USER GUIDE

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Polycom® RealPresence® Group Series

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Get Help

This guide is for users who need to operate Polycom® RealPresence® Group Series systems.

Please read the RealPresence Group Series documentation before you operate the system. The following related documents for RealPresence Group Series systems are available from Polycom Support:

- Setup sheets for your hardware
- Release notes
- Regulatory Notices, which describes safety and legal considerations for using the system

Polycom recommends that you record the serial number and option key of your Polycom RealPresence Group Series system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: _____

Option Key: _____

Audience, Purpose, and Required Skills

The primary audience for this guide are users who want to perform basic to intermediate tasks using the RealPresence Group Series system with a remote control, touch interface, or a Polycom touch device.

These tasks include using the remote controls, making video conference calls to one or several endpoints, adjusting cameras and audio, showing content, recording calls, and more.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at Polycom Support.

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Getting Started with Polycom RealPresence Group Series

Topics:

- RealPresence Group System Power

This user guide is intended for beginner users, as well as intermediate and advanced users who want to learn about video conferencing and the Polycom® RealPresence® Group Series systems. This guide includes step-by-step instructions for performing everyday video conferencing tasks with RealPresence Group Series systems using the following Polycom products:

- RealPresence Group Series Remote Control
- Touch User Interface
- Polycom® RealPresence Touch™
- Polycom® Touch Control
- Polycom® SoundStation™ IP 7000

All RealPresence Group Series systems, except the 700 systems, support 1080p60 performance for people or for content at one time. RealPresence Group 700 systems support 1080p60 performance for people and content at the same time.

For detailed information on the available systems and bundles, as well as the most recent feature descriptions, refer to the *Polycom RealPresence Group Series Release Notes* available at support.polycom.com.

Note: Your system administrator can configure RealPresence Group Series systems and RealPresence Touch devices to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. Check with your system administrator to find out more about the options set for your system.

RealPresence Group System Power

RealPresence Group Series systems have a power *proximity sensor* instead of a physical power button. Instead of pressing an actual button that moves to power on the system, you can touch the proximity sensor ⏻, or touch near the sensor, on the front of the system.

Power On the System

Before powering on your system, make sure you connect any essential wired devices or accessories to the system first. After you have connected the related equipment, power on the system.

Procedure

» Do one of the following:

- On RealPresence Group 300, 310, 500, and 700 systems, touch and hold the ⏻ power sensor on the front of the system. Because the power sensor is touch sensitive, you can place your finger on or close to the sensor.

- Press and hold on the remote control.

When the system is powered on successfully, the LED on the front panel turns blue and the Polycom splash screen displays.

System Health Check

After the system is powered on, the system automatically performs a system health check, which is known as a power on self test (POST).

The status of the POST sequence is shown using the LED indicator light on the front of the device, or in the text field display on the front of the system. For more information about what the colors of the indicator lights mean, contact your administrator.

All test results are logged in the system memory. When the test sequence completes with no severe errors, the system starts normally.

Power Off a RealPresence Group System

Before changing any connected accessories, you need to power off the RealPresence Group system.

Procedure

» Do one of the following:

- Touch and hold the power sensor on the front of the system until .
- Press and hold on the remote control.

The indicator light changes color and blinks when the system is shutting down.

Using a Polycom RealPresence Group Series Remote Control

Topics:

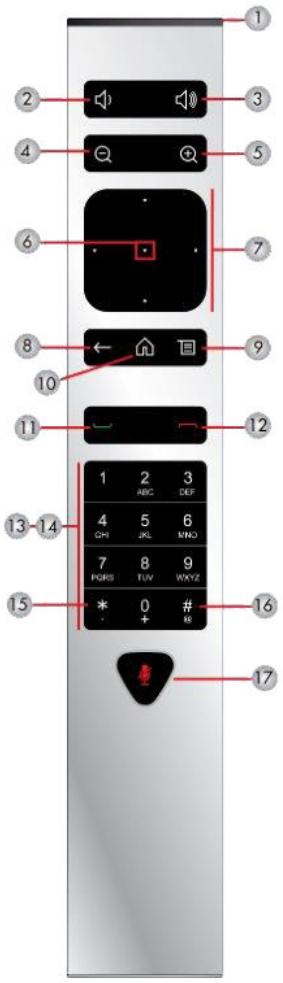
- Remote Control Buttons and Descriptions
- Recharge the Remote Control Battery
- Wake a RealPresence Group Series System
- Contacts
- Calling
- Sharing Content
- Recording Calls
- Settings

The infrared RealPresence Group Series remote control enables you to operate a RealPresence Group Series system. This includes placing calls, adjusting the volume, controlling the camera, navigating screens, and more. RealPresence Group Series systems and Polycom® EagleEye™ cameras have infrared receivers that enable you to control your RealPresence Group Series system by pointing the remote control toward the system or a connected EagleEye camera.

Note: If you have an SDI camera, you might need a special cable to connect the camera to the system to receive infrared signals from the remote control. For more information about the cable, contact Polycom support.

Remote Control Buttons and Descriptions

The following table shows the parts of the remote control and includes descriptions for each part.

Remote Control Button Descriptions		Parts of the Remote Control
Number	**Description**	
1	LED IR emitter	
2	Decrease speaker volume.	
3	Increase speaker volume.	
4	Zoom camera out.	
5	Zoom camera in.	
6	Press center **Select** button to select highlighted menu item.	
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.	
8	Delete letters or numbers or go back to a previous screen.	
9	Display the Menu screen.	
10	Return to the Home screen.	
11	Place or answer a call or power on the system.	
12	End and reject a call or power off the system.	
13	Enter letters or numbers.	
14	In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.	
15	Generates an asterisk if the cursor is in a text field or a period if the cursor is in a numeric field.	
16	Generates dual-tone multi-frequency (DTMF) touch tones. Press #, followed by DTMF keys to send.	
17	Mute or unmute a microphone.	

Recharge the Remote Control Battery

When the remote control battery power is at 10% or less, a notification displays on the RealPresence Group system Home screen.

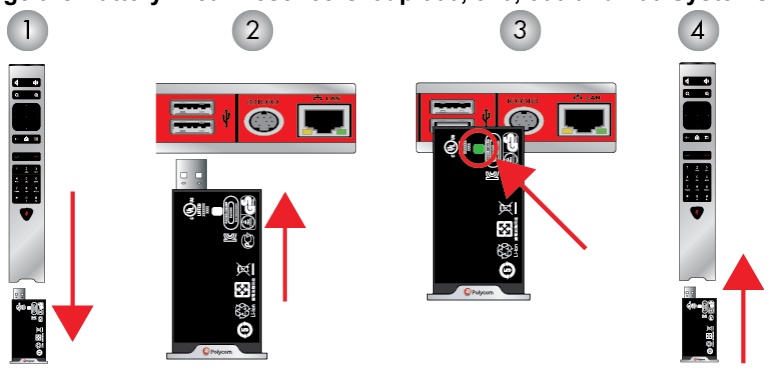
You can use a USB 2.0 port on the system to charge the remote control battery. The RealPresence Group 300, 310, and 500 systems have two USB 2.0 ports on the back of each system, while the RealPresence Group 700 system has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

Procedure

1. Pull the battery out of the end of the remote control.
2. Insert the USB plug of the battery into a USB 2.0 port on your system.
3. Wait until the status light on the battery turns green before removing it from the port.

   Recharging the battery can take from 20 minutes up to multiple hours.
4. Insert the charged battery into the remote control.

Recharge the Battery: RealPresence Group 300, 310, 500 and 700 Systems



Wake a RealPresence Group Series System

After a certain amount of time with no activity, the RealPresence Group Series system goes into sleep mode.

Procedure

» Press any button on the remote control, or just pick up the remote to wake up the system.

Contacts

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen when receiving an incoming call. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

For more information about this and other Microsoft and Polycom interoperability considerations, refer to the *Polycom Unified Communications for Microsoft Environments Deployment Guide*.

Contact Presence States

If your system is automatically provisioned and registered to a global directory server, your directory can include default LDAP group members and up to 200 global contacts stored by the presence service.

Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Browse the Directory

If your system is registered with a Global Directory Server, you can search for information about other active sites that are registered with the same Global Directory Server.

The global directory contains address book entries downloaded from an enabled global directory server. You can select the global directory to view a list of all global directory entries, scroll through the global directory, and select contacts in the global directory to call. Global directory entries are stored on the Global Directory Server, and you cannot edit the entries from the room system. The global directory also displays as a default Favorites group entitled Global Entry.

Procedure

1. On your remote control, press , then select .
2. Scroll through the directory entries to locate the desired contact.

Search for Directory Contacts

You can perform a directory search to find contacts to call who are not in your Favorites or Contacts list.

Procedure

1. With your remote control, press , then select .
2. In the search field, enter your contact's last name using one of the following methods:
   - Enter your contact's name using the onscreen keyboard.
   - Enter the numbers on the remote control that correspond with the letters of your contact's name.

3. Select **Search** to search for an entry in the directory.

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact’s name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.

Call by Entering a Name or Number

You can place a call to contacts by entering a contact's name or number using a touch device or the remote control.

Another way you can enter a contact's information is to use an USB keyboard attached to one of the system's USB ports. When a USB keyboard is connected to the system, you can enter only numbers with the remote control on the Keypad or Contacts screens. To enter letters, you need to unplug the keyboard from the USB port and select the **Keyboard**.

Note: The Keyboard icon does not display on your screen if a USB keyboard is connected to the system. After you unplug the USB keyboard, the Keyboard icon displays.

Depending on the capabilities of your system and the system you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

Procedure

1. Press on the remote control.
2. In the dialing field, enter your contact's information using the remote or onscreen keypad or select the onscreen keyboard to enter your contact's information.
3. Enter any additional information needed for the call.

   The available settings depend on the type of call and your system's configuration.
4. Press to place the call.

Call from the Contacts Screen

If your system administrator has added a directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

Procedure

1. Using your remote control, select and navigate to on your system screen.
2. Highlight an entry in the Contacts list, and press .

Call from the Recent Calls List

You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls.

Procedure

1. Press and on the local interface, select .
2. Highlight the entry you want to call.
3. Press .

Call a Speed Dial Entry

If your system administrator enabled Speed Dial, you can use your remote to quickly call a contact in your directory.

Procedure

1. At the top of the Home screen, select the **Speed Dial** tab and select a Speed Dial entry.
2. Select **Call** or press .

Place an Audio-only Call

If enabled by your system administrator, you can place an audio-only call from the system.

Procedure

1. From the Home screen, select **Place a Call**.
2. From the Place a Call screen Keypad, use the remote to navigate to the video/audio slider.
3. Press the Select button to switch from video to audio .
4. Enter a telephone number then press on the remote.

Answer a Call

The way a RealPresence Group Series handles incoming calls depends on how the system is set up. The system either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.

If the system is not set up to answer incoming calls automatically, you are prompted to answer the call manually.

Procedure

» Using your remote control, select **Answer** or press .

Ignore a Call

If the Polycom RealPresence Group Series system does not answer incoming calls automatically, you can choose to ignore the call rather than answer it.

Procedure

» Using your remote control, select **Ignore** or press .

Hold a Call

In a point-to-point call, you can place a call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

Procedure

» Press **Home** on the remote control, then select **Active Call > Hold**.

When a call is on hold, **On hold** displays on the screen for 5 seconds. After 5 seconds, the hold icon ⏸ displays and remains on the screen until all calls are resumed or disconnected.

Hold a Call and Accept a Call

When you receive an incoming call while you are in an active call, you can place the active call on hold and accept the incoming call.

Procedure

» Use your remote control to select **Hold + Accept**.

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

1. Press on the remote control.
2. Place the call using your preferred method.

Switch Between Point-to-Point Calls

When you have a call on hold, you can switch between the held and active calls.

Procedure

1. Press **Home**.
2. Select **Manage > Switch To**.

Resume a Call

When you no longer want to keep a call on hold, you can resume the held call.

Procedure

» Use your remote control to select **Resume Call**.

Hang Up All Calls and Answer a Call

When you receive an incoming call, you can end all active calls and answer the incoming call.

Procedure

» Select **Hang Up + Accept** to hang up all active and held calls and establish a point-to-point call with the incoming call.

End a Call

When your call is complete, hang up the call.

Procedure

» On the remote control, press .

Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Place a Conference Call

To start a new conference call, you need to start with the first participant or site and then add additional participants and sites.

Procedure

1. Call the first site.
2. After the call connects, press on the remote control to open the dialing keypad.
3. Place a call to the next site.
4. Repeat the above steps until all sites are connected.

Place a Call during a Conference Call

If you need to, you can hold a conference call and place a new call.

Procedure

1. Press and then on the remote control.
2. Place the call using your preferred method.

Answer a Call during a Conference Call

While in a conference call, you can hold the conference call and answer an incoming call.

Procedure

» Use your remote control to select **Hold + Accept** to hold the current call and answer the incoming call.

Note: Depending on the call type, you can resume the conference while an individual participant in the meeting is on hold.

Switch Between Calls in a Conference Call

When you have a call on hold, you can switch between the held and active calls.

Procedure

1. Use your remote control to press .
2. Choose the call you want to make active.

Resume a Held Call in a Conference Call

When there is a call on hold, you can resume the held call.

Procedure

1. Press .
2. Select **Resume Call**.

Hang Up an Individual Call in a Conference Call

During a conference call, you can hang up an individual call within the conference call.

Procedure

1. Using your remote control, press .
2. Navigate to the call you want to end.
3. Select **Hang Up**.

Hang Up a Held Call and Accept a Call

Depending on how your system is set up, you can end the call that was on hold the longest and add an incoming call to the conference.

Procedure

» Select **Hang Up + Accept**.

The oldest held call is ended and the incoming call is added to the conference.

Hang Up All Calls

When you are in a conference call, you can hang up one call at a time or hang up all calls at once.

Procedure

1. Press .
2. Select **Leave Conference**.

Passwords for Conference Calls

Depending on how a conference call is set up, you might be required to enter a meeting password to join the call. You can also require far-end systems to enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:

- Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected conference calls.

- SIP endpoints are unable to dial in to password-protected conference calls.

Set Up a Meeting Password

You can set up a meeting password to ensure only authorized participants can join the meeting.

Procedure

1. From the Home screen, press .
2. Navigate to **Settings > User Settings > Meetings**.
3. Enter a password in the **Meeting Password** field in one of these ways:
   - Press the remote control number buttons.
   - Use the on-screen keypad.
4. Press to save your changes and return to the Home screen.

Enter a Meeting Password

If a conference call is password protected, you might be prompted to enter a meeting password before you can join the call.

Procedure

1. If a prompt displays on the screen, use the remote control or on-screen keypad to enter the password.
2. If you hear an audio prompt, use the remote control to generate DTMF tones. Press the # key on your remote control, then use the number keys to enter numbers.

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Group Series systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

View Scheduled Meetings

If your RealPresence Group Series is configured to connect to the Microsoft Exchange Server, you can view scheduled meetings on the Home screen.

To view more information about a meeting on the calendar, select the meeting. Depending on how the system is configured, private meeting details might not be visible.

Procedure

» In the local interface, access the Home screen.

Scheduled meetings are listed for the current day and for the next 6 days.

Join a Scheduled Meeting from the Home Screen

If the calendar is configured to display on the Home screen, you can select and join a scheduled meeting from the Home screen.

Procedure

1. With your remote, select a meeting on the Home screen.
2. Select **Join** to call into the meeting.

Join a Scheduled Meeting from the Calendar

You can join a scheduled meeting from the calendar.

