



USER GUIDE

5.0.0 | September 2015 | 3725-63715-007

Polycom RealPresence Group Series



Copyright© 2015, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

End User License Agreement By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product. The EULA for this product is available on the Polycom Support page for the product.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

Contents

Before You Begin	1
Audience, Purpose and Required Skills	1
Get Help	1
Polycom Partner and Solution Resources	2
The Polycom Community	2
Getting Started with Polycom® RealPresence® Group Series	3
RealPresence Group System Power	3
Power On the RealPresence Group System	4
Power On Self Test (POST)	4
View POST Warnings	4
Wake a RealPresence Group System	4
Power Off a RealPresence Group System	4
RealPresence Group Series Icons and Menus	5
RealPresence Group Series Remote Control	5
Remote Control Buttons and Descriptions	7
Recharge the Remote Control Battery	8
Accessing Contacts	9
Contact Presence States on the Local Interface	9
Browse the Global Directory	10
Search for Directory Contacts	10
Managing Calls	11
Call by Entering a Name or Number	11
Call from the Contacts Screen	12
Call from the Recent Calls List	12
Call a Speed Dial Entry	13
Answer a Call	13
Ignore a Call	13
Hold a Call	13
Hold a Call and Answer a Call	14

Hold a Call and Place a Call	14
Switch Between Point-to-Point Calls	14
Resume a Call	14
Hang Up All Calls and Answer a Call	14
End a Call	15
Video Stopping and Starting	15
Stop Video Using the Remote Control	15
Start Video Using the Remote Control	15
Multipoint Video Calls	16
Place a Multipoint Call by Adding Participants	16
Place a Multipoint Call from Contacts	16
Place a Multipoint Call from Recent Calls	17
Hold and Answer a Call in a Conference	17
Place a Call While a Multipoint Call is on Hold	17
Switch Between Calls in a Multipoint Call	17
Resume a Held Call in a Multipoint Call	18
Hang Up an Individual Call in a Multipoint Call	18
Hang Up a Held Call and Add a Call	18
Hang Up All Calls	18
Passwords for Multipoint Calls	18
Enter a Meeting Password	19
Set Up a Meeting Password	19
Microsoft Meetings	19
View Scheduled Meetings with the Remote	19
Join a Scheduled Meeting from the Home Screen	20
Join a Scheduled Meeting from the Calendar	20
Calling with a Polycom SoundStation® IP 7000 Conference Phone	20
Answer a Call with a Connected SoundStation IP	20
Place a Call with a Connected SoundStation IP	21
Place a Multipoint Call with a Connected SoundStation IP	21
Control Volume with a Connected SoundStation IP	21
Mute Audio with a Connected SoundStation IP	22
End a Call with a Connected SoundStation IP	22
Display Content with a Connected SoundStation IP	22
Sharing and Managing Content	23
Polycom People+Content IP	23
Install People+Content IP	24
Show Content with People+Content IP	24
Stop Showing Content with People+Content IP	24

Content Connections of RealPresence Group Systems	25
Show Content from a Computer Connected to RealPresence Group System	26
Microsoft Content Management	27
Scroll and Zoom Microsoft Content	27
Control Microsoft Content	27
Return Control of Microsoft Content	28
Recording Calls	29
Record and Stream with Polycom® RealPresence® Media Suite	29
RealPresence Media Suite Connection Methods	30
RealPresence Media Suite TVUI Interface	30
Use the Remote Control to Record on the RealPresence Media Suite	31
Use Far End Controls to Record on the RealPresence Media Suite	31
Record Calls on a DVD or DVR	32
Record Calls with a Laptop or Tablet	32
Adjusting Audio, Video, and Call Settings	33
Administration Settings	33
Allow the Far-End System to Control Your Camera	33
Adjust for Room Lighting with the Remote Control	33
Configure Automatic Self View Control with the Remote Control	34
Use the Remote Control to Allow Video Display on the Web	34
Video and User Interface Adjustments	34
Switch Between Full-Screen Video and the Home Screen	35
Select Cameras with the Remote Control	35
Switch Between Cameras with the Remote Control	35
Adjust Cameras with the Remote Control	35
Select EagleEye Director Tracking Type in a Call	36
Enable EagleEye Director Tracking in a Call	36
Disable EagleEye Director Tracking in a Call	37
Camera Presets	37
View Stored Camera Presets with the Remote Control	38
Store a Camera Preset with the Remote Control	38
Move the Camera to a Stored Preset with the Remote Control	38
Audio Adjustments	38
Adjust the Volume	39
Mute the Microphone	39
Call Answering Selections	39
Temporarily Refuse Calls Using the Remote Control	39
Enable Answering Video Calls Automatically Using the Remote Control	40

