop user manual.

Pre-requisites

Before installing the iLink for Avaya Scopia Desktop extension into Chrome, ensure that a corporate account for Scopia Desktop has been purchased and configured by the administrator. When the license is purchased, an address for the corporate server will be assigned.

A meeting room must also be assigned by the administrator for use.

Both pieces of information must be available to login to the extension once installed.
Installing the Scopia Desktop Client

To attend a meeting, whether it is one you created or one you were invited to, the Scopia Desktop client must be installed on the local computer.

1. Open a browser and enter the address for the **corporate Scopia Desktop server**. Consult your network administrator for details.
2. **Click the link provided** to install any missing Scopia Desktop components.
3. Click **Download** to copy the files to the local computer.
4. After the download has finished, double-click on the file (**MgrInst.exe**) to install the components onto the local machine.
Installing the Scopia Desktop Extension

**Note:** Before Scopia Desktop can be used, a subscription must be paid for and an account setup with Avaya for the use of the service. Contact Avaya for details and pricing information.

**Hint:** The site administrator can set up user or company profiles to automatically install and configure the extension. Refer to Google's documentation at the address below for further details: https://support.google.com/chrome/a/answer/1375694?hl=en

The Scopia Desktop Chrome Extension can be installed from the Chrome Web Store. Esna licensing is required for this product. Please contact your sales representative for more details.

1. Open the Chrome web browser and go to the Chrome Web Store at https://chrome.google.com/webstore.
2. In the Search bar, type Esna and hit enter.
3. Select the Extensions tab. Click beside Esna iLink for Avaya Scopia Desktop to launch the installer.
4. When prompted, click Add to confirm the installation of the extension.
5. The Extension will be added to the Chrome browser. When finished, the browser will display ![Esna iLink for Avaya Scopia Desktop icon](image) and the iLink for Avaya Scopia Desktop icon ![iLink for Avaya Scopia Desktop icon](image) will appear to the right of the address bar. The program will automatically launch.

6. At the **Scopia Options** page, select the authentication method required to login. Select **one** of the following options.

   ![Scopia Options page](image)

7a. When selecting **Google services**, you will be asked which Google account to use to access the program with. Choose an account, or enter the details for another.

   ![Choose an account](image)

   Click **Accept** to give the program the necessary permissions.
7b. When selecting **Office 365 services**, you will be taken to the login window where you must enter your credentials. When finished, click **Sign in**.

![Sign in window]

**Note**: An active Office 365 account is required to use this option.

7c. When selecting **Salesforce services**, a browser page will open to the Salesforce login screen.

Enter your Salesforce username and password in the spaces provided.

Click **Log in to Salesforce**.

If prompted to grant iLink for Cisco the necessary permissions, click **Allow**.

![Salesforce login screen]

**Note**: An active Salesforce account is required to use this option.

7d. **Esna services** provides a web-based authentication solution for sites where security profiles and other considerations make other login options impossible. A user account must be created before a login can proceed (see Esna's Cloud Licensing Engine on page 11).

When prompted, enter your **OnEsna** username and password. Click **Login**.

If prompted to grant iLink for Avaya Scopia Desktop permissions, click **Accept**.

![Esna login screen]

**Note**: This step is only required the first time the extension is run. Chrome will use the same credentials each time the browser is started thereafter.

**Note**: A successful login requires a server URL. This information should be filled in automatically using Esna's **Cloud Licensing Engine**. When the program is licensed, the necessary entries will be made for the program to access through the Internet.

8. Click the iLink for Avaya Scopia Desktop icon to create an instant meeting.
Changing Login Credentials

1. To change login credentials, right-click the iLink for Avaya Scopia Desktop icon to the right side of the address bar and choose Options.

2. Click Logout to leave the program if necessary.

3. Right-click the iLink for Avaya Scopia Desktop icon and choose Options. Select the appropriate login credentials.
Esna’s Cloud Licensing Engine

The Cloud Licensing Engine (CLE) allows administrators to monitor and adjust the usage of their iLink for Avaya Scopia Desktop licenses. Users can be added or removed from the license, and warnings will appear when the license has expired.

1. To access the CLE, open a web browser and enter the address: https://manage1.esna.com/ucwcl/login.aspx.
2. If you are not currently logged in to a Google account, you will be prompted to login now.

Enter the Google account details (email and password) of the user with sufficient authorization. This will be the account setup with Esna when the service was originally created. Additional administrator accounts can be added by this user as required.