Procedure

1. Press .
2. Select Calendar.
3. Navigate to the meeting you want to join, and select **Join**.

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

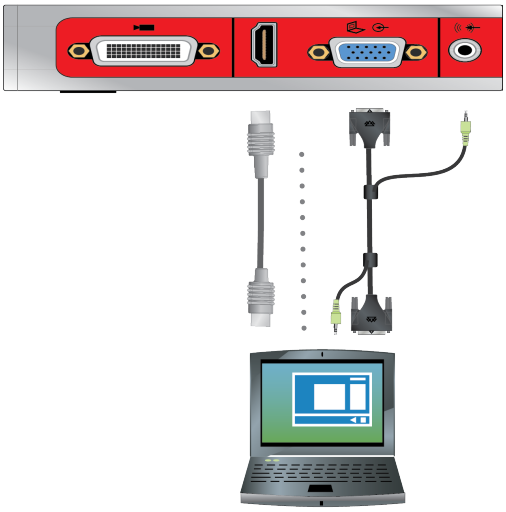
Note: To share content using a RealPresence Group 300 system, you must use the People + Content IP application.

Content Connections on RealPresence Group Systems

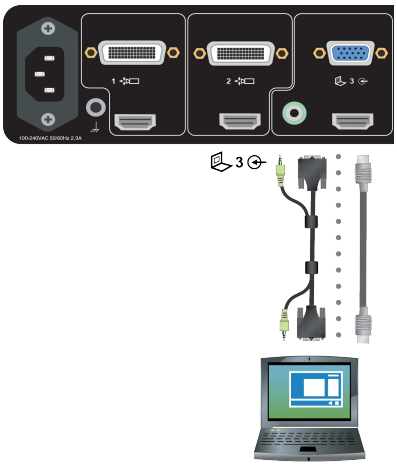
Before you prepare to show content, make sure the computer is powered on and connected to the RealPresence Group system. You can connect a computer to the HDMI or VGA video input.

Note: Your administrator can enable 3.5mm audio input mixing with HDMI or VGA content input on RealPresence Group systems during active calls. If this feature is not enabled, 3.5 mm audio input is heard by both the near-end and far-end conference site participants during active calls. For more information about 3.5mm audio input, contact your administrator.

Connections for RealPresence Group 310 and 500 systems



Connections for a RealPresence Group 700 system



Supported Content Resolutions and Refresh Rates

Before you show content, check that your computer's video output is set to use one of the supported resolutions and refresh rates listed in the following table.

Resolution	Refresh rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75
1600 x 1200	60
1680 x 1050	60
1920 x 1080	60
1920 x 1200	60

Polycom People+Content IP

The People + Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group system or Polycom touch devices.

Keep the following points in mind when using the People + Content IP application:

- People + Content IP provides video-only content. No audio is shared.
- People + Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People + Content IP scales images to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People + Content IP.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install People + Content IP onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. Follow the instructions in the installation wizard.

Share Content using People + Content IP

After you download and install People + Content IP, you are ready to share content.

Procedure

1. On your computer, launch the People + Content IP application.
2. Enter the IP address or host name of the RealPresence Group Series system and the meeting password, if one is set.

   You can find your IP address by pressing on the remote control.
3. Click **Connect**.
4. Open the content you want to show, and click .

Stop Sharing Content with People + Content IP

When you are done showing content, make sure you stop People + Content IP.

Procedure

» Click in the People + Content IP application.

Microsoft Content Management

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People + Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Scroll and Zoom Skype for Business Content

When a Microsoft Lync 2013 or Skype for Business 2015 client shares content with your system, you can scroll and zoom the shared content using USB mouse connected to your system in order to see all of the content.

Procedure

1. Connect a USB mouse to your system.
2. Use the mouse to scroll and zoom in on the content.

Control Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Group Series system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note: General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.

Procedure

1. Connect a USB mouse to the system.

2. If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
3. On your system, select the **Control Remote** checkbox.

   The system now controls the content received from the Microsoft client.

Return Control of Skype for Business Content

After receiving control of content sent from a Microsoft client, you can return control of the content at any time.

Procedure

1. Connect a mouse to the system.
2. On the local interface, clear the **Control Remote** checkbox.

   The Microsoft client now controls the shared content. You can still scroll and zoom to see all the shared content.

Recording Calls

Depending on how your system is set up, you can record calls in one of the following ways:

- You can record calls using Polycom® RealPresence® Media Suite.
- On RealPresence Group 700 systems, you can record calls on a laptop, a tablet, or on a DVD or DVR player using monitor 3.

RealPresence Media Suite Recording Methods

RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. With the RealPresence Media Suite solution, you can record point-to-point and conference video calls, create a live stream, and control recordings directly on the room system.

You can record a video call with RealPresence Media Suite using the following methods:

- **Initiate a recording on the system**: When RealPresence Media Suite is enabled for a room system, recording controls display on the room system, and you can start, pause, and stop a recording from the room system.
- **Dial RealPresence Media Suite directly**: You can dial into RealPresence Media Suite using the suite IP address, H.323 extension, or SIP URL. When you use this method, the system uses the default recording settings defined by a RealPresence Media Suite administrator.
- **Dial a RealPresence Media Suite Video Recording Room (VRR)**: A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Media Suite administrator. Before recording a call using this method, you need the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

Note: If using one of the dial-in methods, you have immediate access to play a recording back as long as the Media Suite TVUI remains open. After that, you must access the RealPresence Media Suite portal to access the recording. Contact your system administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

You can use any of the following connection methods for dialing the RealPresence Media Suite solution to record calls on the RealPresence Group Series.

Media Suite Type	Connection Method	Example
Media Suite system	If the room system and solution are not registered to the gatekeeper or to a SIP server, dial the RealPresence Media Suite IP address.	10.11.12.13
	If the room system and solution are registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system and solution are registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	For H.323 calls, use one of the following: • [RealPresence Media Suite IP]##[VRR number] • [RealPresence Media Suite E.164 prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096. If the RealPresence Media Suite E.164 prefix is 8888 and the VRR number is 4096, dial 88884096.
	For SIP calls, use one of the following: • [VRR number]@[RealPresence Media Suite IP] • [SIP peer prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 4096@11.12.13.14. If the SIP peer prefix of the RealPresence Media Suite is 8888 and the VRR number is 4096, dial 88884096.

Recording Calls with RealPresence Media Suite using Touch Tones

After establishing a recording connection, the RealPresence Media Suite tv user interface (TVUI) displays and you can use touch tones to start, stop, or playback a recording.

RealPresence Media Suite Touch Tones

You can enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The following table lists the supported touch tone codes you can use to activate the button controls on the TVUI.

TVUI State	Operation	Touch Tone Code
Menu display state	Pause recording	*1
	Start a recording Resume a paused recording	*2
	Stop a recording	*3
	Playback a recording	*5
Video playback state	Pause the video	*1
	Start the video Resume a paused video	*2
	Stop a playback and return to the main menu	*3
	Reverse a video	*4
	Fast forward a video	*6

Dial in to RealPresence Media Suite to Record Calls

You can use the remote control to dial into RealPresence Media Suite and activate the TVUI. When you establish a connection to a RealPresence Media Suite, the recording starts and the TVUI displays in a call window, unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option.

Procedure

1. Enter the IP, H.323, or SIP address of the Media Suite.

   The TVUI displays in the call window.
2. If the recording does not start immediately, press ***2** on the remote control.

Stop Recording on RealPresence Media Suite

Before ending a call, make sure to stop recording.

Procedure

» When you are done recording, press *3 on the remote control.

Play Back a Recording

You have immediate access to play back a recording as long as the Media Suite TVUI continues to display and the call has not ended. After this time, you can access the recording in the RealPresence Media Suite portal in the recording archive.

Procedure

» To play back a recording, press *5 on the remote control.

Recording Calls with RealPresence Media Suite using Onscreen Controls

When RealPresence Media Suite is enabled for your system, recording controls display on the room system, and you can start, pause, and stop a recording.

Record Calls with RealPresence Media Suite using Onscreen Recording Controls

You can use either the touch monitors or the remote control to start a recording. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

Note: You can only start a recording in a point-to-point call, and only one participant can start a recording during a call. If you start a recording during a conference call or more than one participant starts a recording, the call changes to a point-to-point call and the participant layout changes to show the speaker only.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ◉ **Start**.

Pause a Recording using Onscreen Recording Controls

You can pause a recording at any time during a video call or live stream.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ❚❚ **Pause**.

Resume a Recording using Onscreen Recording Controls

After you pause a recording, you can resume the recording and continue live streaming.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ▶ **Resume**.

Stop Recording using Onscreen Recording Controls

Before ending a call, make sure to stop the recording.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ■ **Stop**.

Record Calls on a DVD or DVR

Using monitor 3 on the RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected DVD or DVR player. Your system administrator determines the settings for this feature.

Procedure

1. Power off your RealPresence Group 700 system.
2. Attach a VGA cable from the VGA video output on your RealPresence Group 700 system to the VGA input on your DVD or DVR device.
3. Power on your RealPresence Group 700 system.

4. On the DVD or DVR player, use the record function to record the call.

   The layout option for the recorded video is the layout that your administrator set for monitor 3.

Record Calls with a Laptop or Tablet

Using monitor 3 on a RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected laptop of tablet. Your administrator determines the settings for this feature.

Procedure

1. Power off your RealPresence Group 700 system.
2. Attach an HDMI cable from the HDMI video output on your RealPresence Group system to the HDMI input on your laptop or tablet.
3. Power on your RealPresence Group 700 system.
4. On the laptop or tablet, use a recording application to record the call.

   The layout option for the recorded video is the layout that your administrator configured for Monitor 3.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Video Adjustments

You can manage video and certain user interface settings for your system.

Switch Between Full-Screen Video and the Home Screen

When your call connects, the system automatically shows video in full screen view. You can switch back to the Home screen during a call if, for example, you need to adjust a user setting and your system is configured to allow you to do so.

Procedure

1. Press on the remote control to go to the Home screen.
2. Press on the remote control to see the full screen.

Configure Automatic Self View Control

If your administrator has allowed you access to set Automatic Self View Control, you can configure this setting so that other users can display or hide the Self View window.

Procedure

1. From the Home screen, press .
2. Navigate to **Settings > User Settings > Camera**.

3. Select the **Automatic Self View Control** checkbox.

Adjust for Room Lighting

If your administrator allows access to User Settings, you can adjust the brightness of the video sent to your system using Backlight Compensation. Use Backlight Compensation in situations where the subject displays darker than the background or to darken a bright background in rooms with high brightness levels. This feature does not affect the way content is displayed.

Note: Because backlight controls adjust the main built-in camera, these controls do not make content displayed from a computer display brighter.

Procedure

1. From the Home screen, press .
2. Navigate to **Settings**> **User Settings** > **Camera**.
3. Select **Backlight Compensation**.

Stop Video

Stopping your video during a call enables you to stop sending your video while remaining connected to the conference. When your video is stopped, the far end does not see video transmission from you.

Procedure

» Press , then select **Camera Off**.

Note: In Microsoft Lync 2013 or Skype for Business 2015 environments when your video is stopped, video transmissions ceases and no Self View displays. When your video is stopped in other environments, a video pause image is sent to the far end. Regardless of the environment, stopping your video does not affect the sending or receiving of content.

Start Video

If your near-end site video is currently not displayed, you can choose to display your video to others in a conference call.

Procedure

» Press , then select **Camera On**.

Turn Self View On

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View on when you want to see your video stream.

Procedure

» On the remote control, press then select **Self View On**.

Turn Self View Off

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View off when you do not want to see your video stream.

Procedure

» On the remote control, press then select **Self View Off**.

Allow Video Display on the Web

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates.

Caution: The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.

Procedure

1. Navigate to **Settings > User Settings > Meetings**.
2. Select **Allow Video Display on Web**.

Multipoint Viewing Modes

The multipoint viewing mode set on the host conference system is the layout used in a conference call for all endpoints connected to the call. The modes alternate between full screen, continuous presence, which is where video images from multiple sites are automatically combined on one monitor, or a combination of both.

The default mode is Discussion, however, your administrator may have set any of the following modes as the default for your system:

- **Auto** - The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
- **Discussion** - Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
- **Presentation** - The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
- **Full screen** - The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Set the Multipoint Viewing Mode

You can change your multipoint viewing mode from the default mode.

Procedure

1. From the Home screen, press .
2. Navigate to **Settings > User Settings > Meetings**.
3. Select a viewing mode from the **Multipoint Mode** list.

Multipoint Viewing Layouts

What you see during a multipoint call can vary depending on how the RealPresence Group Series is configured, the number of sites participating, the number of monitors you are using, and whether content is shared. The multipoint viewing layout configured on the host system is the one used in the call for all endpoints in the call.

When you use two monitors of equal size, you can have eight-way multipoint calling, depending on your system configuration. When you share content, one monitor is used for content and one for people. The configuration varies depending on whether your administrator has enabled Self View and how many people are participating. When you do not share content, the configuration for both monitors is spread over both monitors.

To find out more about multipoint layouts, talk to the administrator of your RealPresence Group Series system.

Note: If you are not in a RealPresence® Collaboration Server (RMX®) system call, your only layout option is Browse.

Change Multipoint Viewing Layout

You can change the multipoint viewing layout by browsing through the available options in the local interface. The available layouts vary depending upon certain factors, such as how many participants are in the call or the content status.

Procedure

1. While in a call, press , then select **Layout**.
2. Select **Near Video** or **Far Video**.
3. Select an available layout for the call.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume only affects the level of sound you hear on your system.

Procedure

» Using the remote control, press and hold to increase the volume or to decrease the volume.

Mute the Microphone

You can mute the microphone if you do not want the far end to hear conversations at your site.

Keep the following in mind regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The red mute indicator on the front of the Polycom® EagleEye™ View camera is lit when the system is muted or when a Polycom microphone is connected and muted.

- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

Procedure

» Press on the remote control.

If a Polycom tabletop microphone array is connected to your system, you can mute the call by touching on the microphone.

The indicators on the microphone are red when your audio is muted, and the muted icon also displays on the monitor.

Unmute the Microphone

You can resume your microphone audio after muting it in order to speak in a call.

Procedure

» If muted, press on the remote control or on the table microphone.

Connecting a USB Headset

You can connect one wired USB headset or wireless Bluetooth headset with a USB adapter to RealPresence Group Series system. When connected, the headset is used as the primary audio input and output device for the system, and the headset functions automatically without any additional setup.

After your headset is connected, you can hear and control call audio on your headset while the headset is connected to the system. However, you cannot use the USB headset audio controls to mute or change the volume on the system. If you adjust the volume or mute your microphone on your headset, it does not adjust the volume or mute the microphone on the system.

Supported USB Headsets

RealPresence Group Series supports headsets with the following sampling rates:

- 8 kHz
- 16 kHz
- 24 kHz
- 32 kHz
- 48 kHz

The following table includes the headsets supported.

Supported Headsets

Type	Vendor/Model Number	Minimum Required Firmware Version
Wireless	Plantronics Voyager Focus UC	BT600 (USB adapter): v.1156 Headset: v.40
Wireless	Plantronics Voyager Legend UC	BT300 (USB adapter): 107 Headset: 107

Type	Vendor/Model Number	Minimum Required Firmware Version
Wired USB	Microsoft LifeChat LX-3000	Not Applicable
Wireless	Plantronics Voyager PRO UC	BT300M (USB adapter): Base: v.6108 USB: v.861 Headset: v.97

Connect a Wired USB Headset

After you verify that your headset hardware and software is supported, you can connect your wired headset to the system.

Procedure

» Insert the headset USB cable into an available USB port on the system.