Mute Automatically Answered Video Calls Using the Remote Control	40
Multipoint Viewing Modes	40
Set the Multipoint Viewing Mode	41
Multipoint Viewing Layouts	41
Change Multipoint Viewing Layout	42
Encryption and Security	42
Verify Encryption Check Code	42
Change the Call Security Level	43
Troubleshooting	44
Make a Test Call	44
System Information	44
Locate the System Serial Number	44
Locate the Software Version	44
Locate Active Alert Messages	45
Locate the IP Address and H.323 Extension Settings	45
Locate the LAN Status	45
Locate Diagnostics	45
Regulatory Notices	45

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
- *Polycom RealPresence Group Series Administrator Guide*, which describes how to configure, customize, manage, and troubleshoot RealPresence Group Series systems and the Polycom touch devices
- Setup sheets for your hardware
- Release notes
- *Polycom RealPresence Group Series Integrator Reference Guide*, which provides cable information and API command descriptions
- *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 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.

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: Options are enabled by your administrator

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 devices to it. After you have connected all of 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, you 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.

To power on the RealPresence Group system:

- » 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.

Power On Self Test (POST)

After being powered on, RealPresence Group 300, 310, 500, and 700 systems automatically perform system health checks before the systems are initialized.

This process is known as a power on self test, or POST. The status of the POST sequence is displayed with the LED indicator light on the front of the device, or for the RealPresence Group 700 system, in the text field display on the front of the system.

All test results are logged in the system memory. For more information about what the colors of the indicator lights mean, contact your administrator.

When the POST sequence completes with no severe errors, the RealPresence Group system starts normally.

View POST Warnings

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

- » Go to  > **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 technical support.

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.

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.

To power off RealPresence Group 300, 310, 500, and 700 systems:

- 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.

RealPresence Group Series Icons and Menus

Cycle through the icons at the bottom of the Home screen to access system features.

To accomplish tasks, you can press buttons directly on your remote control or use your remote control to navigate menus on the left side of the local user interface.

Available icons on the Home screen vary based on how your administrator configured the system.

Your system IP address, extension, and SIP address might be displayed on the Home screen if your administrator has configured them to be visible.

Icon	Description
	Menu - Displays the Menu screen, which allows you to place a call, change cameras, show content in a call, and show the Self View (PIP).
	Place a Call - Displays the keypad, recent calls, or contacts so that you can enter numbers, letters, or names to make a call.
	Content - Allows you to send content from a supported device. This icon appears only when a content source is detected.
	Settings - Displays the Settings screen, which allows you to open one of the following screens: <ul style="list-style-type: none">• System Information• User Settings• Administration

The following table shows the Settings Screen icons and their descriptions.

Icon	Description
	System Information - Displays the System Information screen, which allows you to obtain system details, view system usage, run diagnostic tests, and view call statistics.
	User Settings - Displays the User Settings screen, which allows you to change basic camera settings and to configure call and meeting preferences. This screen is only available if your administrator has allowed you access to the user settings.
	Administration - Displays the Administration screen, which allows you to configure location settings, specify LAN properties, and manage some user security settings. This screen is only available if your administrator has allowed you access to the administration settings. Once an admin password is configured, this icon changes to a padlock.

RealPresence Group Series Remote Control

The infrared 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.

Note: Remote control is disabled when the system is paired

When the RealPresence Group Series system is paired with an optional Polycom touch device, the infrared remote control is disabled. This insures that only one device is controlling the system.

Remote Control Buttons and Descriptions

Descriptions of the remote control parts are shown in the following table and corresponding graphic.

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
1	LED IR emitter	
2	Decrease speaker volume.	
3	Increase speaker volume.	
4	Zoom camera out.	
5	Zoom camera in.	
6	Press center Select button to select highlighted menu item.	
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.	
8	Delete letters or numbers or go back to a previous screen.	
9	Display the Menu screen.	
10	Return to the Home screen.	
11	Place, 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) 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.