3. When prompted, click Allow access to continue.

4. The list of available client programs appears. To manage your iLink for Avaya Scopia Desktop accounts, click that link.
5. The **Scopia: License manager** page appears listing each of your licensed corporate locations.

   Click on the site you wish to manage. Click **Logout** to leave the License manager.

   ![Image of License manager page]

   **Site**: The name of the site is shown here. Click on a site to view.
   
   **Amount**: The number of licenses purchased for the site.
   
   **In Use**: This shows the number of licenses that have been taken by users.
   
   **Expiry**: The date on which the current license is set to expire (yyyy-mm-dd).

6. All of the site users who have currently acquired a license are shown. Specifics of the license are also included.

   ![Image of individual license user information]

   **Note**: This list is populated by the system automatically based upon client usage to date.

   Click the **License manager** link to return to the **Accounts** window.
**Account**: Displays the email address of all users that have obtained a license.

**Created**: Shows the date when the license was acquired (yyyy-mm-dd).

**Licensed**: Displays whether a user's license is active (True or False).

**Disabled**: If the administrator has turned off the license for a user, it is displayed here.

**Evaluation**: If no licenses are available, then a user will be given a temporary, Evaluation license.

**Actions**: The administrator can disable or enable any account from this column. Disabling a user will free that license for others to use.

**Export**: Use this button to create a comma delimited (CSV) file containing the user details.

A CSV file can be opened and modified using any text editor (e.g. Windows Notepad, Microsoft Excel, MS Word).

**Managers**: Click this button to access the list of account managers. These are the users who have administrative control over each site.

Add a new Manager by clicking on the Create button, then enter the user details. Click Save when finished to add the new manager to the list.
Chrome Browser Icon - Instant Meeting

Installing the iLink for Avaya Scopia Desktop extension into the Chrome web browser adds an icon to the right of the address bar. Click the icon to create an instant meeting. Other participants are added from Scopia Desktop after the meeting has started.

1. Click the Scopia Desktop icon to launch an Instant Meeting.

2. Pin (Optional): Click Generate to create a random 4 digit combination to access the meeting. This is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

   Agenda: When logged in using Google or Office 365 services, your upcoming meetings in your calendar will be displayed. Click here for more information on the Agenda feature.

   Click Create meeting now to start the instant meeting.

   Note: Click My Scopia to open the program web page. Login to get support or to join a meeting.
3. The Scopia Desktop client will launch in the browser window, creating a new meeting with you as the host. The **Scopia Desktop** window provides the chairperson full control over the meeting through the menus.

![Scopia Desktop window](image)

Waiting for invitees to join.

4. To add participants, click **Moderate > Invite**. If prompted to login, enter the credentials required.

![Invite participants](image)

5. In the **Address** space, enter the email addresses of the person you want to invite to the meeting, then click **Invite**. Repeat as often as necessary to bring more people into the discussion.

Additional invitations can be sent out at any time during the meeting.

![Invite process](image)
6. An invitation email will be sent to all invitees with the meeting details.

![](image)

**Hint:** Additional invitations can be sent out at any time during the meeting by using the **Moderate > Invite** menu.

7. When a contact clicks on the link in their invitation email, they will join the meeting through their browser or mobile device, and they will appear in the Scopia Desktop window.

![](image)

**Note:** The currently active speaker will appear in the primary window. All other meeting participants will appear in smaller windows arranged around the perimeter of the screen. The active speaker will change throughout the meeting as the conversation requires.
8. When the meeting is over, click the red power button 🔄 in the upper right corner of the screen to leave the event. Click **Terminate Meeting** to dismiss all attendees and close the event, or click **Yes** to leave the meeting but allowing others to remain.

![Terminate Meeting](image)

**Agenda**

iLink for Avaya Scopia Desktop will read your calendar and display your meetings for the remainder of today. Your schedule will appear at the bottom of the Instant Meeting window in the Agenda pane.

![Agenda](image)

If you have logged in using Google services, the events from your Gmail calendar are shown. If you logged in using Office 365 services, events from your Office 365 calendar are shown. Logging in with either Salesforce services or Esna services will disable the Agenda panel as neither application includes a calendar function.

Each entry includes the start time for the meeting, its name, and one of 4 buttons.

