



USER GUIDE

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Polycom RealPresence Group Series



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Before You Begin

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

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

- *Polycom RealPresence Group Series Software, Options, and Accessories Installation Guide* which describes how to install Polycom RealPresence Group systems and accessories
- Setup sheets for your hardware
- Release notes
- *Polycom RealPresence Group Series Regulatory Notices*, which describes safety and legal considerations for using RealPresence Group Series systems

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 or without 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, or Skype for Business Server 2015 integrations. For additional information and details please 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.

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

This guide includes information about Polycom RealPresence Group Series systems and the various controllers you can use to drive the systems.

It includes information that helps you whether you're just starting to learn about video conferencing or if you just need a quick refresher. It also includes step-by-step instructions for everyday video conferencing tasks.

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: RealPresence Group systems and Polycom touch devices can be configured to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. To find out more about these options, speak to your administrator.

RealPresence Group System Power

Powering your system on and off is a simple procedure, but it is important to perform the tasks in a certain order.


Make sure that the system is powered off before you connect wired devices to it. After you have connected the related equipment that you intend to use, connect the power cable and power on the RealPresence Group system.

It is important to note that RealPresence Group Series systems do not have what you might think of as a power *button*—they have a power *proximity sensor*. Instead of pressing an actual button that moves, touch the sensor (or near the sensor) that indicates power  on the front of the system.

Power On the RealPresence Group System

After charging your remote control or attaching accessories, you need to power on the RealPresence Group Series system.

TASK

- 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. The Polycom splash screen displays within several seconds.

System Health Check

After being powered on, the system automatically performs a system health check. This process 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

If you need to change out certain connected peripherals, you might need to power off the RealPresence Group system.

TASK

- 1 Touch the power sensor on the front of the system.
The indicator light changes color and blinks, which means that the system is shutting down.
- 2 Release the power sensor when the indicator light changes color.

Using a Polycom RealPresence Group Series Remote Control

The infrared RealPresence Group Series remote control allows you to operate a RealPresence Group Series system.

This includes placing calls, adjusting the volume, zooming the camera, navigating screens, and more. RealPresence Group Series systems and EagleEye cameras have infrared receivers. You can control your RealPresence Group Series system by pointing the remote control toward a RealPresence Group Series system or a connected EagleEye camera.

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

This section includes the following topics:

- “Remote Control Buttons and Descriptions” on page 6
- “Contacts” on page 7
- “Calling” on page 9
- “Content” on page 15
- “Recording Calls” on page 20
- “Settings” on page 23
- “Troubleshooting” on page 33

Remote Control Buttons and Descriptions

Descriptions of the remote control parts are shown next.

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
1	LED IR emitter	<p>The diagram shows a vertical remote control with the following numbered callouts: 1. LED IR emitter at the top; 2. Decrease speaker volume button (left speaker icon); 3. Increase speaker volume button (right speaker icon); 4. Zoom camera out button (minus magnifying glass icon); 5. Zoom camera in button (plus magnifying glass icon); 6. D-pad navigation buttons (Up, Down, Left, Right); 7. Select button (center of D-pad); 8. Back button (left arrow icon); 9. Home button (house icon); 10. Menu button (list icon); 11. Call button (green phone icon); 12. End/reject call button (red phone icon); 13-14. 12-key numeric keypad; 15. Asterisk (*) button; 16. Hash (#) button; 17. Mute/unmute microphone button (microphone icon with red indicator).</p>
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, answer call.	
12	End, reject call.	
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	<ul style="list-style-type: none"> Generates an asterisk if the cursor is in a text field. Generates 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

Your system setup sheet shows how to charge the battery in the remote control the first time.

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

Use a USB 2.0 port to charge the remote battery. The RealPresence Group 300, 310, and 500 systems have two USB 2.0 ports on the back of each system, while the 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.

TASK

- 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 such as the one on your system.
- 3 Wait until the status light on the battery turns green before removing it from the port.
Recharging the battery might take from 20 minutes to multiple hours.
- 4 Insert the charged battery into the remote control.

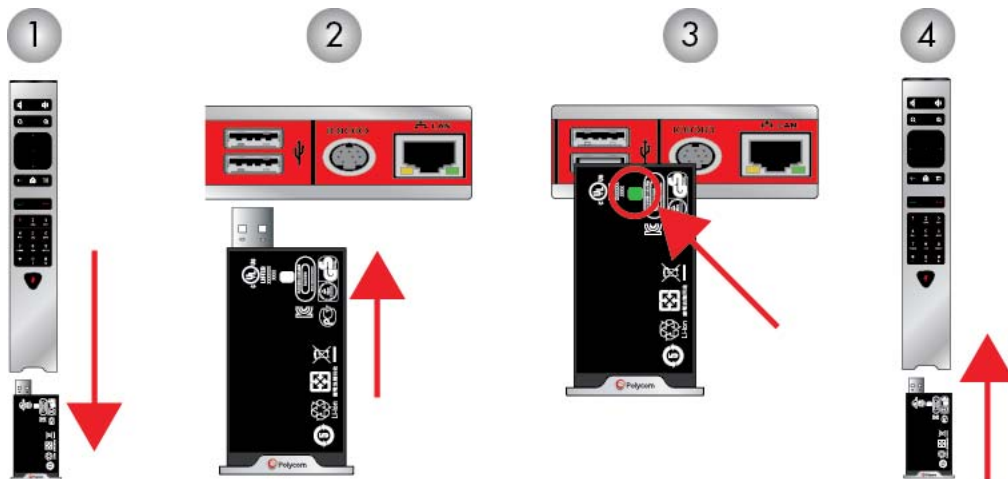


Figure 1: Recharge the Battery: RealPresence Group 300, 310, 500 and 700 Systems

Wake a RealPresence Group System

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

- » 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 might 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 Global 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.

These entries are stored on the Global Directory Server, and you cannot edit them.

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. The global directory displays on the RealPresence Group system as a default Favorites group, Global Entry.

TASK



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

Search for Directory Contacts

If you want to call someone who is not in your Favorites or Contacts list, you might need to perform a directory search.

Note: Start your search with the last name first. Do not begin a search with a first name.

TASK

- 1 With your remote control, press , then select .
- 2 To enter a name in the search field, do one of the following:
 - Enter the name using the onscreen keyboard.
 - Use the text-entry method commonly used with cell phones to select letters directly on your remote control.
- 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, by choosing a contact in the directory, or by calling a speed dial or recent contact.

You can perform all of the functions that are available when making conventional calls, plus you can make multipoint conference calls.

Call by Entering a Name or Number

You can place a call several different ways.

One easy way to place a call is to enter a specific name or number using a touch device or the remote control.

An alternate way of entering data is by attaching a standard English USB keyboard to one of the system's USB ports. When a USB keyboard is connected to a RealPresence Group system, you can enter only numbers with the remote control on the local interface **Keypad** or **Contacts** screens.


To enter letters, unplug the keyboard from the USB port, then select the **Keyboard** button now displayed on your system screen.

Note: The **Keyboard** button does not display on your system screen if a USB keyboard is plugged into the system USB port. After you unplug the USB keyboard from the system's port, the **Keyboard** button displays.

Keep in mind that, depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these examples:

- 10.11.12.13 (IPv4 address—include the dots)
- 2555 (E.164 extension for H.323 or SIP)
- stereo.polycom.com (host name)
- (SIP)


TASK

- 1 Press  on the remote control.

- 2 In the dialing field, enter the dialing information as follows:


Numbers: To enter numbers, select each number on the keypad with the remote control or enter numbers.

Letters: To enter letters, select **Keyboard**. Then use your remote control to select each letter on the onscreen keyboard. Or you can use the text-entry method commonly used with cell phones to select letters directly on your remote control.

Backspace: To backspace, press .

- 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 directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

TASK




- 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 quickly choose a number to call from a list of the sites you have called recently.

The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.


TASK

- 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.

TASK


- 1 At the top of the Home screen, select the **Speed Dial** tab and select a Speed Dial entry to call.
- 2 To place the call, select **Call** or to use your remote control, select .

Answer a Call

The way a RealPresence Group system handles incoming calls depends on how the system is configured.


It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually.

If the Polycom RealPresence Group system is not configured to answer incoming calls automatically, you are prompted to answer manually.