To recharge the remote control battery:

- 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.

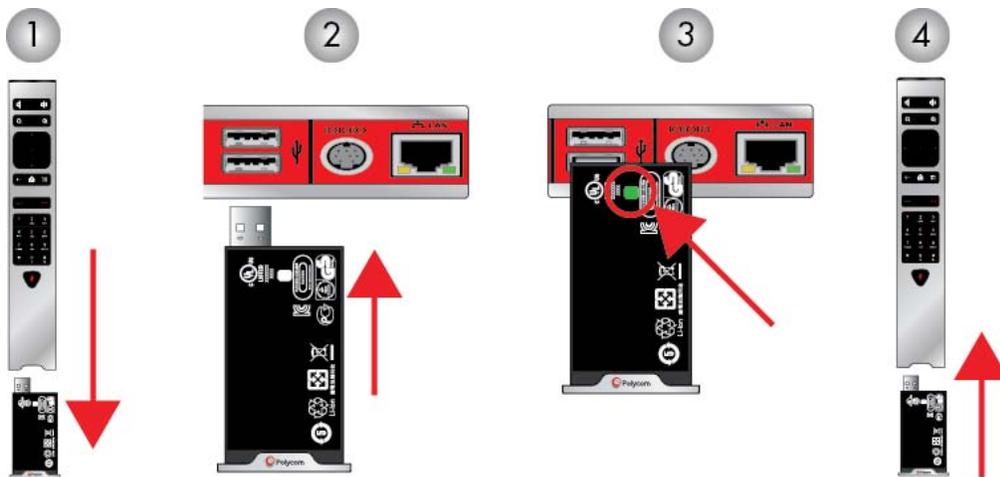


Figure 1: Recharge the Battery: RealPresence Group 300, 310, 500 and 700 Systems

Accessing Contacts

Before you start calling with your RealPresence Group system, it is important to learn about how the directory is set up by your administrator. After reading this information, contact your administrator with any further questions about the directory setup.

The directory on your RealPresence Group system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you might be prompted to save the contact information in the directory when the call ends.

Sites that you have added are stored on your RealPresence Group system as Contacts. Everyone at your site who uses the system can use the contact entries to place calls. Users at other sites cannot access the contacts on your system.

Polycom RealPresence Group systems support up to 2,000 contacts, or an unlimited number of contacts when the RealPresence Group system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. You might also be able to search a directory, view a list of Microsoft Lync or Skype for Business contacts, see if the contacts are online, and call contacts without knowing or remembering their numbers. These contacts appear on the RealPresence Group system when your system is registered with one of the supported Microsoft servers. 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 on the Local Interface

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

Icon	Presence	Description
	Available	The user is available either in or out of a call
	Do Not Disturb	The user is set to Do Not Disturb or Busy

Icon	Presence	Description
	Unknown Presence	The user's presence state is unknown or offline
	Idle	The user is inactive or 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.

To browse the Global Directory on a RealPresence Group system:

- 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: Directory searching

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

To search for directory contacts:

- 1 With your remote control, 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.

Managing Calls

There are several ways to initiate calls. The most basic calling tasks include the placing calls, answering calls, and ending calls.

You can perform all of the functions that are available when making conventional calls, plus you can make multipoint conference calls, stop and start your video, and more.

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's **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: Keyboard button does not display if USB keyboard is active

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)

To place a call by entering a name or number:

- 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, touch . Touch and hold keys to access accented characters. 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, touch .

To delete a number or letter, press  on the remote control.

- 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  on the remote control to place the call or select **Place a 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.

To place a call from the Contacts screen:

- 1 Navigate to  > .
- 2 With your remote control, highlight the entry on the RealPresence Group system screen and select **Call** or press .
To see more details about an entry, select **Info**.
- 3 To search for an entry in the directory, enter the contact name, then select the **Search** keyboard key.

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.

To place a call from the Recent Calls list:

- 1 Press  and on the local interface, select .
- 2 Highlight the entry you want to call.
- 3 Press **Select** and **Call**, or to use your remote control, select .
You can filter the list by touching **All**, **Placed**, or **Received**.

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.

To call a speed dial entry:

- 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.

To answer a call 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.

To ignore an incoming call:

- » 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.

To place a point-to-point call on hold:

- 1 Press **Menu** 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.