- **Add** - Use this button to add a Scopia component to a meeting that you previously created. The meeting details window will open and you will be prompted to enable Scopia Desktop for the event.
- **Join** - Click this button to immediately launch Scopia Desktop in the browser to attend the listed meeting. The meeting ID and PIN code (if any) will be filled in for you. Click **Participate Now** on the Scopia Desktop window to join the meeting. The person who created the event must start the meeting before invitees will be able to join.
- **Open** - For events that you have been invited by others to attend, click this button to open the meeting details window. You can also click on the name of the event to open this window.
- **Start** - This appears for events that you have created that include a Scopia component. Click the button to launch Scopia Desktop and open the meeting room. Invitees will not be able to join until you have started the meeting.

Click the **Refresh** button to update the display with the latest meeting details.
Using Scopia Desktop with Gmail

Note: Before Scopia Desktop can be used, a subscription must be paid for and an account setup with Avaya for the use of the service. Contact Avaya Systems for details and pricing information.

Caution: Esna iLink for Avaya Scopia Desktop can integrate with either Google Gmail or with Salesforce. It cannot integrate with both at the same time.

Once the Scopia Desktop Extension has been installed into the Chrome web browser, events can be created or scheduled in any of 3 ways:

- Through the Gmail Contact Card.
- From the Gmail People Widget.
- Using the Google Calendar.

The first two applications create an instant meeting, while the third option allows the meeting to be scheduled at a future time.

Gmail Contact Card

A Contact Card is available within Google’s GMail application.

1. Open an email and locate the sender’s contact details in the upper left corner of the message.

2. Hover the mouse over the sender to open the Contact Card.

3. In the bottom right-hand corner of the Card is the Scopia icon. Click it to start an instant meeting with this contact.
4. The Instant Meeting window appears with the selected contact already added.

**Pin:** Click **Generate** to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

**Close and add another attendee:** Select this option will close the instant meeting window. Open the contact cards for other people you want to invite to the meeting and click on the Scopia icon to add them to the list. Uncheck in the box beside a person’s name to remove them from the list of invitations. The name will be removed when the Instant Meeting window is refreshed.

When ready, click **Create meeting now** to start the meeting.

**Note:** Click **My Scopia** to open the program web page. Login to get support and to join a meeting.

5. The Scopia Desktop will launch in the browser window, creating a new meeting with you as the moderator. The **Scopia Desktop** window provides full control over the meeting.

Waiting for invitees to join.
6. An invitation will be automatically sent to all selected contacts.

Once the contact has received the invitation, they must click on the link in the email to join the meeting.

**Note:** All meeting attendees must have the Scopia Desktop client installed to participate.
Each contact will be added to the meeting once they have clicked the link.

**Hint:** Additional contacts can be added at any time through the *Moderate > Invite* menu.
Gmail People Widget

The People widget is available within Google's Gmail application.

1. Open an email and locate the sender's contact details in the People Widget to the right side of the message.

2. In the bottom of the widget is the Scopia Desktop icon. Click it to **Create Scopia meeting** with this contact.

3. The Instant Meeting window appears with the selected contact already added.

- **Pin:** Click *Generate* to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

- **Close and add another attendee:** Select this option will close the instant meeting window. Open the contact cards for other people you want to invite to the meeting and click on the Scopia icon to add them to the list. Uncheck in the box beside a person's name to remove them from the list of invitations. The name will be removed when the Instant Meeting window is refreshed.

When ready, click **Create meeting now** to start the meeting.

**Note:** Click **My Scopia** to open the program web page. Login to get support and to join a meeting.
4. The Scopia Desktop will launch in the browser window, creating a new meeting with you as the moderator. The **Scopia Desktop** window provides full control over the meeting.

5. An invitation will be automatically sent to all selected contacts.

Once the contact has received the invitation, they must click on the link in the email to join the meeting.

**Note:** All meeting attendees must have the Scopia Desktop client installed to join the meeting.
Each contact will be added to the meeting once they have clicked the link.

**Hint:** Additional contacts can be added at any time through the *Moderate > Invite* menu.
Google Calendar

Meetings where any number of contacts can attend can be scheduled through the Google Calendar. These meetings can occur at a future date and time, with recipients receiving reminder notices from their calendar application shortly beforehand.

1. Open the Google Calendar. Locate and click on the time period for the meeting. Click Edit event.

2. Give the meeting a name, and set all other scheduling and descriptive options accordingly. Under Add: Guests, enter the email address of a contact who should attend the meeting, then click Add. Repeat until all contacts have been added to the list.
3. Beside Scopia, click Schedule meeting to open the Scopia Meeting window.