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

Ignore a Call

If the Polycom RealPresence Group system does not answer incoming calls automatically, you are prompted to answer manually.


- » 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.

After you complete a call, you can resume the call you had on hold.

TASK

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

When a call is on hold, **On hold** appears on the RealPresence Group system screen for 5 seconds. After 5 seconds, the hold icon  appears and remains on the screen until all calls disconnect or are resumed.


Hold a Call and Answer a Call

At times, you might need to place a call on hold and answer an incoming call.

- » Use your remote control to select **Hold + Answer**.

Hold a Call and Place a Call

To make an individual outgoing call while you are on a call, you must place the active call on hold.

- » Press  on the remote control.

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 call.

TASK

- 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.

- » Use your remote control to press , then select **Hold**.


Hang Up All Calls and Answer a Call

When Auto Answer Point-to-Point Video is set to No, you can add an incoming call to the conference.

- » Select **Hang Up + Answer** 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.

- » On the remote control, press .

Multipoint Conference Calls

Conference, or multipoint, calls involve at least three different endpoints.

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your administrator must install the multipoint video option key. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s.


Note: You cannot host multipoint video calls on RealPresence Group 300 and 310 systems.

How you place a multipoint call depends on whether you're using a RealPresence Group system or bridge with multipoint capabilities. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call.

Place a Multipoint Call by Adding Participants



To start a new multipoint call, you need to start with the first participant or site and then add others.

TASK

- 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 While a Multipoint Call is on Hold

You can hold a conference call in order to make a new call.

- » Press  and then on  the remote control.
Place the call using your preferred method.

Incoming Call Handling of Multipoint Conference Calls

When the system is in a call, regardless of whether the system has multipoint capability, incoming calls are handled in one of three ways.

- Automatically answered: The incoming call is automatically added to the conference call. No notification appears.
- Manually answered: You can select Ignore, Hold+Answer, or Hang up+Answer.
- Declined: The system declines incoming calls. No notification appears, but the declined system receives a notification.

Hold and Answer a Call in a Conference

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


TASK

- 1 Use your remote control to select **Hold + Answer** to hold the current call and answer the incoming call.

Note: Depending on the call type, you might be able to put an individual participant in the meeting on hold and resume in a multipoint conference.

Switch Between Calls in a Multipoint Call


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

- » Use your remote control to press .
- This allows you to determine which call to make active.

Resume a Held Call in a Multipoint Call

When there is no active call, but there is a call on hold, you can resume the held call.


TASK

- 1 If you have a single call on hold with no active call, to resume the call on hold, press .
- 2 Select **Resume Call**.

Hang Up an Individual Call in a Multipoint Call

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

TASK

- 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 Add a Call


Depending on how your administrator configured your system, you might be able to add an incoming call to a conference.

- » Select **Hang Up + Answer** to hang up the call that has been on hold the longest.
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.

TASK

- 1 Using your remote control, press .
- 2 Select **Leave Conference**.

Passwords for Multipoint Calls

You might be required to enter a meeting password to join a multipoint call.

In addition, you can require that far-end systems enter a meeting password to prevent unauthorized participants from joining multipoint calls hosted by your RealPresence Group system.




Keep the following points in mind regarding meeting passwords:

- Do not set a meeting password if multipoint calls include audio-only endpoints. Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected multipoint calls.
- SIP endpoints are unable to dial in to password-protected multipoint calls.

Set Up a Meeting Password

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

TASK

- 1 From the Home screen, press .
- 2 Navigate to **••• More >  Settings > User Settings > Meetings**.
- 3 Enter the password in the **Meeting Password** field in one of these ways:
 - Press the remote control number buttons, using the text-entry method commonly used with cell phones.
 - Use the on-screen keypad to enter the password.
- 4 Press  to save your change and return to the Home screen.

Enter a Meeting Password

Before you can join a multipoint call, you might be prompted to enter a meeting password.

TASK

- 1 If a prompt appears 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 and a message displays "Touch tones enabled." Then, use the number keys to enter numbers.

Microsoft Meetings

If your system is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

RealPresence Group systems can connect to Microsoft Exchange Server 2013 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 Lync 2013 or Skype for Business Server 2015 in order to join calendar meetings.

View Scheduled Meetings with the Remote

If your RealPresence Group system 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 the your system is configured, private meeting details might not be visible.

- » 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

You can join a scheduled meeting from the Home screen.



TASK

- 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.

TASK

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

Content

You can show content in video calls a few different ways. To show people and content at the same time, the RealPresence Group systems must be configured for content. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request.

You can show the content from the following to the far-end systems:

- Any information stored on a computer connected directly to a RealPresence Group system or a Polycom touch device
- A DVD or DVR player connected directly to a Polycom system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)
- VisualBoard

This section describes how to share content using a connected computer or People+Content IP. For instructions on using VisualBoard, refer to the *VisualBoard Technology Application User Guide*.

If you attempt to display copyright-protected content on the local interface, such as from a DVD or DVR, the following message is shown on the RealPresence Group system: “This content is protected and cannot be displayed or shared.” This message appears in a call and out of a call.

You can show 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 if you need to. Participants at other sites can also show content or people video sources. Content shown is from one site at a time; another site sharing content overrides any content being shared.

When you are showing content, a message appears on your main monitor. Whether you also see the content on your monitor depends on how your system is configured.

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

Content Connections of 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.



Figure 2: Connections for RealPresence Group 310 and 500 systems

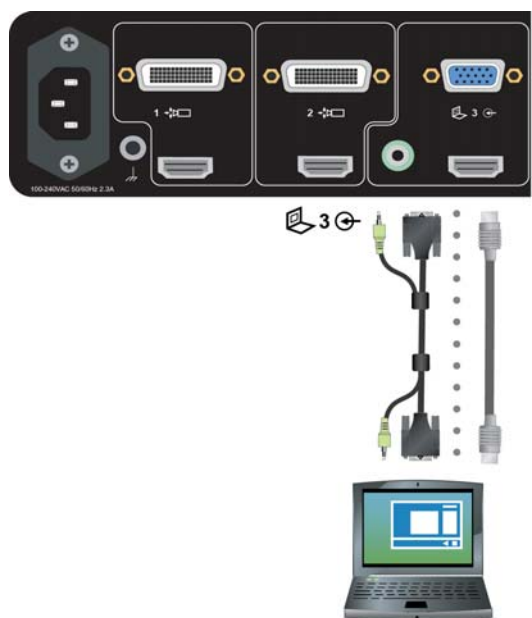


Figure 3: Connections for a RealPresence Group 700 system

Show Content from a Computer Connected to RealPresence Group System



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
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's manual or help topics for the appropriate steps.

To start showing content from a source connected to a RealPresence Group system:

- » Using your remote control, select  and then select your content source from the list.
- While in a call, you can press  > **Select** on your remote to turn on and off the last used content source.

Polycom People+Content IP

The People+Content IP application allows 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 about People+Content IP:

- 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 the image to 1024x768 or 1280x720.

Note: For a computer connected directly to the RealPresence Group 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.



TASK

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

Share Content with People+Content IP


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

TASK

- 1 On your computer, launch the application.
- 2 Enter the IP address or host name of the RealPresence Group system and the meeting password, if one is set.
You can find your IP address by pressing the  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, shut down People+Content IP.

- » 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 in active calls.

The Microsoft clients must initiate the content sharing request.

Be aware that you cannot share content, including content shared through People+Content IP and through VisualBoard, while actively receiving content from Microsoft clients.

Scroll and Zoom Microsoft Content

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

TASK

- 1 Connect a USB mouse to your system.
- 2 Move the mouse to scroll and zoom.

Control Microsoft Content

Microsoft clients must select the specific system to give control to. After a system receives and takes control of content from the client, the system can open and use shared applications, programs, and files on the system with the client using a connected USB mouse and keyboard.

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

TASK

- 1 Connect a USB mouse to the system.
- 2 If you want to use shared applications, programs, and files that require keyboard functions, connect a USB keyboard to the system.
- 3 On the local interface, select the **Control Remote** checkbox. The system now controls the content received from the Microsoft client.

Return Control of Microsoft Content

You can return control of Microsoft content at any time.

TASK

- 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 configured, you can record calls in one or more ways. RealPresence Group 700 systems allow you to record calls using monitor 3.