Connect a Wireless USB Headset

You can pair and connect a wireless headset to the system using a USB adapter.

Procedure

1. Enable pairing mode on the headset.
2. Insert the USB adapter for the wireless headset into an available USB port on the system.

Cameras

You can adjust available cameras in several ways.

Select Cameras

You can use the remote control to select and adjust the main camera or other near-end or far-end video sources.

You might be able to adjust other auxiliary cameras that support pan, tilt, and zoom movement. You can adjust a far-end camera only in a call and only if the far end allows it.

Procedure

1. Navigate to **Camera** > **Select Camera**.
2. Then select **Near Cameras** for near-end control or **Far Cameras** for far-end control.

Adjust Cameras

After you select a camera, you can make some adjustments to enhance the view.

Note: Before you can adjust the EagleEye Director camera, you must turn camera tracking off.

Procedure

To adjust a Polycom EagleEye III, Polycom EagleEye IV, Polycom EagleEye Acoustic, or Polycom EagleEye Director using the remote control:

1. Select either a near-end or far-end video source to control.

   During a multipoint call being hosted by a system in the call, you can adjust a camera only at the far end that has a current speaker.
2. Press the navigation buttons on the remote control to move the camera up, down, left, or right.
3. On the remote control, press to zoom out or to zoom in.

Switch Between Cameras

You can switch to controlling the far-end camera or the near-end camera in a call.

Procedure

1. Press .
2. Select **Camera**, then select **Near Camera** or **Far Camera**.

Allow the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can let the far-end system control your camera.

If their systems support presets, far-end participants can also set and use presets for your camera.

Note: Changing this setting takes effect immediately, even if a call is in progress.

Procedure

1. From the Home screen, press .
2. Navigate to **Settings > User Settings > Camera**.
3. Select **Allow Other Participants in a Call to Control Your Camera**.

Disable EagleEye Director Tracking in a Call

While in a call, you might want to disable EagleEye Director tracking.

When you stop camera tracking through the menu, the **Mute** and **Unmute** buttons do not affect tracking.

Procedure

» Navigate to **Cameras** > **Tracking On/Tracking Off** to toggle tracking off.

After you disable tracking in this way, the Mute and Unmute functions on the microphone and remote control no longer affect tracking.

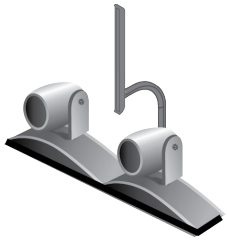
Enable EagleEye Director Tracking in a Call

If EagleEye Director tracking is enabled, the camera follows the person or people who are speaking.

This tracking action, also called automatic camera positioning, can be manually started or stopped.

You must start camera tracking using the menu before the **Mute** and **Unmute** buttons will again affect tracking. After the call is complete, EagleEye Director returns to its default setting.

EagleEye Director



Procedure

» Navigate to **Cameras** > **Tracking On/Tracking Off** to toggle tracking on.

Camera Presets

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

View Stored Camera Presets

You need to be familiar with the stored camera presets to get the most out of your system.

Procedure

» Navigate to **Cameras** > **Presets.**

Icons for presets 0-9 are shown on the screen. A snapshot above the number means that a preset has been assigned to that number. An empty box means that no preset has been assigned to that number.

Store a Camera Preset

You cannot delete a preset. Instead, overwrite an existing preset with a new camera position.

Procedure

1. Do one of the following:
   - If in a call, press .
   - On the local interface, navigate to **Cameras** > **Presets**.
2. Select **Near** or **Far** camera.
3. If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position using your remote control:
   - Press or to zoom the camera out or in.
   - Press the directional buttons to move the camera up, down, left, or right.
4. To store a preset position, press and hold a number from 0 to 9 for five seconds.

   Any existing preset stored at the number you entered is replaced.

Move the Camera to a Stored Preset

After you have your presets stored, move the camera to one of the stored presets.

Procedure

1. If you are in a call, press **Select** on the remote control to switch between a near-end site (**Your Camera**) or far-end site (**Their Camera**) camera.
2. Press a number on the remote control.

Call Answering Settings

To change the way calls are answered, you might want to change the default settings of your system.

Temporarily Refuse Calls

If your system administrator has allowed you access, you can automatically refuse incoming calls when you do not want to be disturbed.

Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can, however, make outgoing calls.

Procedure

1. Navigate to **Settings** > **User Settings** > **Meetings**.
2. Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Do Not Disturb**.

Enable Answering Video Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Caution: Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

Procedure

1. Navigate to **Settings** > **User Settings** > **Meetings**.

2. Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Yes.**

Mute Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect.

This prevents callers from overhearing conversations or meetings.

Note: If you enable automatic muting during a call, the audio for the current meeting is not affected.

Procedure

1. Navigate to **Settings** > **User Settings** > **Meetings**.
2. Select **Mute Auto Answer Calls**.

   After a call connects, press on the remote control when you're ready to unmute the microphones.

   When a call is muted, this icon displays on your monitor.

Encryption and Security

When a call is encrypted, a locked padlock displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

Note: To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Verify Encryption Check Code

To provide extra security for encrypted H.323 calls, the system provides an encryption check code. Participants in a call can use this check code to verify that the call is not being intercepted by a third party. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls. The check code is calculated so that the check code is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party. Note that in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

Procedure

1. Place an encrypted H.323 point-to-point call.

2. Press on your remote control, then navigate to **Settings** > **System Information** > **Call Statistics**.
3. On the Call screen, select **Call Statistics**.
4. For **Call Encryption**, locate the check code, as shown in the following example: *AES-128/TLS/SDED*
5. Verbally verify that the check code is the same at both sites.
6. Do one of the following:
   - If the codes match, the call is secure. Proceed with the call.
   - If the codes do not match, the call might be compromised. Hang up the call and contact your system administrator.

Change the Call Security Level

When enabled by your administrator, visual security classification works for SIP calls in a BroadSoft environment.

When enabled by your system administrator, a visual security classification indicator displays during a call to help participants be aware of the maximum level of classified information they can safely exchange in a conversation. After a call begins, the visual security classification indication of the call displays on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level. While you can change the security level, you cannot raise it higher than the default setting.

Procedure

1. In the local interface, navigate to **Call** > **Security**.
2. From the **Security Classification** list, select the desired security level.
3. Click **Continue** to confirm your selection. After the security classification is raised or lowered, a message displays for five seconds to all video participants. The change is only applicable to the current call.

Using the Touch User Interface

Topics:

- Wake the System
- Contacts
- Calling
- Sharing Content
- Recording Calls
- Settings
- Troubleshooting

RealPresence Group Series systems have touch capabilities that enable you to control the system, the VisualBoard application, or to manage Skype for Business remote desktop content when connected to touch-capable monitors. This interface works with both your system remote control and by touch.

Your administrator sets up and enables the touch-capable monitors connected to the system.

Wake the System

After a period of time, the system goes into Power Saving mode and the monitor goes to sleep. You can wake the system at any time.

Procedure

» Tap the touchscreen monitor.

Contacts

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen when receiving an incoming call. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

For more information about this and other Microsoft and Polycom interoperability considerations, refer to the *Polycom Unified Communications for Microsoft Environments Deployment Guide*.

Contact Presence States

If your system is automatically provisioned and registered to a global directory server, your directory can include default LDAP group members and up to 200 global contacts stored by the presence service.

Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Browse the Directory

Procedure

1. Tap **Place a Call** > **Contacts**.
2. Select the directory you want to browse.
3. Scroll through the directory entries to locate the desired contact.

Search for Directory Contacts

You can perform a directory search to find contacts to call who are not in your Favorites or Contacts list.

Procedure

1. Tap Place a Call, then Contacts.
2. Select the directory you want to search.
3. Tap the onscreen keyboard and enter the last name of the contact.
4. Tap **Search**.

Calling

You can place calls to contacts, join meetings, initiate a multipoint call, and adjust audio and video settings during a call.

You can place a call by entering your contact's name or number or by choosing a contact in the directory, a contact stored as a speed dial, or a recent contact. You can also add a call to a call and hold a call while you place another call.

Place an Audio-only Call

If your administrator enabled audio-only call capability, you can place an audio-only call.

Procedure

1. From the Home screen, tap **Place a Call**,
2. From the Place a Call screen Keypad, tap .
3. Enter the telephone number and tap .

Call by Entering a Name or Number

When you place a call, you can enter a contact's name or number using the onscreen keyboard.

Depending on the capabilities of your system and the system you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

Procedure

1. On the Home screen, tap **Place a Call**.

   The Place a Call screen displays with the onscreen numeric keyboard.
2. Enter your contact's information using the onscreen numeric keyboard, or tap the Onscreen Keyboard and enter your contact's information.
3. Tap .

Call from the Contacts Screen

If your system administrator has added a directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

Procedure

1. Tap **Place a Call > Contacts**.
2. Do one of the following:
   - Select a contact from the list of contacts.
   - Tap a group and select a contact.
   - Using the onscreen keyboard, enter your contact's name and tap your contact in the search results.
3. Tap **Call**.

Call from the Recent Calls List

You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls.

Procedure

1. Tap **Place a Call** and tap **Recent**.
2. Tap a recent outgoing or incoming call.

Call a Speed Dial Entry

Your administrator can save a list of contacts as speed dials, which enables you to quickly call and start a meeting with a contact.

Procedure

1. Tap **Place a Call** and tap ★**Speed Dial.**

   A list of contacts added as speed dials is displayed.
2. Tap a speed dial contact.

Accept a Call

If the system is not set to answer calls automatically, you can choose to answer or ignore an incoming call.

Procedure

» Tap **Accept**.

Accept a Call during a Call

When you receive an incoming call during a call, you can choose to place the current call on hold or hang up the current call and answer the incoming call.

Procedure

» Do one of the following:

- Tap **Hold + Accept**.
- Tap **Hang Up + Accept**.

Decline a Call

If you do not want to answer an incoming call when you are in a call or not in a call, you can choose to ignore the incoming call.

Procedure

» Tap **Decline**.

Hold a Call

You can place a point-to-point call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

Procedure

» Tap to open the Quick Access menu then tap **More > Hold**.

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

1. Tap ☰ to open the Quick Access menu, then tap ••• **More >** ⏸ **Hold**.
2. Tap **More >** 📞 **Place a Call**.
3. Enter a contact's number or select a contact from Contacts, Speed Dial, or Recent.

Resume a Call

When you no longer want to keep a call on hold, you can resume the held call.

Procedure

» Do one of the following:
   - Tap **Resume Call**
   - Tap ☰ to open the Quick Access menu then tap ••• **More > Resume**.

Switch Between Calls

When you have a call on hold, you can switch between the held and active calls.

Procedure

1. Tap ☰ to open the Quick Access menu.
2. Tap **More > Switch To**.

End a Call

You can end a call using the RealPresence Touch.

Procedure

» To end a call, tap **Hang Up**.

Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Place a Conference Call

To start a new conference call, you need to start with the first participant or site and add other participants after each participant answers the call.

Procedure

1. Call the first site.
2. After the call connects, tap ☰ to open the Quick Access menu then tap ••• **More >** **Add a Call**.
3. On the Place a Call screen, enter your contacts number, tap ⌨ and enter your contact's name, or select a contact from Contacts, Speed Dial, or Recent.
4. Repeat the above steps until all sites are connected.

Place a Call during a Conference Call

If you need to, you can hold the conference call and place a new call.

Procedure

1. Tap ☰ to open the Quick Access menu then tap ••• **More >** ❚❚ **Hold**.
2. Tap ••• **More** > **Place a Call** and place the call using your preferred method.

Accept an Incoming Call during a Conference Call

While in a conference call, you can choose to hold the conference call and answer an incoming call.

Procedure

» Tap **Hold + Accept** to hold the current call and answer the incoming call.

Add an Incoming Call to a Conference Call

When you receive an incoming call, you can add the call to the active multipoint call.

Procedure

» When you receive an incoming call, tap **Add to Call** on the incoming call notification.

Hold a Conference Call

You can place a conference call on hold to answer an incoming call or place a call to another contact. You cannot hold an individual participant in a conference.

Procedure

» Tap ☰ to open the Quick Access menu then tap ••• **More >** ❚❚ **Hold**.

Leave a Conference Call

You can choose to leave a conference call without ending the call for all participants.

Procedure

1. Tap ☰ to open the Quick Access menu then tap **Hang Up**.
2. On the Active Call screen, tap **Leave Conference**.

Hang Up an Individual Call in a Conference Call

In a conference call, you can hang up calls individually.

Procedure

1. Tap ☰ to open the Quick Access menu then tap **Hang Up**.
2. On the Active Call screen, tap **Hang Up** for the call that you want to hang up.

Hang Up All Calls

In a conference call, you can hang up all of the calls at once.

Procedure

1. Tap ☰ to open the Quick Access menu then tap **Hang Up**.
2. On the Active Call screen, tap **Hang Up** at the top of the screen above the list of individual calls.

Passwords for Conference Calls

Depending on how a conference call is set up, you might be required to enter a meeting password to join the call. You can also require far-end systems to enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:

- Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected conference calls.
- SIP endpoints are unable to dial in to password-protected conference calls.

Enter a Meeting Password

If a meeting password is set, you are prompted to enter a meeting password before you can join the multipoint call.

Procedure

1. Tap ☰ to open the Quick Access menu then tap **More > Touch Tones**.
2. Enter the meeting password using the onscreen keypad.

Set a Meeting Password

You can set up a meeting password for a multipoint call to control who is allowed to enter the call.

Procedure

1. Tap ☰ to open the Quick Access menu, then tap **Settings > User Settings**.
2. On the User Settings screen, tap **Meetings**.
3. On the Meetings screen, tap **Meting Password** and enter a password to be used for all meetings.

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Group Series systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

Join Meetings from the Calendar

When the system is configured to connect to Microsoft Exchange Server, you can view and join scheduled meetings from the Home screen and Calendar.

Procedure

» Do one of the following:

- On the Home screen, tap a meeting displayed at the top of the screen.
- Tap **Join** in the Meeting Reminder that displays before the start of a meeting.
- On the Home screen, tap **Place a Call > Calendar** and tap **Join** for the upcoming meeting or enter the meeting number.

Initiate a Skype for Business Conference

You can initiate a conference and add participants to the conference. After the call is underway, you can add additional participants to the call.

Procedure

1. From the Call screen, tap to open the Quick Access menu then tap **Conference**.
2. Create a list of participants from Contacts, Speed Dials, and Recent contacts you want to add to the call.
3. To initiate the conference call, tap **Join** when your list of participants is complete.

Add Participants to a Skype for Business Meeting

You can add additional participants to a conference call without putting other participants on hold, although you might experience a brief audio or video pause. You can add participants to the call using the keypad or select participants from the Contacts, Speed Dials, or Recent contacts.

Procedure

1. From the Call screen, tap to open the Quick Access menu then tap **More > Add to Call**.
2. Enter a number to call, or choose a contact from Recent, Speed Dial, or Contacts.

View Meeting Details

You can view the details for all upcoming meetings scheduled with the room system on the Calendar.

Procedure

1. Tap **Place a Call > Calendar**.
2. Select an upcoming meeting.

   The details for the meeting displays with the location, organizer and participants, and all the numbers you can use to join the meeting.