   ![Scopia Meeting Window]

   **Pin (optional):** Click Generate to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

   Click Done when finished.

4. The Schedule Meeting button is replaced by Start meeting. Click to launch Scopia Desktop to begin the meeting.

   ![Monthly Sales Meeting]

   Use Edit to change the Scopia meeting details (i.e. PIN). Choose Remove to delete the Scopia component from the event. This will not delete the meeting from the calendar.

5. When all of the meeting parameters have been configured, click Save. You may be prompted to confirm sending the invitation to contacts who are outside of your company. Click Yes to proceed.

   Confirm the sending of the invitations to all contacts when requested.

   An invitation email will be sent to all selected attendees. The email contains a link to join the meeting room through a web browser, with the PIN embedded in the link.

   ![Scopia Meeting]

6. When the meeting is scheduled to begin, the organizer will copy the link from the meeting’s details, and paste it into the address bar of a browser to start the meeting. Attendees can click the link included in the invitation email.
Using Scopia Desktop with Salesforce

**Caution:** Esna iLink for Avaya Scopia Desktop can integrate with either Salesforce or with Google Gmail. It cannot integrate with both at the same time.

iLink for Avaya Scopia Desktop extends its reach into Salesforce. The Scopia Desktop (Instant Meeting) icon remains beside the address bar, but additional meeting features become available from within Salesforce.

Any links to a contact, whether it is a person's name, email address, or case number, will have a Scopia Desktop icon added beside them on the page, provided there is an email address associated with that entry.

#### Login with Salesforce Credentials

To extend the Scopia Desktop functions into Salesforce, the user must login to iLink for Avaya Scopia Desktop using Salesforce credentials. Logging in using Google credentials will launch iLink for Avaya Scopia Desktop, but the Salesforce extension will not be active.

1. To determine which set of credentials a user is logged in with, **right-click** the iLink for Avaya Scopia Desktop icon to the right of the browser address bar.

   Select **Options** from the dropdown menu.
2. **a)** If the user is logged in **Using Salesforce services**, no further changes are required. Go to step 3.

**b)** If the user is logged in using other services, click **Logout**, and proceed with step 2c.

**c)** If the user is not logged in, choose **Salesforce services**.

Enter your Salesforce credentials at the prompt to login to iLink for Avaya Scopia Desktop.

If prompted, click **Allow** to grant the program the necessary permissions.

3. **Launch Salesforce and login normally.**
Creating a Scopia Desktop Instant Meeting

To create an instant meeting using Scopia Desktop in Salesforce, use the following procedure:

1. Click the Scopia Desktop icon beside a contact's name, email address, or an event associated with them.
2. Click Create meeting now to start the meeting in the Scopia Desktop environment.

**Attendee:** The email address of the selected contact will be filled in for you. This is the address that the meeting invitation will be sent to.

**Pin:** Click Generate to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

**Close and add another attendee:** Select this option will close the instant meeting window. Open the contact cards for other people you want to invite to the meeting and click on the Scopia icon to add them to the list. Uncheck in the box beside a person's name to remove them from the list of invitations. The name will be removed when the Instant Meeting window is refreshed.

When ready, click Create meeting now to start the meeting.

**Note:** Click My Scopia to open the program web page. Login to get support and to join a meeting.
3. The Scopia Desktop will launch in the browser window, creating a new meeting with you as the moderator. The Scopia Desktop window provides full control over the meeting.

4. An invitation will be automatically sent to all selected contacts.

Once the contact has received the invitation, they must click on the link in the email to join the meeting.

**Note:** All meeting attendees must have the Scopia Desktop client installed to join the meeting.
Each contact will be added to the meeting once they have clicked the link.

**Hint:** Additional contacts can be added at any time through the Moderate > Invite menu.
Scheduling a Future Event Using Scopia Desktop

To schedule an event for a future date or time using Scopia Desktop in Salesforce, use the following procedure:

1. From the Calendar, click the button to create a New Event.

2. Setup the event time and other details. Add those who are to attend. When ready, click Create Scopia.

3. Click Done.

   **Pin** (Optional): Click Generate to create a random 4 digit combination to access the event. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the event.

4. When all parameters have been set, click Save & Send Update.
5. An invitation to the event will be sent to all of the selected contacts.

Once the contact has received the invitation, when the event is scheduled to start they must click on the link in the email to join.