If you have a different RealPresence Group system, you can record calls using Polycom RealPresence Media Suite.

Manage Recordings with Polycom RealPresence Media Suite

Polycom® RealPresence® Media Suite is an enterprise recording, streaming, and video content management solution. This solution offers you a self-service portal for recording calls on a room system, or for turning a room system into a web-cast studio.

RealPresence Media Suite integrates with room systems using the following methods:

- **Dial RealPresence Media Suite directly:** You can dial into RealPresence Media Suite using the suite's 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: 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 in the list of archives where recordings are saved.

Contact your administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

The following connection methods are supported for dialing RealPresence Media Suite.

Media Suite Type	Connection Method	Example
Media Suite system	If the room system is 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 is registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system is registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	For H.323 calls: [RealPresence Media Suite IP]##[VRR number] or [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: [VRR number]@[RealPresence Media Suite IP] or [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 use enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.


The supported touch tone codes for activating the button controls on the TVUI are listed in this table.

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

Record on RealPresence Media Suite

When you establish a connection to RealPresence Media Suite, the TV User Interface (TVUI) displays in a call window. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately setting, the recording starts immediately after the TVUI opens. You can use the remote control, the touch interface, or a supported touch device to dial into and control the recording.

TASK

- 1 To dial the Media Suite, press  on your remote and 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 to start the recording.
- 3 When you are done recording, press *3 on the remote control.
- 4 To playback the recording, press *5 on the remote control.

Stop Recording on RealPresence Media Suite

Before ending a call, make sure to stop recording.

- » 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.

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

Use the Remote Control to Manage the RealPresence Media Suite

TASK

- 1 Point the remote control toward the RealPresence Group system.
- 2 Using the remote control, press the appropriate selection button (Left, Up, or Right) that corresponds to the far end control shown on the TVUI (Record Start/Stop, Confirm/Pause, or Play) that you want to activate.

Record Calls on a DVD or DVR

On a RealPresence Group 700 system, you can record a call on monitor 3.

You can either record the speaker and content or record the speaker only. Your administrator must configure the settings for this feature.

TASK

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

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

Record Calls with a Laptop or Tablet

On a RealPresence Group 700 system, you can record a call on monitor 3.

You can either record the speaker and content or record the speaker only. Your administrator must configure the settings for this feature.

TASK

- 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 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 can customize administration and user 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 for assistance.

Video Adjustments



Besides managing audio and call settings, you can also manage the video and certain user interface settings.

Switch Between Full-Screen Video and the Home Screen

When your call connects, the system automatically shows video on the whole screen.

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.

TASK

- 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.

TASK

- 1 From the Home screen, press .
- 2 Do one of the following:
 - When in a call, navigate to **More** >  **Settings** > **User Settings** >  **Camera**.
 - When not in a call, navigate to  **Settings** > **User Settings** >  **Camera**.
- 3 Select the **Automatic Self View Control** checkbox.






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 system.

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.

TASK



- 1 From the Home screen, press .
- 2 Do one of the following:
 - When in a call, navigate to **More** >  **Settings** > **User Settings** >  **Camera**.
 - When not in a call, navigate to  **Settings** > **User Settings** >  **Camera**.

3 Select **Backlight Compensation**.

Stop Video

Sometimes, you want to stop sharing your video whether in or out of a call.

Stopping your video allows you to stop sending your near-end camera-encoded video while still remaining connected to the conference. When your video is stopped, the far end does not see video transmission from you.


- » 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 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.

- » 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.

- » 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.


- » 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.

TASK

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

Multipoint Viewing Modes

The multipoint viewing mode configured on the host system is the one used in the call for all endpoints in the call.

The default mode is **Discussion**, however, your administrator might have configured one of the other modes for your system.

The following table describes the available multipoint viewing modes when a system is hosting the multipoint call.

Setting	Description
	Video images from multiple sites can be automatically combined on one monitor in a display known as <i>continuous presence</i> .
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 might want to change your multipoint viewing mode from the default.

TASK

- 1 From the Home screen, press .
- 2 Navigate to **More** >  **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 system 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 system.

Note: If you are not in an 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.

TASK

- 1 While in a call, press , then select **Layout**.
- 2 Select **Near Video** or **Far Video**.
- 3 Cycle through the available layouts for the call to decide which layout you prefer.
The available layouts vary depending upon certain factors, such as how many participants are in the call or the content status.

Audio Adjustments

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

Adjust the Volume

You can raise or lower the volume of the meeting.


Changing the volume affects only the sound you hear at your site.


- » Using the remote control, press and hold  or  to increase or decrease the near-end 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.
- » 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. This near-end  icon also appears on the monitor display.

Unmute the Microphone

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

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

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.

TASK

- 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.

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

TASK

- 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.

TASK

- 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.



TASK

- 1 From the Home screen, press .
- 2 Do one of the following:
 - While in a call, select **More** >  **Settings** > **User Settings** >  **Camera**.
 - While not in a call, select  **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.

- » Navigate to  **Cameras**, and select  **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.



Figure 4: EagleEye Director

- » Navigate to  **Cameras**, and select  **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.

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.

Presets allow you to do the following:

- Quickly point a camera at pre-defined locations in a room.
- Select a video source such as a document camera or an auxiliary camera.

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

These presets remain in effect until you change them.

If far-end camera control is allowed, you can create 10 presets for the far-end camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far end to control the far-end camera.

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.





- » 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.

TASK

- 1 If you are 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.

TASK

- 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.

TASK


- 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.

TASK

- 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.

TASK

- 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

If encryption is enabled on the system, a locked padlock  appears on the monitor screen when a call is encrypted.

If a call is not encrypted, an open padlock appears on the monitor screen.

- If you are in a point-to-point call or a multipoint call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a multipoint 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 RealPresence Group system provides an encryption *check code*. Participants in a call can use this check code to verify that their call is not being intercepted by a third party. This mechanism is most useful for point-to-point calling.

The check code is a 16-digit hexadecimal number that is calculated so that the number 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.

Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls.

TASK

- 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 **View Call Statistics.**
- 4 At **Call Encryption**, locate the 16-digit check code as in the following example:

ABC-123/ab-1234 /1a2b34c99009d66e

- 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.

This feature helps participants remain conscious of the maximum level of classified information that can be safely exchanged 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 the it higher than the default setting.

TASK

- 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.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having any problems making a call, try the following troubleshooting tips 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 these ideas:

- 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 System Serial Number

You can view the system serial number, which is 14 digits, on the local interface of the RealPresence Group system. The serial number is also available on the back of the system.

TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Information**.

View Self Test Warnings

If any warnings occur during the test sequence, use the remote control to view them after the system starts.

TASK




- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information** > **Status** > **Active Alerts**.

For more details, use the remote control to select **More Information**. If a severe error occurs during startup, the system does not power on. Contact Polycom your administrator.

Locate the Software Version

You can view the software version on the local interface of the RealPresence Group system.




TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Information**.

Locate Active Alert Messages

You can view the active alert messages on the local interface of the RealPresence Group system.




TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Status**.

Locate the IP Address and H.323 Extension Settings

You can view IP Address and H.323 extension settings on the local interface of the RealPresence Group system.




TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Information**.

Locate the LAN Status

You can view the LAN status on the local interface of the RealPresence Group system.




TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Status** > **LAN**.

Locate Diagnostics

You can view diagnostics on the local interface of the RealPresence Group system.

TASK

- 1 From the Home screen, press .
- 2 Navigate to  **Settings** >  **System Information**.
- 3 Select **Diagnostics**.

Regulatory Notices

Regulatory notices describe safety and legal considerations for using the following Polycom RealPresence Group systems:

- Polycom RealPresence Group 300 System (Model: Group 300; Type: P001)
- Polycom RealPresence Group 310 System (Model: Group 310; Type: P001)
- Polycom RealPresence Group 500 System (Model: Group 500; Type: P001)
- Polycom RealPresence Group 700 System (Model: Group 700; Type: P002)

For more regulatory information, refer to *Polycom RealPresence Group Series Regulatory Notices* at support.polycom.com.

Caution: If you have an EagleEye Acoustic camera, be sure to use it only with UL-approved Information Technology Equipment (ITE) or similarly approved equipment.