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

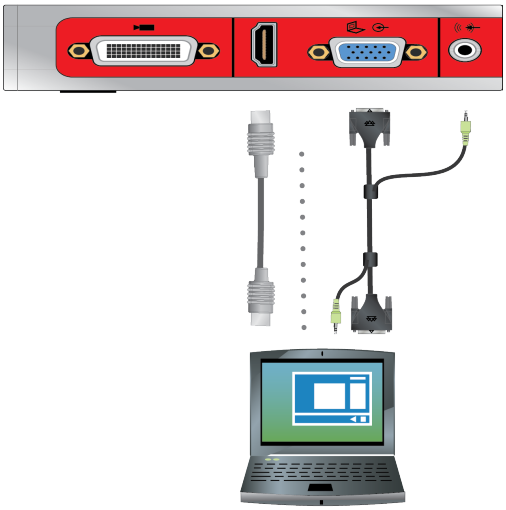
Note: To share content using a RealPresence Group 300 system, you must use the People + Content IP application.

Content Connections on RealPresence Group Systems

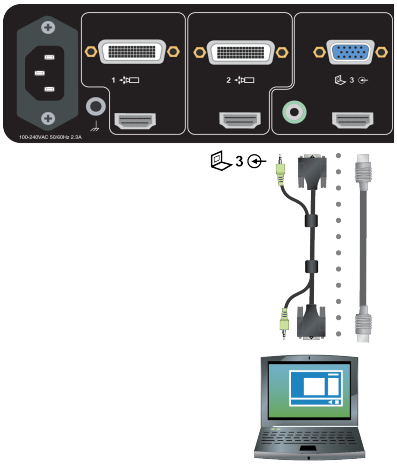
Before you prepare to show content, make sure the computer is powered on and connected to the RealPresence Group system. You can connect a computer to the HDMI or VGA video input.

Note: Your administrator can enable 3.5mm audio input mixing with HDMI or VGA content input on RealPresence Group systems during active calls. If this feature is not enabled, 3.5 mm audio input is heard by both the near-end and far-end conference site participants during active calls. For more information about 3.5mm audio input, contact your administrator.

Connections for RealPresence Group 310 and 500 systems



Connections for a RealPresence Group 700 system



Supported Content Resolutions and Refresh Rates

Before you show content, check that your computer's video output is set to use one of the supported resolutions and refresh rates listed in the following table.

Resolution	Refresh rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75
1600 x 1200	60
1680 x 1050	60
1920 x 1080	60
1920 x 1200	60

Sharing Content from a Laptop

Before you prepare to show content, make sure the laptop is powered on and connected to the system. You can connect a computer using the HDMI or VGA video input.

Share Content from a Laptop

After you connect a laptop to the system using the HDMI or VGA video input, you can share content from the laptop.

Procedure

1. Tap ☰ to open the Quick Access menu.
2. Tap **Content**, and tap the content source to start showing content.

Note: Audio from the content input is muted unless the content input is selected as a video source. If both digital and analog inputs are connected, only the digital content is sent. To send analog content, disconnect both digital and analog inputs, wait 15 seconds, and then connect only the analog input.

Stop Content from a Laptop

When you done showing content, make sure to stop sharing content before disconnecting the computer.

Procedure

» Tap ☰ to open the Quick Access menu then tap **Content**, and tap **Stop Content**.

Polycom People+Content IP

The People + Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group system or Polycom touch devices.

Keep the following points in mind when using the People + Content IP application:

- People + Content IP provides video-only content. No audio is shared.
- People + Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People + Content IP scales images to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People + Content IP.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install People + Content IP onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. Follow the instructions in the installation wizard.

Share Content using People + Content IP

After you download and install People + Content IP, you are ready to share content.

Procedure

1. On your computer, launch the People + Content IP application.
2. Enter the IP address or host name of the RealPresence Group Series system and the meeting password, if one is set.

   You can find your IP address by pressing on the remote control.
3. Click **Connect**.
4. Open the content you want to show, and click .

Stop Sharing Content with People + Content IP

When you are done showing content, make sure you stop People + Content IP.

Procedure

» Click in the People + Content IP application.

VisualBoard

The VisualBoard application enables you to show and annotate content in real time on the RealPresence Group Series using the touchscreen monitors. You can use the VisualBoard application in a call and out of a call. When using a touchscreen monitor, you can annotate content using your finger, a stylus, or a connected USB mouse. Refer to the *Polycom VisualBoard Technology Application User Guide* for more information on using the VisualBoard application.

Access VisualBoard When Not in a Call

When you are not in a call, you can access the VisualBoard application to show and annotate content. When you open the VisualBoard application, a blackboard displays by default.

Procedure

» Tap **Content > VisualBoard**.

Access VisualBoard in a Call

You can show annotate content during a call using the VisualBoard application. When you open the VisualBoard application, a blackboard displays by default.

Procedure

» Tap to open the Quick Access menu then tap **Content > VisualBoard**.

Create a New Whiteboard or Blackboard

When you need to create a new whiteboard or blackboard, the previous board is saved automatically if a USB is connected to the system.

Procedure

» Tap or .

Annotate Content with VisualBoard

When you can use the VisualBoard application to annotate content displayed in the meeting.

Procedure

» Do one of the following:

- Use the Arrow Pointer to point to sections of the displayed content.
- Select the color and thickness of a line to write or draw on the content.

Undo Annotations

You can undo a previous annotation or undo all annotations at one time.

Procedure

» Do one of the following:

- Tap to undo the last annotation made.
- Tap and hold to undo all annotations made.

Erase Annotations

You can erase a previous annotation or erase all annotations at one time. When you erase an annotation, you cannot undo the deletion.

Procedure

» Do one of the following:

- Tap to undo the last annotation made.
- Tap and hold to undo all annotations made.

Exit VisualBoard

When you are done using the VisualBoard application, exit the application.

Procedure

» Tap .

Microsoft Content Management

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People + Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Scroll and Zoom Skype for Business Content

When a Microsoft Lync 2013 or Skype for Business 2015 client shares content with your system, you can scroll and zoom the shared content using USB mouse connected to your system in order to see all of the content.

Procedure

1. Connect a USB mouse to your system.
2. Use the mouse to scroll and zoom in on the content.

Control Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Group Series system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

Note: General Microsoft feature restrictions apply. Password enabled applications, programs, or files remain password enabled when using this feature. For more information, refer to Microsoft documentation.

Procedure

1. Connect a USB mouse to the system.
2. If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.
3. On your system, select the **Control Remote** checkbox.

   The system now controls the content received from the Microsoft client.

Return Control of Skype for Business Content

After receiving control of content sent from a Microsoft client, you can return control of the content at any time.

Procedure

1. Connect a mouse to the system.
2. On the local interface, clear the **Control Remote** checkbox.

   The Microsoft client now controls the shared content. You can still scroll and zoom to see all the shared content.

Share Content from USB Flash Drive

You can connect a USB flash drive to the system and share image files on the flash drive.

If another participant is showing content, that content must be stopped before you can show content.

Procedure

1. Connect the USB device to the USB port of the system.
2. Tap ☰ to open the Quick Access menu, tap **Content**, and tap the content source to start showing content.
3. Navigate to the file that you want and select the file.

Stop Content from a USB Flash Drive

Make sure to stop sharing content before disconnecting the USB drive.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Content**, and tap **Stop Content**.

Recording Calls

Depending on how your system is set up, you can record calls in one of the following ways:

- You can record calls using Polycom® RealPresence® Media Suite.
- On RealPresence Group 700 systems, you can record calls on a laptop, a tablet, or on a DVD or DVR player using monitor 3.

RealPresence Media Suite Recording Methods

RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. With the RealPresence Media Suite solution, you can record point-to-point and conference video calls, create a live stream, and control recordings directly on the room system.

You can record a video call with RealPresence Media Suite using the following methods:

- **Initiate a recording on the system**: When RealPresence Media Suite is enabled for a room system, recording controls display on the room system, and you can start, pause, and stop a recording from the room system.
- **Dial RealPresence Media Suite directly**: You can dial into RealPresence Media Suite using the suite IP address, H.323 extension, or SIP URL. When you use this method, the system uses the default recording settings defined by a RealPresence Media Suite administrator.
- **Dial a RealPresence Media Suite Video Recording Room (VRR)**: A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Media Suite administrator. Before recording a call using this method, you need the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

Note: If using one of the dial-in methods, you have immediate access to play a recording back as long as the Media Suite TVUI remains open. After that, you must access the RealPresence Media Suite portal to access the recording. Contact your system administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

You can use any of the following connection methods for dialing the RealPresence Media Suite solution to record calls on the RealPresence Group Series.

Media Suite Type	Connection Method	Example
Media Suite system	If the room system and solution are not registered to the gatekeeper or to a SIP server, dial the RealPresence Media Suite IP address.	10.11.12.13
	If the room system and solution are registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system and solution are registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	For H.323 calls, use one of the following: • [RealPresence Media Suite IP]##[VRR number] • [RealPresence Media Suite E.164 prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096. If the RealPresence Media Suite E.164 prefix is 8888 and the VRR number is 4096, dial 88884096.
	For SIP calls, use one of the following: • [VRR number]@[RealPresence Media Suite IP] • [SIP peer prefix][VRR number]	If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 4096@11.12.13.14. If the SIP peer prefix of the RealPresence Media Suite is 8888 and the VRR number is 4096, dial 88884096.

RealPresence Media Suite Touch Tones

You can enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The following table lists the supported touch tone codes you can use to activate the button controls on the TVUI.

TVUI State	Operation	Touch Tone Code
Menu display state	Pause recording	*1
	Start a recording Resume a paused recording	*2
	Stop a recording	*3
	Playback a recording	*5
Video playback state	Pause the video	*1
	Start the video Resume a paused video	*2
	Stop a playback and return to the main menu	*3
	Reverse a video	*4
	Fast forward a video	*6

Record Calls with RealPresence Media Suite using Onscreen Recording Controls

You can use either the touch monitors or the remote control to start a recording. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

Note: You can only start a recording in a point-to-point call, and only one participant can start a recording during a call. If you start a recording during a conference call or more than one participant starts a recording, the call changes to a point-to-point call and the participant layout changes to show the speaker only.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ◉ **Start**.

Pause a Recording using Onscreen Recording Controls

You can pause a recording at any time during a video call or live stream.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ❚❚ **Pause**.

Resume a Recording using Onscreen Recording Controls

After you pause a recording, you can resume the recording and continue live streaming.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ▶ **Resume**.

Stop Recording using Onscreen Recording Controls

Before ending a call, make sure to stop the recording.

Procedure

» Select ☰ to open the Quick Access menu, then select ◉ **Record Controls >** ■ **Stop**.

Record Calls with RealPresence Media Suite using Touch Tones

When you establish a connection to a RealPresence Media Suite, the recording starts and the TVUI displays in a call window. Unless the administrator for the RealPresence Media Suite has disabled the **Start Recording Immediately** option, the recording starts immediately after the TVUI displays.

You can use either the touch monitors or the remote control to dial into RealPresence Media Suite and activate the TVUI.

Procedure

1. Enter the IP, H.323, or SIP address of the Media Suite.

   The TVUI displays in the call window.
2. If the recording does not start immediately, tap ☰ then tap ••• **More** > ▦ **Touch Tones**
3. Enter ***2** on the onscreen dial pad.

Stop Recording

Before ending a call, make sure to stop the recording.

Procedure

1. Tap ☰ to open the Quick Access menu then tap ••• **More >** ▦ **Touch Tones**
2. Enter ***3** on the onscreen dial pad.

Playback a Recording

You have immediate access to playback a recording as long as the Media Manager TVUI continues to display and the call hasn't ended. After this time, you can access the recording in the RealPresence Media Suite portal in a list of archives where recordings are saved. Contact your administrator for information on accessing the portal.

Procedure

1. Tap ☰ to open the Quick Access menu tap ••• **More >** ▦ **Touch Tones**
2. Enter ***5** on the onscreen dial pad.

Record Calls with a Laptop or Tablet

Using monitor 3 on a RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected laptop of tablet. Your administrator determines the settings for this feature.

Procedure

1. Power off your RealPresence Group 700 system.
2. Attach an HDMI cable from the HDMI video output on your RealPresence Group system to the HDMI input on your laptop or tablet.

3. Power on your RealPresence Group system.
4. On the laptop or tablet, use a recording application to record the call.

   The layout option for the recorded video is the layout that your administrator set for Monitor 3.

Record Calls on a DVD or DVR

Using monitor 3 on the RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected DVD or DVR player. Your system administrator determines the settings for this feature.

Procedure

1. Power off your RealPresence Group 700 system.
2. Attach a VGA cable from the VGA video output on your RealPresence Group 700 system to the VGA input on your DVD or DVR device.
3. Power on your RealPresence Group 700 system.
4. On the DVD or DVR player, use the record function to record the call.

   The layout option for the recorded video is the layout that your administrator set for monitor 3.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Adjust for Room Lighting

If your administrator allows access to User Settings, you can adjust the brightness of the video sent to your system using Backlight Compensation. Use Backlight Compensation in situations where the subject displays darker than the background or to darken a bright background in rooms with high brightness levels. This feature does not affect the way content is displayed.

Procedure

1. From the Home screen, tap ☰ to open the Quick Access menu, tap ⚙**Settings > User Settings > ■◂ Camera**.
2. Tap the **Backlight Compensation** check box.

Call Settings

If your administrator allows access to User Settings, you can choose the way calls are answered or declined.

Temporarily Refuse Calls

If your administrator allows access to User Settings, you can automatically refuse incoming calls when you do not want to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can still make outgoing calls.

Procedure

1. Tap ☰ to open the Quick Access menu, then tap ⚙**Settings > User Settings > Meetings**.
2. Do one or both of the following:
   - Set **Auto Answer Point-to-Point Video** to **Do Not Disturb**.
   - Set **Auto Answer Multipoint Video** to **Do Not Disturb**.

Set the System to Answer Video Calls Automatically

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Note: Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

Procedure

1. Tap ☰ to open the Quick Access menu, then tap ⚙**Settings > User Settings > Meetings**.
2. Do one or both of the following:
   - Set **Auto Answer Point-to-Point Video** to **Yes**.
   - Set **Auto Answer Multipoint Video** to **Yes**

Configure Automatic Self View Control

If your administrator has allowed you access to set Automatic Self View Control, you can configure this setting so that other users can display or hide the Self View window.

Procedure

1. From the Home screen, tap ☰ to open the Quick Access menu.
2. Navigate to ⚙ **Settings > User Settings >** 📹 **Cameras**.
3. Select the **Automatic Self View** checkbox.

Video Adjustments

You can manage video and certain user interface settings for your system.

Change the Video Layout

What you see during a conference call can vary depending on how the system is set up, the number of sites in the call, the number of monitors you are using, whether content is shared, and whether Self View is on.

You can change the layouts of how video, self view, and content display during a conference call. The multipoint monitor layout used on the host system is the layout used in the call.

Procedure

1. In a call, tap ☰ to open the Quick Access menu.
2. Do one of the following:
   - To change your video layout (the near-end), tap ••• **More** > ▟ **PIP Layout**.
   - If the far-end has enabled meeting participants access to change the far-end layout, tap **More > Participant Layout**.

3. Select one of the available layouts.

Allow Video Display on the Web

If your administrator allows access to User Settings, you can choose whether to allow others to view the room where the solution is located or the video stream from calls in which the solution participates.

Note: The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.

Procedure

1. Tap to open the Quick Access menu then tap **Settings > User Settings > Meetings**.
2. Tap **Allow Video Display on Web**.

Turn Off Self View

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn off Self View when you do not want to view your video stream.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Self View Off**

Start Sending Video

If your near-end site video is currently not displayed, you can choose to display your video to others in a conference call.

Procedure

» Tap to open the Quick Access menu then tap **Camera On**.

Stop Sending Video

Whether you are in a call or before a call begins, you can turn your camera off to stop sending video. Turning off the camera enables you to stop sending your video stream to contacts while remaining connected to the call.