To place a call on hold to answer a call:

- » Use your remote control to select **Hold + Answer**.
If you want to hang up on the call that has been on hold the longest, select **Hang Up + 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.

To make an outgoing call while a call is 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.

To switch between calls:

- 1 Press  **Menu**.
- 2 Select **Switch To**.

Resume a Call

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

To resume a held call:

- » Use your remote control to select **Manage > On Hold > Resume Call**.

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.

To hang up all point-to-point active and held calls:

- » 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.

To hang up a call:

- » On the remote control, press .

Video Stopping and Starting

Whether you are in a call or before a call begins, you can start and stop sending your video at any time.

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.

Note: Stopping video in Microsoft environments

In Microsoft Lync 2013 or Skype for Business 2015 environments when your video is stopped, video transmission 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.

Stop Video Using the Remote Control

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

To stop video in or out of a call:

- 1 Using the local interface, go to  > **My Video**.
- 2 To stop video, select **Camera Off**.

When you stop the video, a video pause icon appears on the display.

Start Video Using the Remote Control

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

To start video in or out of a call:

- 1 Using the local interface, go to  > **My Video**.
- 2 To start video, select **Camera On**.

When you start the video, the video pause icon disappears from the display.

Multipoint Video Calls

Multipoint video calls, or conferences, 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: Multipoint limitation

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.

To place a multipoint call by adding participants to a call:

- 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 Multipoint Call from Contacts

If the sites you want to call are part of your contacts list, you can place a multipoint call from the Contacts screen.

To place a multipoint call using Contacts:

- 1 Using your remote control, select  and navigate to  on your system screen.
- 2 Highlight an entry in the **Contacts** list.
- 3 On your remote control, press , or press **Select**, and navigate to **Call** on your system screen.

Your system attempts to call the site using a pre-defined list of call types, if it is configured to do so. For more information, contact your system administrator.

Place a Multipoint Call from Recent Calls

You can conveniently place a multipoint call to sites you recently called from the Recent Calls screen.

To place a multipoint call using Recent Calls:

- 1 Using your remote control, press  and select .
- 2 Highlight an entry in the **Recent Calls** list.
- 3 Press , or press **Select**, and navigate to **Call** on your system screen.

If it is configured to do so, your system attempts to call the site using a pre-defined list of call types. Contact your system administrator for more information.

Hold and Answer a Call in a Conference

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

To hold the main call and answer an incoming call:

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

Note: Holding individual calls in a multipoint conference

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.

Place a Call While a Multipoint Call is on Hold

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

To make an outgoing call while a call is on hold:

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

Switch Between Calls in a Multipoint Call

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

To switch between calls:

- » Use your remote control to select **Manage**.
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.

To resume a call on hold:

- » If you have a single call on hold with no active call, to resume the call on hold, select **Resume Call**.

Hang Up an Individual Call in a Multipoint Call

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

To hang up an individual call in a multipoint call:

- 1 Using your remote control, press .
- 2 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.

To hang up the call that has been on hold the longest and add an incoming call to the 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.

To hang up all calls in a conference call:

- 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.
 - If a meeting password has been set for a call, People+Content IP clients must enter the password before joining the meeting.

Enter a Meeting Password

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

To enter a meeting password:

- » If a prompt appears on the screen, use the remote control or on-screen keypad to enter the password.
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.

Set Up a Meeting Password

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

To configure a meeting password:

- 1 From the Home screen, select  **Menu** > **Settings** >  **User Settings** > **Meetings**.
- 2 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.
- 3 Press  to save your change and return to the Home screen.

Microsoft Meetings

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: Scheduled meetings

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.

To view scheduled meetings from the calendar using the remote:

- » 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.

To join a scheduled meeting:

- 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.

To join a meeting from the calendar:

- 1 Select the **Calendar** tab.
- 2 Use the arrow keys on the remote control to move the focus on the screen to the Calendar block.
- 3 Use the arrow keys to move the focus to the meeting you want to call into, and then click **Join**.

Calling with 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.

Answer a Call with a Connected SoundStation IP

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

To answer a call using a connected SoundStation IP 7000 conference phone:

- » 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 conference phone connected to a RealPresence Group system.

To place a point-to-point call using a connected SoundStation IP 7000 conference phone:

- 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 conference phone that is connected to a RealPresence Group system.