Using the Touch User Interface

RealPresence Group systems now have touch user interface capability when connected to touch-capable monitors. This interface works with both your RealPresence Group series remote control and by touch. You can use the touch interface to control the RealPresence Group system, the VisualBoard application, or to manage Microsoft Lync or Skype for Business remote desktop content.

Your administrator sets up the touch-capable monitors for use.

This section includes the following topics:

- “Contacts” on page 36
- “Contacts” on page 37
- “Calling” on page 38
- “Content” on page 45
- “Recording Calls” on page 49
- “Settings” on page 52
- “Troubleshooting” on page 60

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.

- » Tap the touch screen to wake 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*.

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Contact Presence States



If your system is automatically provisioned and registered to a global directory server, your directory might 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 Global Directory




TASK

- 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

If you want to call someone who is not in your Favorites or Contacts list, you can perform a directory search using the contact's last name.

TASK

- 1 Tap  Place a Call, then  Contacts.
- 2 Select the directory you want to search.
- 3 Tap the  onscreen keyboard and enter the 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.




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 the solution 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*
- E.164 extension for H.323 or SIP: *2555*
- Host name: *stereo.polycom.com*
- SIP address: *user@domain.com*

TASK

- 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 directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

TASK



- 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 quickly choose a number to call from the Recent Calls list. The Recent Calls list includes the most recent incoming and outgoing calls.



TASK

- 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.

TASK

- 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.

Answer a Call

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

- » Tap **Answer**.

Answer a Call during a Call

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

- » Do one of the following:
 - Tap **Hold + Answer**.
 - Tap **Hang Up + Answer**.


Ignore 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.

- » Tap **Ignore**.

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.

- » 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.

TASK

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

Hold a Call and Answer a Call


If you receive an incoming call during an active call, you can hold and answer. The previous call is placed on hold and incoming call is active.

- » From the incoming call options, select **Hold + Answer**.

Resume a Call

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


TASK

- 1 Tap  to open the Quick Access menu.
- 2 Tap **More > Resume**.

Switch Between Calls

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

TASK

- 1 Tap  to open the Quick Access menu.
- 2 Tap **Switch**.


Hang Up a Call and Answer a Call

When Auto Answer Point-to-Point Video is set to No, you can end an active call and answer an incoming call. Held calls will remain on hold until resumed.

- » From the incoming call options, select **Hang Up + Answer**.

End a Call

You can end a call using the RealPresence Touch.

- » To end a call, tap  **Hang Up**.

Multipoint Conference Calls

Conference, or multipoint, calls involve at least three different endpoints.

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your administrator must install the multipoint video option key. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s.




Note: You cannot host multipoint video calls on RealPresence Group 300 and 310 systems.

How you place a multipoint call depends on whether you're using a RealPresence Group system or bridge with multipoint capabilities. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call.

Place a Multipoint Call

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




TASK

- 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 Multipoint Call

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

TASK

- 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.

Incoming Call Handling of Multipoint Conference Calls

When the system is in a call, regardless of whether the system has multipoint capability, incoming calls are handled in one of three ways.

- **Automatically answered:** The incoming call is automatically added to the conference call. No notification appears.

- Manually answered: You can select Ignore, Hold+Answer, or Hang up+Answer.
- Declined: The system declines incoming calls. No notification appears, but the declined system receives a notification.

Answer an Incoming Call during a Multipoint Call

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

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


Add an Incoming Call to a Multipoint Call

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

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

Hold a Multipoint Conference Call



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

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

Leave a Multipoint Call

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



TASK

- 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 Multipoint Call

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



TASK

- 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 multipoint conference call, you can hang up all of the calls at once.

TASK

- 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 Multipoint Calls

You might be required to enter a meeting password to join a multipoint call.

In addition, you can require that far-end systems enter a meeting password to prevent unauthorized participants from joining multipoint calls hosted by your RealPresence Group system.



Keep the following points in mind regarding meeting passwords:

- Do not set a meeting password if multipoint calls include audio-only endpoints. Audio-only endpoints are unable to participate in password-protected calls.
- Microsoft Office Communicator clients are unable to join password-protected multipoint calls.
- SIP endpoints are unable to dial in to password-protected multipoint 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.



TASK

- 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.

TASK

- 1 On the Home screen, tap  to open the Quick Access menu, tap **••• More >**  **Settings** then tap **User Settings**.
- 2 On the User Settings screen, tap **Meetings**.
- 3 On the Meetings screen, tap **Meeting Password** and enter a password to be used for all meetings.

Microsoft Meetings





If your system is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

RealPresence Group systems can connect to Microsoft Exchange Server 2013 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 Lync 2013 or Skype for Business Server 2015 in order to join calendar meetings.

Join Meetings from the Calendar



When the is configured to connect to Microsoft Exchange Server, you can view and join meetings you scheduled with the solution on the Home screen and on the Calendar. You can join a meeting from the Calendar on the Home screen or in the Place a Call screen.

- » Do one of the following:
 - On the Home screen, tap a meeting displayed at the top of the screen and tap **Join**.
 - 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.
 - Tap  **Place a Call** >  **Calendar**, tap a meeting, and enter the meeting number.

View Meeting Details

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

TASK

- 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.


Microsoft Conference Calls

If your system is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.

Initiate a Microsoft 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.



TASK

- 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 Microsoft Conference Call

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.

TASK

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

Content

You can show 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 if you need to. Participants at other sites can also show content or people video sources. If a contact starts sharing content, that content overrides any content currently being shared.

When you are sharing content, a message displays on the monitors. You can show the following types of content to far-end systems you are in a call with any of the following:

- Content sent using the Polycom® People+Content™ IP application (installed on a computer)
- Content annotated in the VisualBoard application
- Any information stored on a computer or USB flash drive connected directly to the system
- Content sent using the SmartPairing feature in Polycom® RealPresence® Desktop or RealPresence® Mobile applications. For information on using SmartPairing, refer to the RealPresence Desktop and RealPresence Mobile documentation at support.polycom.com.

You can also receive and annotate content from a Lync or Skype for Business client.

Polycom People+Content IP

The People+Content IP application enables you to send content from a computer that is not connected directly to the system using the system's IP address.

Keep the following points in mind about People+Content IP:

- People+Content IP provides video-only content; no audio is shared.
- People+Content IP supports any computer desktop resolution with color set to 16 bits or higher.
- People+Content IP scales the content image to 1024x768 or 1280x720 regardless of your computer's resolution settings.

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.

TASK



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

Share Content with People+Content IP

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


TASK

- 1 On your computer, launch the application.

- 2 Enter the IP address or host name of the RealPresence Group system and the meeting password, if one is set.
You can find your IP address by pressing the  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, shut down People+Content IP.

- » Click  in the People+Content IP application.

VisualBoard

The VisualBoard application enables you to show and annotate content in real time on the 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.

- » 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.

- » 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.

- » Tap  or .



Annotate Content with VisualBoard

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

- » 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.

- » 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.

- » 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.

- » Tap .

Sharing Content from a Laptop or Tablet

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

Content Source Resolutions and Refresh Rates

Before you show content, check that the laptop or tablet 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
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.

Share Content from a Laptop or Tablet

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



TASK

- 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, then connect only the analog input.

Stop Content from a Laptop or Tablet

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



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

Show Content from USB Flash Drive

You can connect a USB flash drive to the and show content from slideshow, PDF or image files on the flash drive.

If another participant is showing content using People+Content IP to show content, that content must be stopped before you can show content from a USB drive.



TASK

- 1 Connect the USB device to the USB port on the base of the solution.
- 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

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

TASK

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

Scroll and Zoom Microsoft Content

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

TASK

- 1 Connect a USB mouse to your system.
- 2 Move the mouse to scroll and zoom.

Control Microsoft Content

Microsoft clients must select the specific system to give control to. After a system receives and takes control of content from the client, the system can open and use shared applications, programs, and files on the system with the client using a connected USB mouse and keyboard.

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

TASK

- 1 Connect a USB mouse to the system.
- 2 If you want to use shared applications, programs, and files that require keyboard functions, connect a USB keyboard to the system.
- 3 On the local interface, select the **Control Remote** checkbox. The system now controls the content received from the Microsoft client.

Return Control of Microsoft Content

You can return control of Microsoft content at any time.

TASK

- 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 configured, you can record calls in one or more ways. RealPresence Group 700 systems allow you to record calls using monitor 3.