![Scopia meeting screen shot](image)

**Note:** All attendees must have the Scopia Desktop client installed to join.

6. The moderator will create the event by copying the link details from the invitation email sent to attendees, then pasting the address into a browser. This will create the event in the correct room with any PIN defined.
Using Scopia Desktop in Office 365

Once Esna iLink for Avaya Scopia Desktop is installed into the web browser, a meeting can be created through the Mail tab of Office 365. A future meeting can be scheduled using the Calendar.

Login with Office 365 Credentials

To extend the iLink for Avaya Scopia Desktop functions into Office 365, the user must login to iLink for Avaya Scopia Desktop using Office 365 credentials. Logging in with other credentials will launch the app, but the Office 365 component will not be active.

1. Launch iLink for Avaya Scopia Desktop and choose Office 365 services.

Enter your Office 365 credentials at the prompt to login to iLink for Avaya Scopia Desktop.
2. Launch Office 365 and login normally.
The iLink for Avaya Scopia Desktop contact card can be accessed from the **Mail** panel of Office 365.

1. Open Office 365 and select **Mail** from the main menu.

2. Open an email message, then click the contact's name or picture in the right-hand pane. This opens the person's contact card.
3. The Instant Meeting window appears with the selected contact already added.

![Image of Instant Meeting window]

**Pin**: Click **Generate** to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

**Close and add another attendee**: Select this option will close the instant meeting window. Open the contact cards for other people you want to invite to the meeting and click on the Scopia icon to add them to the list. Uncheck in the box beside a person's name to remove them from the list of invitations. The name will be removed when the Instant Meeting window is refreshed.

![Image of Instant Meeting window with multiple contacts added]

When ready, click **Create meeting now** to start the meeting.

**Note**: Click **My Scopia** to open the program web page. Login to get support and to join a meeting.

4. **Scopia Desktop** will launch in the browser window, creating a new meeting with you as the moderator. This provides full control over the meeting.

![Image of Scopia Desktop meeting]

Waiting for invitees to join.
5. An invitation will be automatically sent to all selected contacts. Once the contact has received the invitation, they must click on the link in the email to join the meeting.

Note: All meeting attendees must have the Scopia Desktop client installed to join the meeting.

Each contact will be added to the meeting once they have clicked the link.

Hint: Additional contacts can be added at any time through the Moderate > Invite menu.
Calendar

Meetings where any number of contacts can attend can be scheduled through the Office 365 Calendar. These meetings can occur at a future date and time, and all invitees will receive an email notification with the event details.

1. Open Office 365 and select **Calendar** from the main menu.

2. Locate the time for the meeting to start, then right-click on that space in the calendar. Select **New**.
3. Give the meeting a name, and configure all other scheduling and descriptive options accordingly. Under **Attendees**, add the email addresses for all contacts who should attend the meeting.

![Add Attendees](image)

4. Click **Create Scopia meeting** to open the iLink for Avaya Scopia Desktop Meeting window.

![Pin](image)

**Pin** (optional): Click **Generate** to create a random 4 digit combination to access the meeting. This is optional and is only required if the meeting is to be private. The PIN is embedded in the link in the invitation email, so contacts will not have to enter the number manually if they use the link to join the meeting.

Click **Done** when finished.
5. The Create Scopia meeting button is replaced by Start. Click to launch Scopia Desktop to begin the meeting.

![Scopia Desktop interface](image)

Use **Edit** to change the Scopia meeting details (i.e., PIN). Choose **Remove** to delete the Scopia component from the event. This will not delete the meeting from the calendar.

6. When all of the meeting parameters have been configured, click **Send**. You may be prompted to confirm sending the invitation to contacts. Click **Yes** to proceed.

   Confirm the sending of the invitations to all contacts when requested.

7. An invitation email will be sent to all selected attendees. The email contains a link to join the meeting room through a web browser, with the PIN embedded in the link.

![Invitation email](image)
8. When the meeting is scheduled to begin, the organizer will copy the link from the meeting's details, and paste it into the address bar of a browser to start the meeting. Attendees can click the link included in the invitation email.

**Hint:** Additional contacts can be added at any time through the **Moderate > Invite** menu.

**Editing a Meeting**

A meeting that has been created can be edited if circumstances change. Double-click on the meeting entry in the calendar to view the meeting details.

**Edit** - This option will open the meeting window where you can view or modify all aspects of the meeting.

**Delete** - Removes the meeting from the calendar.

**Start** - This appears for the events you have created that include a Scopia component. Click the button to launch Scopia Desktop and open the meeting room.