To place a multipoint call using a connected SoundStation IP 7000 conference phone:

- 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 conference phone.

To control volume in a call using a connected 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 Audio with a Connected SoundStation IP

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

To mute audio in a call using a connected 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 conference phone.

To end a call using a connected SoundStation IP 7000 conference phone:

- 1 Press  on the conference phone to hang up the call.
- 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 conference phone connected to a RealPresence Group system is a simple task.

To start or stop showing content using a connected SoundStation IP 7000 conference phone:

- » 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: Content and RealPresence Group 300 systems

You can only show content with a RealPresence Group 300 system by using the People+Content IP application.

Sharing and Managing Content

To show people and content at the same time, the RealPresence Group systems must be configured for content.

You can show 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 RealPresence Group system
- Content from the Polycom People+Content™ IP application (installed on a computer and connected to the Polycom RealPresence Group system)
- VisualBoard

Note: Copyright-protected media

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 or projector depends on how your system was configured.

Note: Showing content on RealPresence Group 300 system

To show content on a RealPresence Group 300 system, you must use People+ContentIP.

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: Showing content recommendations

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.

Install People+Content IP

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

To install People+Content IP on a computer:

- 1 On a computer, go to <http://www.polycom.com>.
In the Search box, type `PPCIP application download`.
- 2 Download and install the People+Content IP software.

Show Content with People+Content IP

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

Note: Multiple windows and People+Content IP

If you are using multiple windows on your computer, move the People+Content IP icon to the window you want to share.

To start showing content:

- 1 On your computer, start the Polycom People+Content IP 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 On the computer, click **Connect**.
- 4 In People+Content IP, open the content you want to show, and click .

Stop Showing Content with People+Content IP

When you are done showing content, you must shut down People+Content IP.

To stop showing content:

- 1 If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
- 2 Click  in People+Content IP.

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: 3.5 mm audio input and content

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, 3.5mm audio functions as program audio input mixed into the RealPresence Group system. 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

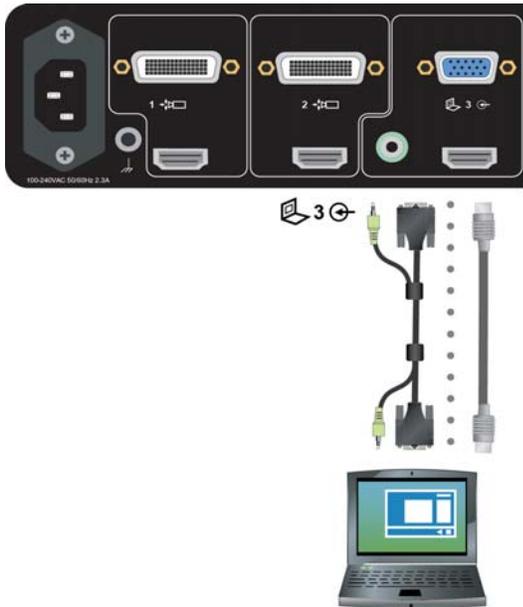


Figure 2: Connections for a RealPresence Group 700 system

Show Content from a 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: Resolution and refresh rates

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 select  > **Select** on your remote to turn on and off the last used content source.

Microsoft Content Management

Your RealPresence Group 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 RealPresence Group systems 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 RealPresence Group system in an active call, and a USB mouse is connected to the system, you can scroll and zoom on the RealPresence Group system monitor in order to see all the shared content.

To scroll and zoom:

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

Control Microsoft Content

RealPresence Group Series can control content received from Microsoft Lync 2013 and Skype for Business 2015 clients, when the clients give control to RealPresence Group Series and when a USB mouse is connected to the system.

Microsoft clients must select the specific RealPresence Group Series they want to give control to. After a RealPresence Group system receives content from the client in an active call and takes control of content received from the client, the Real Presence Group system can open and use shared applications, programs, and files on the system with the client using a connected USB mouse and keyboard.

Note: Normal Microsoft feature restrictions apply

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.

To control content from a Microsoft client:

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

To return control of the Microsoft content:

- 1 Connect a mouse to the RealPresence Group system.
- 2 On the local interface, clear the **Control Remote** checkbox. The Microsoft client now controls the shared content. The RealPresence Group Series 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.

Record and Stream 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 RealPresence Group system, or for turning a RealPresence Group system into a web-cast studio.