If you have a different RealPresence Group system, you can record calls using Polycom RealPresence Media Suite.

Manage Recordings with Polycom RealPresence Media Suite

Polycom® RealPresence® Media Suite is an enterprise recording, streaming, and video content management solution. This solution offers you a self-service portal for recording calls on a room system, or for turning a room system into a web-cast studio.

RealPresence Media Suite integrates with room systems using the following methods:

- **Dial RealPresence Media Suite directly:** You can dial into RealPresence Media Suite using the suite's 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: 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 in the list of archives where recordings are saved.

Contact your administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

The following connection methods are supported for dialing RealPresence Media Suite.

Media Suite Type	Connection Method	Example
Media Suite system	If the room system is 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 is registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the room system is registered to a SIP server, dial the RealPresence Media Suite SIP address.	CS123
VRR	For H.323 calls: [RealPresence Media Suite IP]##[VRR number] or [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: [VRR number]@[RealPresence Media Suite IP] or [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 use enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The supported touch tone codes for activating the button controls on the TVUI are listed in this table.



TVUI State	Operation	Touch Tone Code
Menu display state	Pause recording	*1
	Start a recording	*2
	Resume a paused recording	
	Stop a recording	*3
	Playback a recording	*5
Video playback state	Pause the video	*1
	Start the video	*2
	Resume a paused video	
	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

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.

TASK

- 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, do one of the following to start recording:
 - Press *2 on the remote control.
 - Tap  to open the Quick Access menu then tap ***** More >  Touch Tones** and enter *2 on the onscreen dial pad.



Stop Recording

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

- » Do one of the following:
 - Press *3 on the remote control.
 - Tap  to open the Quick Access menu, tap ***** More >  Touch Tones**, and 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.

- » Tap  to open the Quick Access menu tap **••• More >**  **Touch Tones**, and enter ***5** on the onscreen dial pad.

Record Calls with a Laptop or Tablet

On a RealPresence Group 700 system, you can record a call on monitor 3.

You can either record the speaker and content or record the speaker only. Your administrator must configure the settings for this feature.

TASK

- 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 configured for Monitor 3.

Record Calls on a DVD or DVR

On a RealPresence Group 700 system, you can record a call on monitor 3.

You can either record the speaker and content or record the speaker only. Your administrator must configure the settings for this feature.

TASK

- 1 Power off your RealPresence Group 700 system.
- 2 Attach a VGA cable from the VGA video output on your RealPresence Group system to the VGA input on your DVD or DVR device.
- 3 Power on your RealPresence Group system.
- 4 On the DVD or DVR device, use the record function 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 can customize administration and user 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 for assistance.

Adjust for Room Lighting

If your administrator allows access to User Settings, you can adjust the brightness of the video 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.

TASK

- 1 From the Home screen, tap  to open the Quick Access menu, tap  **More >**  **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.

TASK




- 1 Tap  to open the Quick Access menu, tap  **More >**  **Settings** then tap **User Settings > Meetings >**
- 2 Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Do Not Disturb**.

Answering 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.




TASK

- 1 Tap  to open the Quick Access menu, tap  **More >**  **Settings** then tap **User Settings > Meetings >**
- 2 Set **Auto Answer Point-to-Point Video** or **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.

TASK

- 1 From the Home screen, tap  to open the Quick Access menu.
- 2 Do one of the following:
 - When in a call, tap **⋮ More > ⚙ Settings > User Settings >  Cameras.**
 - When not in a call, tap **⚙ Settings > User Settings >  Cameras.**
- 3 Select the **Automatic Self View** checkbox.

Video Adjustments



Besides managing audio and call settings, you can also manage the video and certain user interface settings.

Change the Video Layout

What you see during a multipoint 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, and whether content is shared. The multipoint monitor layout configured on the host system is the one used in the call.

You can change the layout of how video, self view, and content display during a multipoint call. The layout options vary depending on how many participants are in the call and whether content or Self View is on.

TASK


- 1 In a call, tap  to open the Quick Access menu.
- 2 To change the near-end layout, tap **⋮ More >  PIP Layout.** 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.



TASK

- 1 Tap  to open the Quick Access menu, tap **⋮ More > ⚙ Settings** then tap **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.

TASK

- 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.

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

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.




TASK

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

- » Tap  to open the Quick Access menu then tap  **Camera Off**.
When you stop the video, a video pause icon  is displayed.

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.

TASK

- 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 configured on the host system is the one used in the call for all endpoints in the call.

The default mode is **Discussion**, however, your administrator might have configured one of the other modes for your system.



The following table describes the available multipoint viewing modes when a system is hosting the multipoint call.

Setting	Description
	Video images from multiple sites can be automatically combined on one monitor in a display known as <i>continuous presence</i> .
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 might want to change your multipoint viewing mode from the default.

TASK

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

Camera Presets

Camera presets are stored camera positions that you can create before or during a call.

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.

Presets allow you to do the following:

- Quickly point a camera at pre-defined locations in a room.
- Select a video source such as a document camera or an auxiliary camera.

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

These presets remain in effect until you change them.

If far-end camera control is allowed, you can create 10 presets for the far-end camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far end to control the far-end camera.


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.


TASK

- 1 Tap  to open the Quick Access menu.
- 2 Tap **Presets**,

Select a Stored Preset

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



TASK

- 1 Tap  to open the Quick Access menu.
- 2 Tap **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.

TASK

- 1 Tap  **Camera >Camera Control**, and select the desired camera.
- 2 Position the camera to take the snapshot.
- 3 Tap  to open the Quick Access menu, then tap **Presets**. Tap and hold a preset for one second. After five seconds, a snap shot is taken and set for the camera preset.



Audio Adjustments

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

Adjust the Volume

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




TASK

- 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.

TASK

- 1 Tap  to open the Quick Access menu, tap **... More >**  **Settings** then tap **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 anytime 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 mind 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.



TASK

- 1 Tap  to open the Quick Access menu.
- 2 Tap  **Mute**.


Unmute the Microphone

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

TASK

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

Encryption and Security

If encryption is enabled on the system, a locked padlock  appears on the monitor screen when a call is encrypted.

If a call is not encrypted, an open padlock appears on the monitor screen.

- If you are in a point-to-point call or a multipoint call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a multipoint 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 RealPresence Centro solution provides an encryption check code. Participants in a call can use this check code to verify that their call is not being intercepted by a third party. This mechanism is most useful for point-to-point calling. The check code is a 16-digit hexadecimal number that is calculated so that the number 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. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls.



TASK

- 1 Place an encrypted H.323 point-to-point call.
- 2 Tap  to open the Quick Access menu, tap **... More >  Settings** then tap **System Information > Call Statistics**.
- 3 On the Call Statistics screen, tap **View Call Statistics**.
- 4 For **Call Encryption**, locate the 16-digit check code as in the following example:
ABC-123/ab-1234 /
1a2b34c99009d66e
- 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. This feature helps participants remain conscious 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.

TASK

- 1 Tap  to open the Quick Access menu, tap **... More >**  **Settings** then tap **Administration Settings > 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 any problems making a call, try the following troubleshooting tips 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 these ideas:

- 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 Settings

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

- » 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.

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

TASK

- 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 .

- » 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.

- » 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.

- » 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.

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

Using a Polycom RealPresence Touch Device

The new Polycom® RealPresence Touch™ graphical interface solution is a highly-intuitive touch control device that enables you to quickly and easily initiate video conferences.

Besides all of the expected call controls, RealPresence Touch offers a USB port for content input and the ability to activate the VisualBoard application.



For more information about using RealPresence Touch for basic tasks, refer to the *Polycom RealPresence Group Series Quick Tips*. Your administrator configures and pairs the RealPresence Touch. For assistance with pairing or other administration tasks, contact your administrator.

This section includes the following topics:

- “Calling” on page 63
- “Content” on page 69
- “Settings” on page 72
- “Troubleshooting” on page 76

Power On the RealPresence Touch

If you want to use a RealPresence Touch with your RealPresence Group system, you must first power it on. For detailed instructions, refer to the *Polycom RealPresence Touch Control Setup Sheet*.

- » Connect the Ethernet cable to the RealPresence Touch. The splash screen displays first, and then the Home screen displays.