Note: When you stop your video in a Lync environment, video transmission ceases and no Self View displays. When you stop your video in a non-Lync environment, a video pause image is sent to the far end.

Procedure

» Tap to open the Quick Access menu then tap **Camera Off**.

When you stop the video, a video pause icon is displayed.

Turn On Self View

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View on to view the same video stream the far end sees.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Self View On**.

Switch Between Full Screen Video and the Home Screen

When your call connects, the system automatically shows video in full screen view. You can switch back to the Home screen during a call if, for example, you need to adjust a user setting and your system is set up to allow you to do so.

Procedure

1. Press the Home key on the remote control to go to the Home screen.
2. Press the Back key on the remote control to see the full screen.

Multipoint Viewing Modes

The multipoint viewing mode set on the host conference system is the layout used in a conference call for all endpoints connected to the call. The modes alternate between full screen, continuous presence, which is where video images from multiple sites are automatically combined on one monitor, or a combination of both.

The default mode is Discussion, however, your administrator may have set any of the following modes as the default for your system:

- **Auto** - The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
- **Discussion** - Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
- **Presentation** - The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
- **Full screen** - The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Set the Multipoint Viewing Mode

You can change your multipoint viewing mode from the default mode.

Procedure

1. Tap to open the Quick Access menu, then tap **Settings > User Settings > Meetings**.
2. Select a viewing mode from the **Multipoint Mode** drop-down list.

Camera Presets

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

View Stored Presets

When you store a preset, a snapshot of the area where the camera is pointing is saved. You can view snapshots of previously stored presets at any time.

Procedure

1. Tap ☰ to open the Quick Access menu.
2. Tap **Camera > Presets**.

Select a Stored Preset

Using previously stored presets, you can quickly move the position of the camera.

Procedure

1. Tap ☰ to open the Quick Access menu.
2. Tap **Camera > Presets** and select a preset.

Store a Camera Preset

Camera presets are stored on the system until you replace the preset with a new snapshot.

Procedure

1. Tap **Camera > Camera Control**, and select the desired camera.
2. Position the camera to the desired area for the new preset.
3. Tap ☰ to open the Quick Access menu then tap **Presets**.
4. Tap and hold a preset for one second.

   After five seconds, a snapshot is taken and set for the camera preset.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume only affects the level of sound you hear on your system.

Procedure

1. Tap to open the Quick Access menu then tap **Volume**.
2. Place your finger on the Volume slider and move your finger to the left to lower the volume and to the right to raise the volume.

Mute Automatically-Answered Calls

You can choose to mute the microphones when a video call is answered automatically. The status indicator at the base of the solution glows red when the microphones are muted then progressively dim.

Procedure

1. Tap to open the Quick Access menu then tap **Settings > User Settings > Meetings**.
2. Tap **Mute Auto Answer Calls**.
3. After the call connects, tap **Unmute** when you're ready to unmute the microphones.

   When a call is muted, the muted microphone icon displays.

Mute the Microphone

You can mute the microphone at any time to mute your audio when you do not want the far-site to hear your conversation. The status indicator at the base of the solution glows red when the microphones are muted then progressively dims.

Keep the following in mine regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The LED indicators at the base of the system are red when the system is muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

Procedure

» Tap to open the Quick Access menu then tap **Mute**.

Unmute the Microphone

You can resume your microphone audio after muting it in order to be heard in a call.

Procedure

1. Tap to open the Quick Access menu.
2. Tap **Unmute** to resume audio.

Encryption and Security

When a call is encrypted, a locked padlock displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

Note: To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Verify Encryption Check Code

To provide extra security for encrypted H.323 calls, the system provides an encryption check code. Participants in a call can use this check code to verify that the call is not being intercepted by a third party. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls. The check code is calculated so that the check code is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party. Note that in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

Procedure

1. Place an encrypted H.323 point-to-point call.
2. Tap ☰ to open the Quick Access menu, then tap ⚙ **Settings > System Information > Call Statistics**.
3. On the Call Statistics screen, tap **Call Statistics**.
4. For **Call Encryption**, locate the check code, as shown in the following example: *AES-128/TLS/SDED*
5. Verbally verify that the check code is the same at both sites.
6. Do one of the following:
   - If the codes match, the call is secure. Proceed with the call.
   - If the codes do not match, the call might be compromised. Hang up the call and contact your system administrator.

Change the Call Security Level

When enabled by your system administrator, a visual security classification indicator displays during a call to help participants be aware of the maximum level of classified information they can safely exchange in a conversation. After a call begins, the visual security classification indication of the call displays on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower security classification level. While you can change the security level, you cannot raise it higher than the default setting.

Procedure

1. Tap ☰ to open the Quick Access menu, then tap ⚙ **Settings > Administration > Security**.
2. From the **Security Classification** list, select the desired security level.
3. Click **Continue** to confirm your selection.

After the security classification is raised or lowered, a message displays for five seconds to all video participants. The change is only applicable to the current call.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

System Information

Note that your administrator might ask you for the system serial number, software version, any active alert messages, and other information.

Locate the IP Address and H.323 Extension

You can view IP Address and H.323 extension settings on the local interface.

Procedure

» Tap ☰ to open the Quick Access menu, then tap **Settings > System Information > Information > Network**.

Locate Diagnostics Information

You can view diagnostics information of the system.

Procedure

» Tap ☰ to open the Quick Access menu, then navigate to **Settings > System Information > Diagnostics**.

View System Health Check Warnings

If any warnings occur during the system health check, you can view them after the system starts.

Procedure

1. Tap ☰ to open the Quick Access menu then tap **Settings > System Information > Status > Active Alerts**.
2. For more details, select **More Information**.

Locate the System Serial Number

You can view the system's 14-digit serial number on the local interface of the system.

Procedure

» Tap ☰ to open the Quick Access menu, then tap **Settings > System Information > Information > System Detail**.

Locate the Software Version

You can view the software version on the local interface.

Procedure

» Tap ☰ to open the Quick Access menu then tap **Settings > System Information > Information > System Detail**.

Locate Active Alert Messages

You can view the active alert messages on the local interface.

Procedure

» Tap ☰ to open the Quick Access menu, then tap **Settings > System Information > Status > Active Alerts** for messages generated by your system.

Locate the LAN Status

You can view the LAN status on the local interface.

Procedure

» Tap ☰ to open the Quick Access menu, then tap **Settings >System Information >Status > LAN**.

Using a Polycom® RealPresence Touch™ Device

Topics:

- Wake the System
- Pair a Previously Paired RealPresence Touch Device
- Calling
- Sharing Content
- Settings
- Troubleshooting

The Polycom® RealPresence Touch™ device is a highly-intuitive touch control device that enables you to quickly and easily initiate video conferences when it is paired with certain Polycom endpoints.

Depending on how your administrator has configured your system, the Home screen of your RealPresence Touch device can display with one of the following interfaces:

- The general interface displays the Place a Call icon.
- The Microsoft Skype for Business mode interface displays a New Meeting icon.

Your administrator powers on, configures, and pairs the RealPresence Touch device. For assistance with administration tasks, contact your administrator.

Wake the System

After the RealPresence Touch device has been idle for some time, the device goes into power-saving mode. You can wake both the device and the RealPresence Group Series system.

Procedure

» Tap the RealPresence Touch device screen.

Pair a Previously Paired RealPresence Touch Device

If your connection to a paired RealPresence Group Series system is lost, you need to pair to that system again.

Procedure

1. After the system is unpaired, you might see a "Searching" message as the device tries to pair automatically. To pair the device manually, tap **Cancel**.
2. On the Recently Paired tab, tap the RealPresence Group Series system that you want to pair.

   The pairing connection begins.

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact's name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.

Call Using Contacts

You can select an existing contact from a list and dial the participant.

Procedure

1. On the Home screen, tap **Place a Call**, and then tap **Contacts**.
2. Tap a contact in the contact list.
3. To dial the contact, tap .

Call by Entering a Name or Number

You can place a direct call by entering the name or number using the RealPresence Touch.

Depending on the capabilities of your system and the system you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

Procedure

1. From the Home screen, tap **Place a Call**.
2. Select **Video** or **Audio**
3. On the Place a Call screen, enter the number or name to call in the input field. To use a keyboard to enter letters or numbers, tap .
4. To dial the call, tap or .

Call Using Recent Calls

You can select a recent call from a list and dial the participant.

Procedure

1. On the Home screen, tap **Place a Call**, and then tap **Recent**.
2. Specify whether you want to see all calls, recently placed calls, or received calls.
3. Tap a contact in the list. The RealPresence Touch dials the recent contact.

Call Using Speed Dial

If your administrator has enabled Speed Dial and added contacts, you can call contacts from the Speed Dial screen.

Procedure

1. On the Home screen, tap **Place a Call**, and then tap ★ **Speed Dial**.
2. Tap a contact on the Speed Dial screen. The paired system dials the contact.

Call Using the Directory

If you want to call someone who is not in your Contacts list, you can perform a directory search.

Procedure

1. On any screen, tap ≡ **Menu**, then **Place a Call**.
2. Tap the **Contacts** tab.
3. Tap ⌨, then enter a name to search.
4. If no records are found, tap **Continue Search on the Server**.
5. Tap the contact name you want to call in the list.
6. To dial the contact, tap .

Place an Audio-Only Call on the RealPresence Touch

If your administrator enabled audio-only calls, you can place an audio-only call using the RealPresence Touch device. Keep in mind the following when placing audio-only calls:

- You can place audio and video calls in any order at any time during a conference call.
- You cannot view video or share content as an audio-only participant during a conference call.

Procedure

1. From the Home screen, tap **Place a Call**.
2. From the **Keypad**, tap **Audio**.
3. Enter the number using the keyboard and tap .

Answer a Call

You can choose to answer an incoming call using the RealPresence Touch.

If your administrator has configured your room system to automatically answer point-to-point calls, no action is required.

Procedure

» Touch **Answer** to answer an incoming call.

Decline a Call

You can choose to decline an incoming call using the RealPresence Touch.

If your administrator has configured your system to automatically decline calls, no action is required.

Procedure

» Touch **Decline** to decline an incoming call.

Hold a Call

You can hold an active call at any time.

Procedure

» Tap ⏸ **Hold**.

Hold a Call and Answer a Call

When you receive an incoming call while you are in an active call, you can place the active call on hold and accept the incoming call.

Procedure

» Tap **Hold+Answer**.

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

1. Touch ⏸ **Hold** to place a participant on hold.
2. Tap ≡**Menu >** 📞 **Place a Call**.
3. Place the call using your preferred method.

Switch Between Calls

You can easily switch between two calls using the RealPresence Touch.

Procedure

1. When one call is on hold and one call is active, to resume the call on hold, from the Home screen, tap **Manage Calls**.
2. Tap ⊙ **Resume Call** to resume the call on hold.

Resume a Call

When you no longer want to have a call on hold, you can resume the call.

Procedure

» Do one of the following:

- On the Manage Conference screen, tap the call you want to resume then tap ⊙ **Resume Call**.
- On any other screen, tap ≡ **Menu > Call Management > Resume**.

End a Call

You can end a call using the RealPresence Touch.

Procedure

» To end a call, tap **Hang Up**.

Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Place a Conference Call from Recent Calls

You can use the Recent Calls list to include participants in a conference call.

Procedure

1. On the Home screen, tap **Place a Call**.
2. Tap **More > Add > Recent Calls**, tap a recent contact in the list.

   A check mark displays for selected contacts.
3. Repeat the above step until you have selected all of the recent contacts to add to the conference.
4. Tap .

   The system dials all of the selected contacts.

Place a Conference Call from Contacts

You can call contacts to include them as participants in a conference call.

Procedure

1. On the Home screen, tap **Place a Call > Contacts**.
2. Tap a contact in the contact list.
3. Continue to add additional contacts to the conference list.
4. Tap to dial all the contacts in the list.

Place a Conference Call by Adding Participants

You can add participants to a conference call.

Procedure

1. Using your preferred dialing method, call the first site.
2. To call the next site, tap **More** > **Add**.
3. Call the site using your preferred calling method.
4. Repeat the above steps until all meeting participants have been added.

Answer a Call in a Conference

As a conference host, you can answer an incoming call during a conference call.

Procedure

» If receive an incoming call during a conference call, do one of the following:

- Tap **Hold + Answer** to hold all of the conference participants and answer the incoming call.
- Tap **Hang Up + Answer** to hang up all of the conference participants and answer the incoming call.
- Tap **Add to Call** to allow the incoming call to join the ongoing conference.

Note: If you are a participant in a conference, you can put your call on hold and the conference continues. If you are a Microsoft conference participant, you can also put your call on hold and the conference will continue.

Remove a Participant from a Conference Call

You can remove an individual participant from a conference call.

Procedure

1. From any screen, tap ≡ **Menu > Active Call**.
2. Select a participant, tap ••• **More >** **Remove**.

Hang Up All Calls in a Conference Call

You can hang up all calls connected to a conference call.

Procedure

» Do one of the following:

- From the Manage Conference screen, tap **End**.
- From any other screen, tap ≡ **Menu**, tap **Active Call**, and then **Hang Up**.

A Meeting Ended message displays.

Switch Between Calls in a Conference Call

You can switch between calls in a conference call on the RealPresence Touch. When one call is on hold and one is active, a Manage Calls button displays on the Monitor Layout screen, which enables you to switch between calls.

Procedure

1. Touch **Manage Calls** to display the Manage Conference screen.
2. Tap the call you want to switch to.

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Group Series systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

Set Up a Meeting Password

You can configure a meeting password to prevent unauthorized participants from joining conference calls hosted by the paired system. Do not set a meeting password if conference calls include audio-only endpoints, because those endpoints cannot participate in password-protected calls. SIP endpoints are unable to dial in to password-protected conference calls, as well.

Procedure

1. On any screen, tap ≡ **Menu > Settings > User Settings**.
2. Scroll down to **Meeting Password**.
3. Enter your meeting password, then enter it again to confirm the password.
4. Tap **Done**, then tap **Save**.

   After the password is confirmed, you are returned to the Home screen.

View Scheduled Meetings on the Calendar

You can view meetings on your calendar on the RealPresence Touch.

Procedure

» Go to the Home screen.

At the top of the Home screen, scheduled meetings are listed for the current day and for up to 5 days. If several meetings occur on the current day, only current day meetings are displayed.

Join a Scheduled Meeting on the Calendar

You might want to join a meeting from your calendar.

Procedure

1. On the Home screen, find the meeting you want to join.
2. Touch **Join** to call into the meeting.

Encryption and Security

When a call is encrypted, a locked padlock 🔒 displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

Note: To avoid security risks, Polycom recommends that all participants communicate the state of their padlock icons verbally at the beginning of a call.

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

Note: To share content using a RealPresence Group 300 system, you must use the People + Content IP application.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install People + Content IP onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. Follow the instructions in the installation wizard.

Share Content using People + Content IP

After you connect a USB micro cable from your computer to the RealPresence Touch, you can share content that is on the computer. When the USB micro cable is connected, the People + Content IP application is available as a drive on your computer.

The computer does not need a LAN connection for this feature, because content information is sent over the USB micro cable connected to the RealPresence Touch device. Windows and Macintosh computers are supported. Content audio is not supported.

Procedure

1. After you connect the USB micro cable, open the People+ContentIP.exe or .dmg file to start the application. Enter the Conferencing System IP address of the system and click **Connect**.
2. On the RealPresence Touch, tap **Content**.
3. Under Content source, tap **People+Content IP** and tap **Show Content**.