Wake a RealPresence Group System

If the RealPresence Touch has been idle for two minutes or longer, you can easily wake both the device and the RealPresence Group system.

- » Tap the RealPresence Touch screen.

Pair a Previously Paired RealPresence Touch and RealPresence Group System

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

TASK

- 1 After the system is unpaired, you might see a "Searching" message. Tap **Cancel**.
- 2 On the Recently Paired tab, tap the RealPresence Group system that you want to pair.
The pairing connection begins, and the Home screen displays when the pairing is successful.

Note: If you unpair from the RealPresence Group system, any current calls on the system are still active. To hang up the calls, pair to the room system and select **...**, then **Participants > ...**, and **Remove** or **Remove All**.

Calling



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

You can perform all of the functions that are available when making conventional calls, plus you can make multipoint conference calls.

Call Using Contacts

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




TASK

- 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 . The device dials the contact.

Call by Entering a Name or Number

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


TASK

- 1 From the Home screen, tap  **Place a Call**.
- 2 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 .
- 3 To dial the call, tap .

Call Using Recent Calls

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



TASK

- 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.




TASK

- 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 RealPresence Group system dials the contact.

Search for Directory Contacts to Call

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

TASK

- 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 .

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.

- » 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 room system to automatically answer point-to-point calls, no action is required.

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

Hold a Call

While in a call, you might need to hold an active call.

TASK

- 1 On any screen, tap the  Control Bar at the bottom of the RealPresence Touch screen to view the control icons.
- 2 Tap **Hold**.

Hold a Call and Answer a Call


While in a point-to-point call, you might need to place the active call on hold and answer an incoming call.

- » Tap **Hold+Answer**.

Hold a Call and Place a Call

You can place a call on hold, and then you dial a new call.


TASK

- 1 Touch **Hold** to place a participant on hold.
- 2 Touch  **Place a Call**. Place the call using your preferred method.

Switch Between Calls



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

TASK

- 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** 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.

- On the Manage Conference screen, under **Participants**, tap the call you want to resume, then tap  **Resume**.
- On any other screen, tap  **Menu**, tap **Manage Conference**, and then tap **Resume**.

End a Call

You can end a call using the RealPresence Touch.

- » To end a call, tap  **Hang Up**.

Multipoint Conference Calls

Conference, or multipoint, calls involve at least three different endpoints.

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your administrator must install the multipoint video option key. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s.




Note: You cannot host multipoint video calls on RealPresence Group 300 and 310 systems.

How you place a multipoint call depends on whether you're using a RealPresence Group system or bridge with multipoint capabilities. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call.

Place a Multipoint Call from Recent Calls

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



TASK

- 1 On the Home screen, tap  **Place a Call**.
- 2 Under  **Add Participants** > **Recent Calls**, tap a recent contact in the list. The contact now has a check mark.
- 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 Multipoint Call from Contacts

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


TASK

- 1 On the Home screen, tap  **Place a Call**, and then tap **Contacts**.
- 2 Tap a contact in the contact list.
- 3 Continue to add the rest of the contacts to the conference list.
- 4 To dial all of the contacts in the list, tap .
The paired room system dials all of the selected contacts.

Place a Multipoint Call by Adding Participants

You can add participants to a multipoint conference call.

TASK

- 1 Using your preferred dialing method, call the first site.
- 2 To dial the next site, do one of the following:
 - If you are on the monitor layout screen, after the first call connects, tap  **Add**.
 - On any screen, tap **...**, then tap **Back to Call**. After the first call connects, tap **...**, then tap **Add**.
- 3 Dial the site using your preferred dialing method.
- 4 Repeat the above steps until all meeting participants have been dialed.

Incoming Call Handling of Multipoint Conference Calls

When the system is in a call, regardless of whether the system has multipoint capability, incoming calls are handled in one of three ways.

- Automatically answered: The incoming call is automatically added to the conference call. No notification appears.
- Manually answered: You can select Ignore, Hold+Answer, or Hang up+Answer.
- Declined: The system declines incoming calls. No notification appears, but the declined system receives a notification.

Answer a Call in a Multipoint Conference

While in a multipoint conference call, as a conference host, you can answer an incoming call.



- » If an incoming call comes in during in 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 and 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 multipoint 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.

Hang Up an Individual Call in a Multipoint Call


You can hang up an individual call in a conference.

TASK

- 1 On the Manage Calls screen, under **Participants**, select the participant that you want to hang up, tap **...**, and then tap  **Remove**.
- 2 From any other screen, tap  **Menu**, then Active Call, then in the Participants list, select the call you want to hang up and tap **Remove**.

Hang Up All Calls

You can hang up all calls in a multipoint conference.

- » From the Manage Conference screen, tap **Hang Up**.
From any other screen, tap  **Menu**, tap **Active Call**, and then **Hang Up**.
A Meeting Ended message displays.

Switch Between Calls in a Multipoint Call

You can switch between calls in a multipoint 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. Use this button to switch between calls.

TASK

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

Microsoft Meetings

If your system is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.


RealPresence Group systems can connect to Microsoft Exchange Server 2013 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 Lync 2013 or Skype for Business Server 2015 in order to join calendar meetings.

Set Up a Meeting Password

You can configure a meeting password to require that far-end systems enter a meeting password; this prevents unauthorized participants from joining multipoint calls hosted by the paired RealPresence Group system. Do not set a meeting password if multipoint calls include audio-only endpoints, because audio-only endpoints cannot participate in password-protected calls. SIP endpoints are unable to dial in to password-protected multipoint calls.

TASK

- 1 On any screen, tap  **Menu**, **Settings**, then **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 **Save**.
- 5 On the upper left of the screen, tap **Done** again to exit the screen.
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 .

- » 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 on the RealPresence Touch Home screen.

TASK

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

Join a Meeting in an Overbooked Time Slot on the Calendar

After you select a meeting time on the RealPresence Touch Calendar that is labeled **Overbooked**, you must select a meeting from the list to join.

TASK

- 1 On the Home screen, select an **Overbooked** time slot on the calendar.
- 2 Decide which meeting you want to join and tap **Join** to call into the meeting.

Content

You can show content in video calls a few different ways. To show people and content at the same time, the RealPresence Group systems must be configured for content. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request.

You can show the content from the following to the far-end systems:

- Any information stored on a computer connected directly to a RealPresence Group system or a Polycom touch device
- A DVD or DVR player connected directly to a Polycom system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)
- VisualBoard

This section describes how to share content using a connected computer or People+Content IP. For instructions on using VisualBoard, refer to the *VisualBoard Technology Application User Guide*.

If you attempt to display copyright-protected content on the local interface, such as from a DVD or DVR, the following message is shown on the RealPresence Group system: “This content is protected and cannot be displayed or shared.” This message appears in a call and out of a call.

You can show 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 if you need to. Participants at other sites can also show content or people video sources. Content shown is from one site at a time; another site sharing content overrides any content being shared.

When you are showing content, a message appears on your main monitor. Whether you also see the content on your monitor depends on how your system is configured.

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

Content Connections of 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.



Figure 1: Connections for RealPresence Group 310 and 500 systems

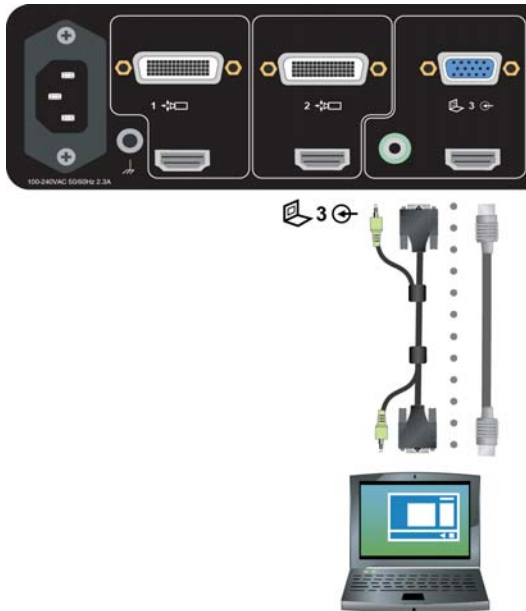


Figure 2: Connections for a RealPresence Group 700 system


Show Content from a Connected Computer


After you connect a USB cable from your computer to the RealPresence Touch, you can share content from the computer to the RealPresence Group system monitor display.

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

TASK

- 1 Connect a compatible USB cable from the RealPresence Touch to your computer.
- 2 After the USB cable is connected, the People+Content (PPCIP) application is available on one of your computer drives, such as E or F.
- 3 Open the People+ContentIP.exe file to start the application.
- 4 When you are ready to begin showing content, do one of the following:


Out of a Call: On the RealPresence Touch, from the Home screen, tap  **Show Content**. Then under **People+Content IP**, tap **Show Content**.

In a Call: On the RealPresence Touch, from any screen, tap  **Menu, Active Call, Content**. Then under **People+Content IP**, tap **Show Content**.

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

Stop Sharing Content From a Connected Computer

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



- » On the RealPresence Touch, 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 monitor, where you can make annotations on the content.

TASK

- 1 To show content using the VisualBoard application, do one of the following:
 - In a Call: On the RealPresence Touch, from any screen, tap  **Menu**, **Active Call**, and then **Content**.
 - Out of a Call: On the RealPresence Touch, from the Home screen, tap  **Show Content**.
- 2 Under **VisualBoard**, tap **Show Content**.
The VisualBoard application displays on the paired room system monitor. For information on using the VisualBoard application to annotate content, refer to Polycom® VisualBoard™ Technology Application with Polycom® RealPresence® Group Series User Guide.

Stop Sharing Content From VisualBoard

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

- » On the RealPresence Touch, 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 can customize administration and user 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 for assistance.



Audio Adjustments

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

Mute the Microphone

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



TASK

- 1 From the Home screen, tap the  Control bar at the bottom of the RealPresence Touch screen. The Control Bar icons display.
- 2 Tap  **Mute** to mute the microphone.

Unmute the Microphone

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



TASK

- 1 From the Home screen, tap the  Control bar at the bottom of the RealPresence Touch screen. The Control Bar icons display.
- 2 Tap  **Unmute**.

Adjust the Call Volume

You can control the call volume using the RealPresence Touch.


TASK

- 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 easily.

TASK

- 1 In a call, tap .
- 2 Tap **Touch Tones**.


Video Adjustments

Besides managing audio and call settings, you can also manage the video and certain user interface settings.

Change Monitor Layouts on the RealPresence Touch

You can change monitor layouts during a call.

TASK

- 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.

TASK

- 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.

TASK

- 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.

TASK

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



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 using the RealPresence Touch.

TASK



- 1 On any screen, tap the  Control bar and select  **Camera**.
- 2 If you are in a call, you can tap more than one camera, either Near or Far; if you are not in a call, only the Near local camera is available.

- 3 On the Camera Control screen, tap the arrow buttons to pan the camera up, down, left, or right. Tap the plus sign to zoom the camera in; tap the minus sign to zoom the camera out.
- 4 To close the Camera Control screen, tap the X icon.

Turn On Camera Tracking

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



TASK

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

Turn Camera Tracking Off

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


TASK

- 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.


TASK

- 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.


TASK

- 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.

Start Video

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


TASK

- 1 From the Home screen, tap the  Control bar at the bottom of the RealPresence Touch screen. The Control Bar icons display.
- 2 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.



TASK

- 1 From the Home screen, tap the  Control bar at the bottom of the RealPresence Touch screen. The Control Bar icons display.
- 2 Tap **Camera On** to stop your video.

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.



TASK

- 1 On any screen, tap the  Control bar and select  **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.


TASK

- 1 On any screen, tap the  Control bar and select  **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 move the position of the camera.

TASK

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

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having any problems making a call, try the following troubleshooting tips 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/videtest.

When placing test calls, try these ideas:



- 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 Device Details for a RealPresence Touch

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


TASK

- 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.

TASK

- 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.

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

- » 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.

View Call Statistics

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

TASK

- 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 .

Using a Polycom Touch Control Device

Polycom Touch Control has a touch screen that allows you to control a RealPresence Group system. You can use the Polycom Touch Control to place calls, adjust the volume, control the camera, show content, and select options.

This section includes the following topics:

- “Using the Polycom Touch Control as a Virtual Remote Control” on page 80
- “Calling” on page 81
- “Content” on page 86
- “Recording Calls” on page 91
- “Settings” on page 92

Power On the Polycom Touch Control

If you want to use a Polycom Touch Control with your RealPresence Group system, you must first power it on.

- » To power on the Polycom Touch Control, connect the LAN cable to the underside of the device. The Home button is lit when the device is powered on.

Wake the RealPresence Group System

The Polycom Touch Control device goes to sleep after 2 minutes of inactivity.

- » To wake the Polycom Touch Control, touch the screen. This, in turn, wakes the paired RealPresence Group system.



Pair a Polycom Touch Control with a RealPresence Group System

Before you make a call using the Polycom Touch Control, you must pair the Polycom Touch Control with a RealPresence Group system.

After the devices are successfully paired, the remote control no longer has control of the system.

TASK

- 1 Do one of the following:

- After you power on the Polycom Touch Control, a **Connect to Device** screen is displayed. Enter the IP address for the RealPresence Group system. Touch **Connect**.
 - From your Home screen, touch  and then touch the RealPresence Group Series **system** tab. Under **Device Connection status**, touch . Touch **View Pairing Settings**. Enter the admin ID and password for your Polycom Touch Control. Enter the RealPresence Group system IP address.
- 2 Enter the ID and password of the RealPresence Group system.
 - 3 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

During normal operation, the Polycom Touch Control uses an IP connection to communicate with the RealPresence Group system.

If this connection is lost for more than 2 minutes, you might see error messages on the RealPresence Group 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 RealPresence Group system 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 system camera.





Figure 1: Virtual Remote Control

When the IP connection is restored, the virtual remote control is no longer available.

Disconnect a Polycom Touch Control from a RealPresence Group System

The connection pairing with the Polycom Touch Control persists until you either disconnect or power off the RealPresence Group system.

TASK

- 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, by choosing a contact in the directory, or by calling a speed dial or recent contact.

You can perform all of the functions that are available when making conventional calls, plus you can make multipoint conference calls.

Call by Entering a Name or Number



You can place a call several different ways.

One easy way to place a call is to enter a specific name or number using a touch device or the remote control.

Keep in mind that, depending on the capabilities of your system and the system you are calling, the dialing information could look like one of these examples:

- 10.11.12.13 (IPv4 address—include the dots)
- 2555 (E.164 extension for H.323 or SIP)
- stereo.polycom.com (host name)
- (SIP)

TASK

- 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 directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

TASK


- 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 quickly choose a number to call from a list of the sites you have called recently.

The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

TASK

- 1 From the Home screen, touch  and then touch **Recent Calls**.
- 2 Touch an entry to place the call.
You can filter the list by touching **All**, **Placed**, or **Received**.

Answer a Call

The way a 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 system does not answer incoming calls automatically, you are prompted to answer manually.

- » Touch **Answer** when a call comes in.

Ignore a Call

If the RealPresence Group system does not answer incoming calls automatically, you are prompted to answer or ignore it manually.

- » 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.

After you complete a call, you can resume the call you had on hold.

- » On the Polycom Touch Control, touch **Hold**.
When a call is on hold, **On Hold** appears on the RealPresence Group system screen for 5 seconds.

Hold a Call and Answer a Call

At times, you might need to place a call on hold and answer an incoming call.

- » Touch **Hold + Answer**.

Hold a Call and Place a Call

To make an individual outgoing call while you are on a call, you must place the active call on hold.

- » 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.

- » 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.

TASK

- 1 Touch **Resume Call**.

Note: If the far-end site puts you on hold, a message displays for 5 seconds that you have been placed on hold.

End a Call

When your call is complete, hang up the call.

- » From the Call screen, touch **Hang Up**.

Multipoint Conference Calls

Conference, or multipoint, calls involve at least three different endpoints.

During a multipoint call, multiple sites can see and hear each other. You can also share content in a multipoint call, just as you can in a point-to-point call.

All systems can participate in multipoint calls. To host multipoint calls, your administrator must install the multipoint video option key. You can host multipoint calls using a video conferencing system with multipoint capabilities, or you can use a bridge, such as the RealPresence® Collaboration Server 800s.

Note: You cannot host multipoint video calls on RealPresence Group 300 and 310 systems.