   Content on your computer is now showing on the connected room system monitor.

Stop Sharing Content from People+Content IP

After sharing content from a connected computer, you can choose to stop showing content on the RealPresence Touch device.

Procedure

1. On the RealPresence Touch device, tap **Content**.
2. Under **People+Content IP**, tap ⊡ **Stop Content**.

   The content from the connected computer is no longer showing.

Share Content Using VisualBoard

To show content, you can use the RealPresence Touch to launch the VisualBoard application on the paired room system.

The content displays on the room system touch monitor, where you can make annotations on the content. For information on using the VisualBoard application to annotate content, refer to Polycom® VisualBoard™ Technology Application with Polycom® RealPresence® Group Series User Guide.

Procedure

1. To show content using the VisualBoard application, do one of the following:
   - In a Call: On the RealPresence Touch, tap **Content**.
   - Out of a Call: On the RealPresence Touch, from the Home screen, tap **Show Content**.
2. Under Content source, tap **VisualBoard**, and then tap **Show Content.**

   The VisualBoard application displays on the paired room system monitor.

Stop Sharing Content from VisualBoard

After sharing content from VisualBoard, you can choose to stop showing content.

Procedure

1. On the RealPresence Touch, tap **Content**.
2. Under **VisualBoard**, tap **Stop Content**.

   The content from VisualBoard is no longer showing.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Mute the Microphone

You can mute your microphone and listen to the far-end call audio using the RealPresence Touch.

Procedure

» Tap **Mute** to mute the microphone.

Unmute the Microphone

You can resume your microphone audio after muting it on the RealPresence Touch.

Procedure

» Tap **Unmute**.

Adjust the Call Volume

You can control the call volume using the RealPresence Touch.

Procedure

1. From the Home screen, tap the Control bar.
2. Tap **Volume**.

Generate Touch Tones

In some environments, you need to use touch tones. You can generate (DTMF) touch tones in a call using the touch device.

Procedure

1. Tap **Touch Tones**.
2. Enter you touch tone digits.

Video Adjustments

You can manage video and certain user interface settings for your system.

Change Monitor Layouts

You can use a RealPresence Touch device to change monitor layouts during a call.

Procedure

1. On any screen, tap ≡ **Menu**, then **Active Call**.
2. Tap **Monitor 1**, **Monitor 2**, or **Monitor 3**.
3. To adjust the near-end layout, tap the **PIP Layout** tab, or to adjust the far-end layout, tap the **Participant Layout** tab.
4. Select a layout from the available choices. Any layout changes are made immediately.

Note: If you are not in a RealPresence® Collaboration Server (RMX®) system call, your only layout screen option is **PIP Layout**. The **Participant Layout** screen is not available.

Control the Brightness

You can control the brightness of your screen using the RealPresence Touch.

Procedure

1. From the Home screen, tap ≡ **Menu**.
2. Tap ⚙ **Settings** and then **User Settings**.
3. Auto Adjust is on by default. To turn Auto Adjust off, touch and drag the slider ◐.
4. After Auto Adjust is turned off, you can manually touch and drag the Brightness slider to the left for lower brightness, and to the right for higher brightness.

Allow Video Display on the Web

If your administrator has enabled users access to user settings, you can turn on video display on the web. Note that if this setting is turned on, an administrator can view the video images from meetings using the RealPresence Group system web interface.

Procedure

1. Tap **User Settings**.
2. Under **Meetings**, ensure that **Allow Video Display on Web** is turned on.

Turn Off Video Display on the Web

If your administrator has enabled users access to user settings, you can turn off video display on the web. Note that if this setting is turned on, an administrator can view the video images from meetings using the RealPresence Group system web interface.

Procedure

1. Tap **User Settings**.
2. Under **Meetings**, ensure that **Allow Video Display on Web** is turned off.

Start Video

You can choose to display your video to others in or out of a call from the RealPresence Touch.

Procedure

» Tap **Camera Off** to start your video.

Stop Video

You can stop sharing your video whether in or out of a call from the RealPresence Touch.

Procedure

» Tap **Camera On** to stop your video.

Cameras

You can adjust available cameras in several ways.

Select and Adjust a Camera

You can select and adjust a near-end or far-end camera using the RealPresence Touch.

Procedure

1. On any screen, tap **Camera**.
2. Do one of the following:
   - If you are in a call, tap **Near** or **Far**
   - If you are not in a call, adjust the Near camera.
3. On the Camera Control screen, tap the arrow buttons to pan the camera up, down, left, or right.
4. Tap the plus sign to zoom the camera in or tap the minus sign to zoom the camera out.

Turn On Camera Tracking

You can turn on camera tracking for EagleEye Director using the RealPresence Touch.

Procedure

1. In a video call, tap **Camera**.
2. Under Camera Tracking, touch and drag to **On**.

Turn Camera Tracking Off

You can turn off camera tracking for the EagleEye Director using the RealPresence Touch.

Procedure

1. In a video call, tap **Camera**.
2. Under Camera Tracking, touch and drag to **Off**.

Turn On Far End Control of Camera

You might need to allow users to control the Far End Camera Control (FECC). FECC specifies whether the far site can pan, tilt, or zoom the local camera. When this option is selected, a user at the far site can control the framing and angle of the camera for the best view of the near site.

Procedure

1. From any screen, tap ≡ **Menu,** then tap **User Settings** and scroll to Camera.
2. Ensure that the **Far Control of Near Camera** button is turned on.

Turn Off Far End Control of Camera

You might need to turn off user control of the Far End Camera Control (FECC). FECC specifies whether the far site can pan, tilt, or zoom the local camera. When this option is turned off, a user at the far site cannot control the framing and angle of the camera for the best view of the near site.

Procedure

1. From any screen, tap ≡ **Menu,** then tap **Settings** and scroll to **Camera**.
2. Ensure that the **Control of Near Camera** button is turned off.

Camera Presets

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

View Camera Presets

You can view stored camera positions on the RealPresence Touch. Icons for preset positions 0-9 are shown on the screen. The default position is 0.

Procedure

1. On any screen, tap **Camera**.
2. Tap the **Presets** tab. The available preset positions display on the RealPresence Touch screen.

Store a Camera Preset

You can store a custom camera position on the RealPresence Touch.

Procedure

1. On any screen, tap **Camera**.
2. Tap Presets.
3. Select a position numbered 0 to 9 by touching and holding one of the presets. The new position displays immediately. You can optionally enter a label.
4. To close the **Presets** screen, then tap the X icon.

Select a Stored Preset

Using previously stored presets, you can quickly change the position of the camera.

Procedure

» Tap **Presets**, and select a preset.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

View RealPresence Touch Device Details

You can view certain device details to perform troubleshooting tests to provide information for your administrator.

You can view details about your device when out of a call.

Procedure

1. On any screen, tap ≡ **Menu** and then ⚙ **Settings.**

   The **System Information** screen displays.
2. Under **Device Connection Status**, tap the RealPresence Touch device name.

   Device details are listed for your RealPresence Touch device.

View System Details and Connection Status for a Room System

At times, you need to view certain system details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. On any screen, tap ≡ **Menu** and then ⚙ **Settings**.
2. Under **Device Connection Status**, tap the room system that you want information on.

   System details and connection status information is listed for the connected room system.

View Call Statistics

During a call, you can view certain call statistics, such as bitrates, compression formats, and packet loss on the RealPresence Touch.

Procedure

1. During a call, on any screen, tap ▂▃▅ **Call Statistics** (located at the top left of your screen). Call statistics for each stream in the current call are now displayed.
2. To view statistics for another call participant, switch to that participant and tap ▂▃▅ **Call Statistics** again.
3. To view more information about a specific stream, navigate to the desired stream and tap •••.

Locate Company Contact Information

If your administrator has configured the RealPresence Touch device to include your company's contact information, you can access it on the device

Procedure

» From any screen, tap ≡ **Menu** and select **Help**. The Contact Information screen displays; it includes a Help Desk phone number, your administrator's name, and other helpful contact information.

Using a Polycom® RealPresence Touch™ Device with Skype for Business

Topics:

- Wake the System
- Pair a Previously Paired RealPresence Touch Device
- Calling
- Sharing Content
- Settings
- Troubleshooting

The Polycom® RealPresence Touch™ device is a highly-intuitive touch control device that enables you to initiate video conferences when it is paired with supported Polycom endpoints.

Depending on how your administrator has configured your system, the Home screen of your RealPresence Touch device can display with one of the following interfaces:

- The general interface displays the Place a Call icon.
- The Microsoft Skype for Business mode interface displays a New Meeting icon.

Your administrator powers on, configures, and pairs the RealPresence Touch device. For assistance with administration tasks, contact your administrator.

Wake the System

After the RealPresence Touch device has been idle for some time, the device goes into power-saving mode. You can wake both the device and the RealPresence Group Series system.

Procedure

» Tap the RealPresence Touch device screen.

Pair a Previously Paired RealPresence Touch Device

If your connection to a paired RealPresence Group Series system is lost, you need to pair to that system again.

Procedure

1. After the system is unpaired, you might see a "Searching" message as the device tries to pair automatically. To pair the device manually, tap **Cancel**.
2. On the Recently Paired tab, tap the RealPresence Group Series system that you want to pair.

   The pairing connection begins.

Calling

In a Microsoft environment using a RealPresence Touch device as your system controller, you can place an audio-only call or start a Skype meeting.

Call by Entering a Number

You can place an audio-only or video call from the dial pad.

Procedure

1. From the Home screen, tap **Dial Pad**.
2. Do one of the following:
   - Tap to switch to audio.
   - Tap to switch to video.
3. Using the keypad, enter your contact's number.
4. Tap **Call**.

Accept a Call

Unless your system is configured to answer calls automatically, answer the call manually.

Procedure

» Tap **Accept** to answer the call.

Decline a Call

If you are busy and do not want to accept an incoming call, you can decline the call.

Procedure

» Tap **Decline**.

End a Call

End your call when it is over.

Procedure

» To end a call, tap .

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Group Series systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

Start a Skype Meeting

You can create a list of participants and start a Skype for Business meeting on the room system. By default, your system joins the meeting as a video participant. You can choose to start the meeting as an audio-only participant.

Note: If you join a meeting as an audio-only participant, you cannot share content with the far-end. Any content you share as an audio participant is visible to in-room participants only.

Procedure

1. From the Home screen, tap **New Meeting**.
2. To join the meeting as an audio-only participant, tap to switch to audio .
3. Use the keyboard to enter a contact name, group name, or a number, including a bridge number, IP address, or SIP address.
4. Tap a contact or tap + next to a number to add the participant to the Invitees list.
5. Continue adding participants until the Invitees list is complete.
6. Tap **Start Meeting**.

Add Participants to a Skype for Business Meeting

After you start a Skype for Business meeting, you can add additional participants to the meeting. The meeting is not placed on hold while you add participants, however, the audio or video may pause while the participants are being added to the call.

Procedure

1. During an active meeting, tap > .
2. Use the keyboard to enter a contact name or number, including a bridge number, IP, or SIP address.
3. Tap a contact or tap + next to a number to add the participant to the Invitees list.
4. Tap **Add**.

Accept an Incoming Call while in a Meeting

Unless your system is configured to answer calls automatically, you can answer an incoming call, add the call to the meeting, or end the meeting and answer the call.

Procedure

» Do one of the following:

- Tap **Accept** to answer the incoming call and place the meeting on hold.
- Tap **Add to call** to add the incoming call to the meeting.
- Tap **Hang Up + Accept** to end the current meeting and start a new meeting with the incoming call.

View a Scheduled Meeting

You can view meetings on the calendar or on the home screen. Meeting scheduled for the current day and for up to 5 days display at the top of the Home screen. If several meetings occur on the current day, only the meetings for the current day display.

Procedure

» Go to the Home screen.

Join a Scheduled Meeting

You can easily join a meeting on your calendar.

Procedure

1. On the Home screen, locate the meeting you want to join.
2. Tap **Join**.

Hang Up a Participant in a Skype Meeting

You can hang up an individual participant in a Skype meeting.

Procedure

» From the active call screen, under **People**, select the participant that you want to hang up, then tap ☎.

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

Note: To share content using a RealPresence Group 300 system, you must use the People + Content IP application.

Polycom People+Content IP

The People + Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group system or Polycom touch devices.

Keep the following points in mind when using the People + Content IP application:

- People + Content IP provides video-only content. No audio is shared.
- People + Content IP supports any computer desktop resolution with color set to 16-bit or higher.
- Your computer resolution can be set to anything, but People + Content IP scales images to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People + Content IP.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install People + Content IP onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. Follow the instructions in the installation wizard.

Share Content using Polycom® People + Content™ IP

After you connect a USB cable from your computer to the RealPresence Touch device, the application opens automatically, and you can share content from your computer.

Note that you cannot share audio from shared content.

Procedure

1. Open the People+ContentIP.exe or .dmg file to start the application.
2. From the Home screen of the RealPresence Touch device, tap .
3. Tap **People+Content IP**, then tap **Show**.

   Content on your computer is displayed on the connected room system monitor and to the far-end systems.

Stop Sharing Content with People + Content IP

You can stop sharing content, and allow others to share content or just continue the call.

Procedure

» Under **People+Content IP**, tap **Stop**.

The content from the connected computer is no longer showing.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Set the System to Answer Video Calls Automatically

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically.

Procedure

1. From the Home screen, tap **Settings > User Settings**.
2. Scroll to **Meetings**.
3. Do one or both of the following:
   - Set **Mute Auto-Answer Calls** to **Yes**.
   - Set **Auto Answer Point-to-Point Calls** to **Yes**.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Mute the Microphone

You can mute your microphone and focus on listening to far-end audio using the RealPresence Touch device.

Procedure

» Tap .

The icon changes to , which indicates your microphone is muted.

Unmute the Microphone

You can unmute your microphone audio after muting it on the RealPresence Touch device.

Procedure

» Tap . The icon changes to , which indicates that your microphone is unmuted.

Adjust the Volume

You can control the call volume using the RealPresence Touch.

Procedure

» On the volume slider bar, move the slider to the right to increase volume or to the left to decrease volume.

Generate Touch Tones

You can generate and enter touch (DMTF) tones during calls using RealPresence Touch.

Procedure

1. In a call, tap ⠿.
2. Use the keypad to generate the touch tones.

Video Adjustments

You can manage video and certain user interface settings for your system.

Control the Brightness

You can control the brightness of your screen using the RealPresence Touch device. However, Auto Adjust must be disabled.

Procedure

1. From the Home screen, tap ⚙**Settings** and then **User Settings**.
2. To turn Auto Adjust off, touch and drag the slider to the left.
3. After Auto Adjust is turned off, you can manually touch and drag the Brightness slider to the left for lower brightness, or to the right for higher brightness.

Show or Hide Video on the Web

If your administrator has enabled user access to User Settings, you can choose whether to have video display on the web. Note that if this setting is turned on, an administrator can view the video images from meetings using the RealPresence Group Series web interface.

Procedure

1. From the Home screen, tap ⚙ **Settings > User Settings**.
2. Under **Meetings**, touch and drag the slider to turn **Allow Video Display on Web** on or off.

Change the Video Layout

You can use a device to change monitor layouts during a call.

Procedure

1. In the active call screen, tap ▭.
2. To view the layout options with or without self view, use the slider to show or hide Self View.
3. Select a layout from the available choices.

   Any layout changes are made immediately.

Stop Video in a Meeting

You can choose to stop sharing your video with others in a meeting from the RealPresence Touch device.

Procedure

» Tap then tap **Camera Off**.

Start Video in a Meeting

You can choose to start sharing your video to others in a meeting from the RealPresence Touch device.