How you place a multipoint call depends on whether you're using a RealPresence Group system or bridge with multipoint capabilities. The number of sites allowed in the call is determined by the capabilities of the system or bridge hosting the call.

Place a Multipoint Call by Adding Participants

To start a new multipoint call, you need to start with the first participant or site and then add others.

TASK

- 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.

Hold and Answer a Call in a Conference

While in a multipoint call, you might need to hold the main call and answer an incoming call.

- » Touch **Hold + Answer** to hold the current call and answer the incoming call.

Note: In a multipoint conference, you cannot put an individual participant in the meeting on hold and then resume that call.

Place a Call While a Multipoint Call is on Hold

You might find yourself needing to hold the conference call in order to make a new call.

- » Touch **Place a Call**.
Place the call using your preferred method.

Resume a Held Call in a Multipoint Call

When there is no active call, but there is a call on hold, you can resume the held call.

- » Touch **Resume Call**.

Hang Up an Individual Call in a Multipoint Call

In a multipoint call, you can hang up on calls individually.

- » 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.

- » 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.

TASK

- 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 multipoint call, you might be prompted to enter a meeting password.

TASK

- 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 Polycom Touch Control, touch **Keypad** from the Call screen.

Then use the keypad number buttons.

Microsoft Meetings

If your system is deployed in a Lync Server 2013 or Skype for Business 2015 environment, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers.


RealPresence Group systems can connect to Microsoft Exchange Server 2013 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 Lync 2013 or Skype for Business Server 2015 in order to join calendar meetings.

View Scheduled Meetings on the Calendar

If your RealPresence Group system 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 the your system is configured, private meeting details might not be visible.

- » 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.

Contact Presence States on the Polycom Touch Control

If your RealPresence Group 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

Content

You can show content in video calls a few different ways. To show people and content at the same time, the RealPresence Group systems must be configured for content. Besides showing content, you can also receive and work with Microsoft content when a user initiates a content-sharing request.

You can show the content from the following to the far-end systems:

- Any information stored on a computer connected directly to a RealPresence Group system or a Polycom touch device
- A DVD or DVR player connected directly to a Polycom system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)
- VisualBoard

This section describes how to share content using a connected computer or People+Content IP. For instructions on using VisualBoard, refer to the *VisualBoard Technology Application User Guide*.

If you attempt to display copyright-protected content on the local interface, such as from a DVD or DVR, the following message is shown on the RealPresence Group system: “This content is protected and cannot be displayed or shared.” This message appears in a call and out of a call.

You can show 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 if you need to. Participants at other sites can also show content or people video sources. Content shown is from one site at a time; another site sharing content overrides any content being shared.

When you are showing content, a message appears on your main monitor. Whether you also see the content on your monitor depends on how your system is configured.

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

Content Connections of 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.



Figure 2: Connections for RealPresence Group 310 and 500 systems

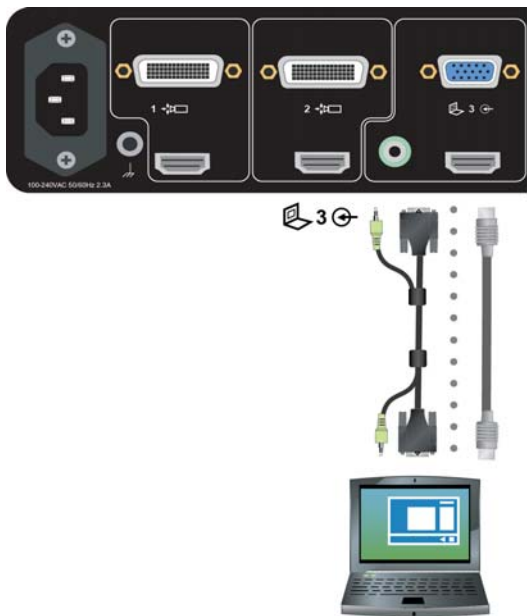


Figure 3: Connections for a RealPresence Group 700 system

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
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.


TASK

- 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 Touch Control to stop showing the content you are sharing from a computer connected to a RealPresence Group system.

TASK

- 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.



TASK

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

Share Content with People+Content IP

People+Content IP allows you to send content from a computer that is connected directly to a Polycom Touch Control.

TASK

- 1 Using the USB content cable, connect the computer directly to the underside of the Touch Control. If autorun is enabled on the computer, you are prompted to run People+Content IP. If autorun 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, shut down People+Content IP.

- » Click  in the People+Content IP application.

Share Content from a USB Drive









A Polycom Touch Control can show content stored on a USB drive.

TASK

- 1 Connect the USB device to the USB port on the right side of the Polycom Touch Control.








Figure 4: Connecting a USB Device to 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** button.
If another participant has People+Content IP connected to the RealPresence Group system to show content, that content must be stopped before the can show content from a USB drive.
- 4 Navigate to the file that you want to show.
The Polycom Touch Control can open slideshows (.pptx), documents (.pdf), 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 Touch Control 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 Touch Control 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.

TASK

- 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 configured, you can record calls in one or more ways. RealPresence Group 700 systems allow you to record calls using monitor 3.

If you have a different RealPresence Group system, you can record calls using Polycom RealPresence Media Suite.


Record and Stream with the 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 system.

Operation	FECC Key
Pause recording	
Start a recording	
Resume a paused recording	
Stop a recording	
Playback a recording	


TASK

- 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 can customize administration and user 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 for assistance.

Audio Adjustments


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

Adjust the Volume

You can raise or lower the volume of the meeting.

Changing the volume affects only the sound you hear at your site.

TASK


- 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 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.

- When your audio is muted, indicators on the microphone are red and a red microphone icon  appears on the monitor display.

TASK

- 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 Polycom Touch Control Ring Tone and Alert Volume

You can adjust the volume levels of the ring tone and user alert tones.

TASK

- 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

Besides managing audio and call settings, you can also manage the video and certain user interface settings.


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 system.

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.

TASK


- 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.

TASK

- 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.

TASK

- 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.

TASK

- 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, 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.

TASK

- 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 might be able to adjust other auxiliary cameras or far-end cameras that support pan, tilt, and zoom movement.

When you are in camera control mode, you can press and hold a number to save a preset.

TASK




- 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.

TASK

- 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.

TASK

- 1 From the Home screen, touch .
- 2 Touch the RealPresence Group Series **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 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.



Figure 5: EagleEye Director

TASK


- 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 might want to disable EagleEye Director tracking.

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

TASK

- 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.

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.

Presets allow you to do the following:

- Quickly point a camera at pre-defined locations in a room.
- Select a video source such as a document camera or an auxiliary camera.

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

These presets remain in effect until you change them.

If far-end camera control is allowed, you can create 10 presets for the far-end camera. These presets are saved only for the duration of the call. You might also be able to use presets that were created at the far end to control the far-end camera.


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.

TASK



- 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.

Instead, overwrite an existing preset with a new camera position.

TASK



- 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.

TASK

- 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

When you connect a Polycom SoundStation® IP 7000 conference phone to a Polycom RealPresence Group system, the conference phone becomes another interface 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 the Polycom web site.

This section includes the following topics:

Answer a Call with a Connected SoundStation IP




Use a connected SoundStation IP 7000 conference phone to answer incoming calls.

- » Press the **Answer** soft key on the conference phone.

Place a Call with a Connected SoundStation IP

It is easy to place a call using a SoundStation IP 7000 conference phone connected to a RealPresence Group system.

TASK

- 1 Press  on the conference phone and press the **Video** or **Phone** soft key.
- 2 On the conference phone keypad, enter one of these:
 - 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 Multipoint Call with a Connected SoundStation IP

It is simple to place a multipoint call by using a SoundStation IP 7000 conference phone that is connected to a RealPresence Group system.

TASK

- 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

It is intuitive to change the volume of a call on the SoundStation IP 7000 conference phone.

- » 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 system remote control.

Mute the Microphone

Muting audio is a one-step process with the SoundStation IP 7000 conference phone.

- » Press  on the conference phone.


You can also mute the audio using the mute button on the RealPresence Group system remote control or on a connected RealPresence Group system 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 with a Connected SoundStation IP

When your call is completed, quickly and easily end the call using the connected SoundStation IP 7000 conference phone.

TASK

- 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

Showing content with a SoundStation IP 7000 conference phone connected to a RealPresence Group system is a simple task.

- » 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.