Procedure

» Tap then tap **Camera On**.

Cameras

You can adjust available cameras in several ways.

Select and Adjust a Camera

You might need to select and adjust a near-end or far-end camera in a meeting using the RealPresence Touch device.

Procedure

1. Tap then tap **Camera Control**.
2. Under Select Camera, tap **Near** or **Far** to select either near-end or far-end control.
3. Tap the arrow buttons to adjust the camera.
4. Tap the zoom buttons to zoom the camera in or out.

Turn On Camera Tracking

You can turn on camera tracking for EagleEye Director using the RealPresence Touch.

Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking On**.

Turn Off Camera Tracking

You can turn off camera tracking for EagleEye Director using the RealPresence Touch.

Procedure

1. In a video call, tap .
2. Tap **Auto Camera Tracking Off**.

Turn On Far End Camera Control

You might want to enable Far End Camera Control (FECC), so that the far site can pan, tilt, or zoom the local camera. When this feature is enabled, a participant at the far site can control the framing and angle of the camera for the best view of the near site.

Procedure

1. From the Home screen, tap ⚙ **Settings** then **User Settings**.
2. Scroll to **Camera**.
3. Touch and drag the **Far Control of Near Camera** slider to the right.

Turn Off Far End Camera Control

You can disable Far End Camera Control (FECC) to stop far-end participants from controlling the framing and angle of the local camera.

Procedure

1. From the Home screen, tap ⚙ **Settings** then **User Settings**.
2. Scroll to **Camera**.
3. Touch and drag the **Far Control of Near Camera** slider to **Off**.

Camera Presets

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

Store a Camera Preset

You can store a custom camera position on the RealPresence Touch device.

Procedure

1. From the Home screen, tap 🎥.
2. Tap **Camera Presets**.
3. Select a position numbered 0 to 9 by touching and holding one of the presets.

   The new position displays immediately and you can add a label for the preset.

Select a Camera Preset

Using previously stored camera presets, you can quickly move the camera to a desired position.

Procedure

1. On any screen, tap **> Camera Presets**.
2. Tap and hold one of the camera positions to select the preset.

View Camera Presets

You can view stored camera positions on the RealPresence Touch device. Icons for preset positions 0-9 are shown on the screen. The default position is 0.

Procedure

1. On any screen, tap .
2. Tap **Camera Presets**.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

Upload a Log File

In a Microsoft Skype for Business environment, you can upload the RealPresence Group Series log file for the Skype for Business administrator using the RealPresence Touch device.

Procedure

1. From the Home screen, tap **Settings > System Information > Room System**.
2. Tap **Upload Logs**. The logs are uploaded to the Skype for Business server.

View Device Details for the RealPresence Touch

You can view certain device details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. From the Home screen, tap **Settings**. The **System Information** screen displays.
2. Under **Device Connection Status**, tap the device name. Device details are listed for your device.

View System Details and Connection Status

At times, you may need to view certain system details to perform troubleshooting tests to provide information for your administrator.

Procedure

1. From the Home screen, tap **Settings**.
2. Under **Device Connection Status**, tap the room system that you want information on. System details and connection status information is listed for the connected room system.

View Call Statistics

During a call, you can view certain call statistics, such as bitrates, compression formats, and packet loss on the RealPresence Touch device.

Procedure

1. During a call, tap **Call Statistics**.

   The call statistics for each participant in the current call displays.
2. To view statistics for another call participant, tap **Participant's Video**.
3. To view more information about a specific stream, tap **More Information**.
4. To close, tap outside the **More Information** screen.

Locate Company Contact Information

If your administrator has configured the RealPresence Touch device to include your company's contact information, you can access it on the device.

Procedure

1. From the Home screen, tap **Settings**.
2. Select **Help**.

   The Contact Information screen displays with a Help Desk phone number, your administrator's name, and other helpful contact information.

Using a Polycom® Touch Control Device

Topics:

- Power On a Polycom Touch Control Device
- Wake the System
- Pair a Polycom Touch Control Device
- Using the Polycom Touch Control as a Virtual Remote Control
- Disconnect a Polycom Touch Control Device from a RealPresence Group Series
- Calling
- Sharing Content
- Recording Calls
- Settings

The Polycom Touch Control has a touch screen that allows you to control a RealPresence Group system. You can use the RealPresence Group Series to place calls, adjust the volume, control the camera, show content, and select options.

Number	Description
1	Use the Polycom Touch Control to operate a RealPresence Group system
2	Touch the screen to select an item. Drag your finger across the screen to scroll.
3	Scroll left and right on the Home screen for quick access to common calling and configuration tasks.
4	Touch Back to go to the previous screen.

Number	Description
5	Use the Call screen for quick access to common tasks while you are in a call.

Power On a Polycom Touch Control Device

If you want to use a Polycom Touch Control device with your RealPresence Group Series system, you must first power it on.

Procedure

» Connect the LAN cable to the touch device.

The Home button is lit when the device is powered on.

Wake the System

The Polycom Touch Control device goes to sleep after 2 minutes of inactivity.

Procedure

» Touch the screen.

This wakes the touch device and the paired system.

Pair a Polycom Touch Control Device

Before you make a call using the Polycom Touch Control, you must pair the touch device with a RealPresence Group Series system.

After the devices are successfully paired, the remote control no longer has control of the system.

Procedure

1. Power on the Polycom Touch Control.

   After you power on the touch device, the **Connect to Device** screen is displayed.
2. Do one of the following:
   - On the touch device, enter the IP address for the RealPresence Group Series and touch **Connect**.
   - From the Home screen, touch , touch the **System** tab, and under **Device Connection status**, touch . Touch **View Pairing Settings**, enter the admin ID and password for your Polycom Touch Control, and enter the system's IP address.
3. Enter the ID and password of the RealPresence Group Series.
4. Touch **Next**.

   The pairing connection begins, and a message displays when the connection is successful.

Using the Polycom Touch Control as a Virtual Remote Control

The Polycom Touch Control uses an IP connection to communicate with the RealPresence Group Series.

If this connection is lost for more than 2 minutes, error messages display on the RealPresence Group Series system monitor and the Polycom Touch Control screen.

After you are disconnected, you can use a virtual remote control on the Polycom Touch Control to access the Polycom Touch Control until the connection is restored. The virtual remote control sends IR signals across the room, so make sure the back of the Polycom Touch Control is facing the RealPresence Group Series system camera.

Virtual Remote Control

When the IP connection is restored, the virtual remote control is no longer available.

Disconnect a Polycom Touch Control Device from a RealPresence Group Series

The connection pairing with the Polycom Touch Control persists until you either disconnect or power off the system.

Procedure

1. On the Home screen, touch then touch the RealPresence Group Series **System** tab.
2. Under **Device Connection Status**, touch .
3. Touch **View Pairing Settings**.
4. Touch **Forget This Device**.

   The IP Address field is now blank.

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact's name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.

Call by Entering a Name or Number

You can place a call to contacts by entering a contact's name or number using a touch device or the remote control.

Depending on the capabilities of your system and the system you are calling, the dialing information you enter could be similar to one of the following examples:

- IPv4 address: *10.11.12.13*
- H.323 or SIP extension: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

Procedure

1. From the Home screen, touch .
2. In the dialing field, enter the dialing information.
3. Enter any additional information needed for the call.

   The available settings depend on the type of call and your system's configuration.
4. Touch to place the call.

Call from the Contacts Screen

If your system administrator has added a directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

Procedure

1. From the Home screen, touch > **Favorites**.
2. Touch an entry to place the call.

   To see more details about an entry in Favorites, touch next to the entry.

Call from the Recent Calls List

You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls. You can filter the list by touching All, Placed, or Received.

Procedure

1. From the Home screen, touch and then touch **Recent Calls**.
2. Touch an entry to place the call.

Answer a Call

The way a RealPresence Group Series handles incoming calls depends on how it is configured.

It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually. If the RealPresence Group Seriesdoes not answer incoming calls automatically, you are prompted to answer manually.

Procedure

» Touch **Answer**.

Ignore a Call

If the RealPresence Group Series does not answer incoming calls automatically, you are prompted to answer or ignore it manually.

Procedure

» Touch **Ignore** when a call comes in.

Hold a Call

In a point-to-point call, you can place a call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

Procedure

» On the , touch **Hold**.

When a call is on hold, **On Hold** displays on the screen for 5 seconds.

Hold a Call and Answer a Call

When you receive an incoming call while you are in an active call, you can place the active call on hold and accept the incoming call.

Procedure

» Touch **Hold + Answer.**

Hold a Call and Place a Call

You can place your current call on hold and place a call to another contact.

Procedure

» Touch **Place a Call**.

Place the call using your preferred method.

Switch Between Calls

When you have a call on hold, you can switch between the held and active call.

Procedure

» On the Call screen, touch **Manage** > **Active** > **Switch To**.

Resume a Call

When you no longer want to keep a call on hold, you can resume the held call.

Procedure

» Touch **Resume Call**.

Note: If the far-end site puts you on hold, a message displays for 5 seconds notifying you that you have been placed on hold.

End a Call

When your call is complete, hang up the call.

Procedure

» From the Call screen, touch **Hang Up**.

Conference Calls

Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server 800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

Place a Conference Call by Adding Participants

To start a new conference call, you need to start with the first participant or site and then add others.

Procedure

1. Call the first site.
2. After the call connects, touch **Add Participant** from the Call screen.
3. Place a call to the next site.
4. Repeat the above steps until all sites are connected.

Answer a Call during a Conference Call

While in a conference call, you can hold the conference call and answer an incoming call.

Procedure

» Touch **Hold + Answer** to hold the current call and answer the incoming call.

Note: In a conference call, you cannot resume the call while an individual participant in the meeting is on hold.

Place a Call during a Conference Call

If you need to, you can hold the conference call and place a new call.

Procedure

» Touch **Place a Call.**

Place the call using your preferred method.

Resume a Held Call in a Conference Call

When there is a call on hold, you can resume the held call.

Procedure

» Touch **Resume Call**.

Hang Up an Individual Call in a Conference Call

In a conference call, you can hang up calls individually.

Procedure

» On the Active Call screen, select the call that you want to hang up and touch **Hang Up**.

Hang Up All Calls

When you are in a conference call, you can hang up one call at a time or hang up all calls at once.

Procedure

» At the top of the Active Call screen above the list of individual calls, touch **Leave Conference**.

Set Up a Meeting Password

You can set up a meeting password to ensure only the desired participants can join a call.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Enter the password in the **Meeting Password** field by using the on-screen keypad.

Enter a Meeting Password

Before you can join a conference call, you might be prompted to enter a meeting password.

Procedure

- If a prompt appears on the screen, use the on-screen keypad to enter the password.
- If you need to generate touch tones (DTMF tones) with the , touch **Keypad** from the Call screen.

  Then use the keypad number buttons.

Microsoft Skype for Business Meetings

If your system is deployed in a Microsoft environment, you can participate in meetings that are hosted by Microsoft audio and video servers.

RealPresence Group Series systems can connect to Microsoft Exchange Server and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. If the Home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. Contact your administrator to register the system.

Note: Endpoints using Microsoft Office 365 accounts must be SIP-registered to Microsoft Skype for Business Server in order to join calendar meetings.

View Scheduled Meetings on the Calendar

If your system is set up to connect to the Microsoft Exchange Server, you can view scheduled meetings on the Home screen.

To view more information about a meeting on the calendar, select the meeting. Depending on the way your system is configured, you may not be able to view private meeting details.

Procedure

» On the Home screen, touch **Calendar** or the date and time display at the top of the screen.

Scheduled meetings are listed for the current day and for the next 6 days.

Start a Skype for Business Conference

Using the Polycom Touch Control, you can initiate a Skype for Business conference call.

Procedure

1. From the Call screen, touch **Conference.**
2. Add participants using any one of the following methods:
   - Touch **Keypad**, enter a participant's SIP addresses, and touch **Add** to add the contact to the list of conference participants.
   - Touch **Directory**, then select the contacts you want to include in the list of participants. If you select a group, the group expands and you can select individual contacts to add.
   - Touch **Favorites**, then select the contacts you want to include in the list of participants.
3. Touch **Join** when your list of participants is complete.

   If you want to add additional participants after conference call has started, touch **Add Participant** and repeat any one of the methods in step 2. You do not need to put the other participants on hold, however, there may be a brief audio or video pause.

Contact Presence States on the Polycom Touch Control

If your system is registered to Microsoft® Lync™ Server 2013 or Skype for Business Server 2015, you can see the following presence icons next to your contacts. Polycom systems registered to Microsoft Lync 2013 or Skype for Business Server 2015 in an integrated environment use the following colors to indicate presence states.

Color	Presence
Green	Available
Red	Busy or Do Not Disturb
Black	Offline or Unknown
Yellow	Away

Sharing Content

You can share content in video calls using a few different methods. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.

Note: You cannot display copyright-protected content, such as that included on some DVDs.

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device. You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People + Content™ IP application, which is installed on a computer and connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

You can share one content source and one people video source at a time, and you can switch to a different type of content or people video source as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time.

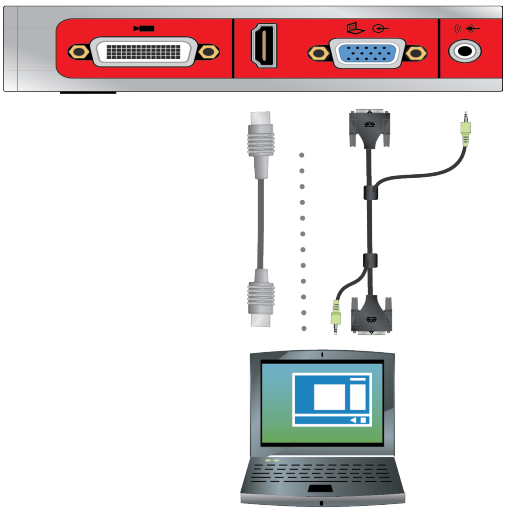
Note: To share content using a RealPresence Group 300 system, you must use the People + Content IP application.

Content Connections on RealPresence Group Systems

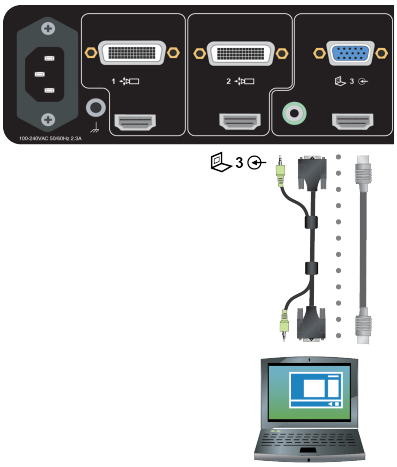
Before you prepare to show content, make sure the computer is powered on and connected to the RealPresence Group system. You can connect a computer to the HDMI or VGA video input.

Note: Your administrator can enable 3.5mm audio input mixing with HDMI or VGA content input on RealPresence Group systems during active calls. If this feature is not enabled, 3.5 mm audio input is heard by both the near-end and far-end conference site participants during active calls. For more information about 3.5mm audio input, contact your administrator.

Connections for RealPresence Group 310 and 500 systems



Connections for a RealPresence Group 700 system



Share Content from a Connected Computer

Before you show content, check that the computer video output is configured to use one of these supported resolutions and refresh rates.

For best video quality, use refresh rates of 60 Hz or less.

Resolution	Refresh rates (Hz)
800 x 600	56, 60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 720	50, 60
1280 x 768	60
1280 x 1024	60, 75

Resolution	Refresh rates (Hz)
1600 x 1200	60
1680 x 1050	60
1920 x 1080	60
1920 x 1200	60

Note: The way you set the resolution and refresh rate differs, depending on the type of operating system you have. Check your computer manual or help topics for the appropriate steps.

Procedure

1. From the Home screen or Call screen, touch **Show Content.**
2. Touch the video source to start showing content.

   Keep the following in mind points:

   - Audio from the content input is muted unless the content input is selected as a video source.
   - To send analog content, disconnect both digital and analog inputs, wait 15 seconds, then connect only the analog input.
   - If both digital and analog inputs are connected, only the digital content is sent.

Stop Sharing Content from a Connected Computer

You can use the Polycom Touch Control to stop showing the content you are sharing from a computer connected to a RealPresence Group system.

Procedure

1. From the Content screen of the Touch Control, touch the computer source to stop showing it.
2. Using your remote control, select **> Hide** and the name of your content source, such as **Hide Laptop**.

Download and Install People + Content IP

You need to download and install the People + Content IP application on a computer before you can use it to show content.

Note: If the room system is paired with a Polycom touch device, you do not need to install People + Content IP onto your computer. After you connect your computer to the touch device over USB, a version of the People + Content IP application launches automatically.

Procedure

1. On a computer, visit the People + Content IP page, and download the People + Content IP software for Mac or PC.
2. Extract the contents of the .zip file and launch the installer.
3. Follow the instructions in the installation wizard.

Share Content with Polycom® People + Content™ IP

People + Content IP enables you to send content from a computer that is connected directly to a Polycom Touch Control.

Procedure

1. Using the USB content cable, connect the computer directly to the underside of the Touch Control.

   If auto-run is enabled on the computer, you are prompted to run People + Content IP. If auto-run is disabled on your computer, People + Content IP shows up as an external drive, and you must navigate to **My Computer** to launch it manually.
2. Launch People + Content IP.
3. In People + Content IP, open the content you want to show and click ▶.
4. To stop showing content, click ■.

Stop Sharing Content with People + Content IP

When you are done showing content, make sure you stop People + Content IP.

Procedure

» Click ⊡ in the People + Content IP application.

Share Content from a USB Drive

A Polycom Touch Control device can show content stored on a USB drive.

If another participant has People+Content IP connected to the system to show content, that content must be stopped before you can show content with the Polycom Touch Control using a USB drive.

Procedure

1. Connect the USB device to the USB port on the right side of the Polycom Touch Control.
2. From the Home screen or Call screen, touch **Show Content**.
3. To view files stored on a USB drive, touch the **USB drive**.
4. Navigate to the file that you want to show.

   The Polycom Touch Control can open slideshows (.pptx), documents, and images (.bmp, .gif, .jpg, .png).

   - To browse by **Name**, **File Type**, or **Date Modified**, do the following:
     - Touch the tabs at the bottom of the screen.
     - Touch a tab again to reverse the sort order.
     - Touch a folder to open it.
     - Touch ⇦ to go back one level.
   - To filter by All Files, Recently Viewed Files, or type of file such as Slide Presentations, Documents, or Images, touch ☰.
   - To search for a file, touch the search field at the top of the screen. Touch a folder to open it.
5. To view a file, touch it.
6. To show the file to other call participants, touch **Show Content**.

   While viewing a file, you can do the following on the RealPresence Touch screen:

- To zoom in or out, touch and . To reset the content to its original size, touch .

  You can also zoom in and out by sliding two fingers together or apart on the screen. Touch and drag the image to move it around the screen and view different areas.
- To go back and forth within the pages while showing a file, touch the arrows on the bottom left and right of the RealPresence Touch screen. To view thumbnails, touch , and then touch any thumbnail to jump to that page.

7. To stop showing the content of a file, touch **Stop Content**.
8. To eject the USB drive before disconnecting it, touch .

Annotate Content on a USB Drive with Polycom Touch Control

You can annotate content on a USB drive while showing it to the far-end sites.

Procedure

1. While you are showing content from a USB drive, touch to access the annotation toolbar.
   - To draw red lines on content, touch .
   - Touch to add yellow highlighting to areas of the content.
   - To white out areas of the content, touch .
2. After you select a tool, touch and drag your finger across the screen to use it.

   If you are in a call and showing the content, the far-end sites see your annotations.
3. To clear the annotations, touch .

Note: While you are in annotation mode, you cannot navigate between pages. To view another page, you must exit annotation mode.

Recording Calls

Depending on how your system is set up, you can record calls in one of the following ways:

- You can record calls using Polycom® RealPresence® Media Suite.
- On RealPresence Group 700 systems, you can record calls on a laptop, a tablet, or on a DVD or DVR player using monitor 3.

Record and Stream with RealPresence Media Suite

You can use the Polycom Touch Control system to start, pause, resume, stop, and playback a RealPresence Media Suite recording.

The FECC keys shown in the table below are supported for activating the controls on the TVUI using a Polycom Touch Control system.

Operation	FECC Key
Pause recording	
Start a recording	
Resume a paused recording	

Operation	FECC Key
Stop a recording	
Playback a recording	

Procedure

1. From the Home screen, touch .
2. In the dialing field, enter the number of the RealPresence Media Suite you want to use to record the call as follows:

   Letters: To enter letters, touch **Keyboard**. Touch and hold keys to access accented characters.

   Backspace: To backspace, touch **Delete**.
3. Touch to place the call.
4. The TVUI opens.

   If the recording does not start immediately, press the appropriate FEC key to start the recording.
5. When you are done recording, press the appropriate FEC key to stop the recording.
6. To play the recording, press the appropriate FEC key.

Settings

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

Audio Adjustments

You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.

Adjust the Volume

You can raise or lower the volume while in a call. Changing the volume only affects the level of sound you hear on your system.

Procedure

1. From the Home screen, touch .
2. To increase or decrease volume on the near end, touch and slide your finger over the **Volume** slider.

   When you are in a call, volume control is available on the Call screen.

Mute the Microphone

You can mute the microphone if you do not want the far end to hear conversations at your site.

Keep the following in mind regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The red mute indicator on the front of the EagleEye View camera is lit when the system is muted or when a Polycom microphone is connected and muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.
- When your audio is muted, indicators on the microphone are red and a red microphone icon appears on the monitor display.

Procedure

1. From the Home screen, touch .
2. On the audio screen, touch **Mute** to control your microphones. When you are in a call, mute controls are available on the Call screen.

Adjust the Ring Tone and Alert Volume

You can adjust the volume levels of the Polycom Touch Control ring tone and user alert tones.

Procedure

1. From the Home screen, touch .
2. Touch the **Touch Control** tab.
3. Under Volume, use the **Touch Control Volume** slider to adjust the Polycom Touch Control volume.

Video Adjustments

You can manage video and certain user interface settings for your system.

Adjust for Room Lighting

If your system administrator has allowed access to user settings, you can use the backlight control to adjust the brightness of the video that the main camera sends to the RealPresence Group Series.

Use backlight compensation in situations where the subject appears darker than the background. Enabling this setting helps to darken a bright background, which can impact the tracking performance of the Polycom EagleEye Director.

Note: Because backlight controls adjust the main built-in camera, these controls do not make content displayed from a computer appear brighter.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Under **Camera**, touch **Backlight Compensation** to enable the setting.

Allow Video Display on the Web

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates.

Caution: The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Under **Meetings**, touch **Allow Video Display on Web**.

Call Answering Settings

To change the way calls are answered, you might want to change the default settings of your system.

Enable Answering Video Calls Automatically

If your system administrator has allowed access to user settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

Caution: Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Set **Auto Answer Point-to-Point** or **Auto Answer Multipoint Video** to **Yes**.

Mute Automatically Answered Video Calls

If your system administrator has allowed access to user settings, you can choose whether to mute the audio when automatically answered video calls connect. This prevents callers from overhearing conversations or meetings.

Note: If you enable automatic muting during a call, the audio for the current meeting is not affected.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Under **Meetings**, touch **Mute Auto Answer Calls** to enable the option.
4. After the call connects, touch **Mute** when you're ready to unmute the microphones.

Temporarily Refuse Calls

If your system administrator has allowed you access to User Settings, you can set the system to Do Not Disturb to automatically refuse incoming calls when you do not want to be disturbed. When the system receives a call, the call is rejected, the caller gets a message that the call was rejected, and you receive no notification about incoming calls.

You can still place outgoing calls when the system is set to Do Not Disturb.

Procedure

1. From the Home screen, touch .
2. Touch the RealPresence Group Series **System** tab.
3. Set **Auto Answer Point-to-Point** or **Auto Answer Multipoint Video** to **Do Not Disturb**.

Cameras

You can adjust available cameras in several ways.

Select a Camera

You can use the Polycom Touch Control to select and adjust the main camera or other near-end or far-end video sources.

You can adjust other auxiliary cameras or far-end cameras that support pan, tilt, and zoom movement, if supported or enabled.

When you are in camera control mode, you can press and hold a number to save a preset.

Procedure

1. From the Call screen or from the Home screen, touch Cameras.
2. Touch **Select Camera**, and then touch the camera or other video source you want to use.
3. In a call, touch **Cameras > Near** or **Far** to select either near-end or far-end control.

   The video source is shown to the call participants.

Adjust Cameras

After you select a camera, you can make some adjustments to enhance the view.

Note: Before you can adjust the EagleEye Director, you must turn camera tracking off.

Procedure

1. Touch **Cameras > Control Camera**.
2. Touch the arrow buttons on the Polycom Touch Control to move the camera up, down, left, or right.
3. Touch and to zoom out and zoom in.

Allow the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can let the far-end system control your camera.

If their systems support presets, far-end participants can also set and use presets for your camera,

Note: Changing this setting takes effect immediately, even if a call is in progress.

Procedure

1. From the Home screen, touch .
2. Touch the **System** tab.
3. Under Camera, touch **Far Control of Near Camera** to enable the option.

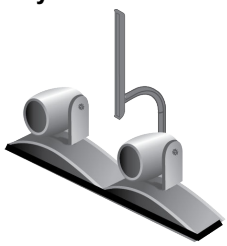
Enable EagleEye Director Tracking in a Call

If EagleEye Director tracking is enabled, the camera focuses on the person or people who are speaking.

This tracking action, also called automatic camera positioning, can be manually started or stopped.

You must start camera tracking using the menu before the **Mute** and **Unmute** buttons will again affect tracking. After the call is complete, EagleEye Director returns to its default setting.

EagleEye Director



Procedure

1. On the Polycom Touch Control Home or Call screen, touch Cameras.
2. Select **Start Camera Tracking**.

Disable EagleEye Director Tracking in a Call

While in a call, you can use a RealPresence Touch device to disable EagleEye Director tracking.

When you stop camera tracking through the menu, the Mute and Unmute buttons do not affect tracking.

Procedure

1. On the Polycom Touch Control Home or Call screen, touch **Cameras.**
2. Select **Stop Camera Tracking**.

Camera Presets

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number

- Camera zoom level
- Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:

- When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
- When out of a call, selecting camera control changes the **Self View** to full screen.
- Incoming calls override the full-screen **Self View** layout.

View Stored Camera Presets

Become familiar with the stored camera presets to get the most out of your system.

Procedure

1. From the Home screen or Call screen, touch **Cameras**.
2. If you are in a call, touch **Near** or **Far** to select either near-end or far-end control.
3. Touch **View Presets**.

   Icons for presets 0-9 are shown on the screen.
4. Touch a number to go to a saved preset.

Store a Camera Preset

You cannot delete a preset, but you can overwrite an existing preset to store a new camera position.

Procedure

1. From the Home screen or Call screen, touch Cameras.
2. If you are in a call, touch **Cameras > Near** or **Far** to choose a near-end or far-end camera**.**
3. Touch **Select Camera** to choose a camera or other video source.
4. Touch **Control Camera** to move the camera to the desired position.
5. Touch **View Presets**, then touch and hold a number to store the preset position.

   Any existing preset stored at the number you select is replaced.

Move the Camera to a Stored Preset

After you have your presets stored, move the camera to one of the stored presets.

Procedure

1. From the Home screen or Call screen, touch Cameras.
2. If you are in a call, touch **Cameras > Near** or **Far** to select either near-end or far-end control.
3. Touch **View Presets**.

   Icons for presets 0-9 are shown on the screen.
4. Touch a number to go to a saved preset.

Using a Polycom® SoundStation™ IP 7000 Conference Phone

Topics:

- Answer a Call with a Connected SoundStation IP 7000
- Place a Call
- Place a Conference Call
- Control Volume with a Connected SoundStation IP 7000 Conference Phone
- Mute the Microphone
- End a Call
- Display Content with a Connected SoundStation IP 7000

When you connect a SoundStation IP 7000 conference phone to a RealPresence Group Series, you can use the conference phone to control the system to dial audio or video calls. The conference phone operates as a microphone and as a speaker in audio-only calls.

For more information, refer to the SoundStation IP 7000 documentation available on Polycom Support.

Answer a Call with a Connected SoundStation IP 7000

Use a connected SoundStation IP 7000 conference phone to answer incoming calls.

Procedure

» Press the **Answer** soft key on the conference phone.

Place a Call

You can place a call using a SoundStation IP 7000 conference phone connected to a RealPresence Group Series system.

Procedure

1. Press on the conference phone and press the **Video** or **Phone** soft key.
2. On the conference phone keypad, enter one of the following:
   - The IP address (for example, 10*11*12*13) of the site you want to call
   - The phone number (for example, 19784444321) of the site you want to call
   - To enter letters, press the ABC soft key. To enter an asterisk, press the **Video** button and then press [*/•] on the SoundStation IP 7000 keypad two times.
   - To enter a dot or @ symbol, press the ABC soft key then [*/•] multiple times.

   You can also place calls using the conference phone's directory or the redial key.

The indicators on the conference phone are green when the system is in a call and audio is not muted.

Place a Conference Call

You can place a conference call using a SoundStation IP 7000 conference phone connected to a RealPresence Group Series system.

Procedure

1. Call the first site.
2. When the call connects, press the **Add Video** or **Add Phone** soft key on the conference phone.
3. Place a call to the next site.
4. Repeat steps 2 and 3 until all sites are connected.

Control Volume with a Connected SoundStation IP 7000 Conference Phone

It is intuitive to change the volume of a call on the SoundStation IP 7000 conference phone.

Procedure

» Press [ ] and [ ] on the conference phone to adjust the volume of audio from the far end.

You can also adjust the volume using the volume buttons on the RealPresence Group Series remote control.

Mute the Microphone

Muting audio is a one-step process with the SoundStation IP 7000 conference phone.

Procedure

» Press [ ] on the conference phone.

You can also mute the audio using the mute button on the remote control or on a connected microphone.

The indicators on the conference phone are red when your audio is muted. The near-end icon also appears on the monitor display.

End a Call

When your call is completed, quickly and easily end the call using the connected SoundStation IP 7000 conference phone.

Procedure

1. Press on the conference phone to hang up the call.
2. Press the **More** soft key then the **Manage** soft key to hang up one connection in a multipoint call.

Display Content with a Connected SoundStation IP 7000

Showing content with a SoundStation IP 7000 conference phone connected to a RealPresence Group system is a simple task.

Procedure

» Press the **Content** soft key on the conference phone.

Content plays from the following input if that input is configured for Content:

- RealPresence Group 310 system: You can connect a camera to video input 2.
- RealPresence Group 500 system: You can connect a camera to video input 2.
- RealPresence Group 700 system: You can connect a camera to video input 3.

Contact your system administrator for more information.

Note: You can only show content with a RealPresence Group 300 system by using the People + Content IP application.