RealPresence Media Suite integrates with RealPresence Group systems to allow you to record or live-stream a call using the following methods:

- **Dial RealPresence Media Suite directly:** Use the default recording settings defined by a RealPresence Media Suite administrator. Before recording a call using this method, you must obtain the IP address, H.323 extension, or SIP URL of the RealPresence Media Suite.
- **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 must obtain the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

Note: Access to recordings

You have immediate access to play a recording back as long as the Media Manager 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 a RealPresence Media Suite.

Media Suite Type	Connection Method	Example
Media Suite system	If the RealPresence Group 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 RealPresence Group system is registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.	1234
	If the RealPresence Group 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 TVUI Interface

When you establish a connection to a RealPresence Media Suite, the TV Interface (TVUI) with buttons and far-end controls appear.

Unless the administrator for the RealPresence Media Suite has disabled the **Start Recording Immediately** option, the recording starts immediately after the TVUI opens.

You can dial a RealPresence Media Suite and activate the controls on the TVUI using your remote control or a supported touch device.

RealPresence Media Suite DTMF Codes

You can use the RealPresence Group system local interface to start, pause, resume, stop, and playback a RealPresence Media Suite recording.

Note: Recommended recording procedure

Polycom recommends that you record using the RealPresence Media Suite User Portal for ease of use.

The supported DTMF codes for activating the button controls on the TVUI are listed in the next table. The far end controls are presets that correspond to the button controls on the TVUI. You activate these controls by using the selection buttons (Left, Up, and Right) on the remote control.

TVUI State	Operation	DTMF 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

Use the Remote Control to Record on the RealPresence Media Suite

To activate TVUI button controls using a remote control:

- 1 To dial the Media Suite, press  on your remote or navigate to .
- 2 In the dialing field, enter the number of the RealPresence Media Suite you want to call as follows:
 - **Numbers:** To enter numbers, select each number on the keypad with the remote control or enter numbers on your remote control.
 - **Letters:** To enter letters, select **Keyboard**. Then use your remote control to select each letter on the on-screen keyboard. Or you can use the text-entry method commonly used with cell phones to select letters directly on your remote control.
 - **Backspace:** To delete a number or letter, press  on the remote control.
- 3 If the recording does not start immediately, press *2 on the remote control to start the recording.
- 4 When you are done recording, press *3 on the remote control.
- 5 To playback the recording, press *5 on the remote control.

Use Far End Controls to Record on the RealPresence Media Suite

To activate TVUI far end controls using a remote control:

- 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.

To record a call using a DVD or DVR device:

- 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.

To record a call using a laptop or tablet:

- 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.

Adjusting Audio, Video, and Call Settings

Depending on how your system is configured by your administrator, you can customize much of what you see on the RealPresence Group system or touch device screen.

Administration Settings

If your administrator allows access, you can configure some of the Administration settings using your remote control.

The information you can change relates to language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, Polycom highly recommends contacting your administrator for assistance.

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: Setting display is immediate

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

To allow others in the call to control your camera:

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

Adjust for Room Lighting with the Remote Control

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: Backlight control display

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

To turn backlight compensation on:

- » From the Home screen, select  > **User Settings > Camera > Backlight Compensation** and enable the setting.

Configure Automatic Self View Control with the Remote Control

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

To enable or disable the Automatic Self View Control:

- 1 From the Home screen, select  > **User Settings > Camera**.
- 2 Select the **Automatic Self View Control** checkbox.

Use the Remote Control to 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: Default setting does not allow video display

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.

To allow the display of video on the web:

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

Video and User Interface 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.

To switch between the Home screen and full screen:

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

Select Cameras with the Remote Control

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 or far-end cameras that support pan, tilt, and zoom movement. You can adjust the far-end camera only if it is configured at the far end to allow you to control it.

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

To select a near-end or far-end camera, do one of the following:

- 1 If you are not in a call, go to  > **Cameras** > **Select Camera**.
Select the camera or other video source you want to use. If a single camera is connected to your system, **Select Camera** displays what the attached camera sees.
- If you are in a call, select  > **Cameras**.
Then select **Near Cameras** for near-end control or **Far Cameras** for far-end control.

Switch Between Cameras with the Remote Control

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

- » To switch between **Near Cameras** and **Far Cameras** without accessing the menu, press **Select** on the remote control while in a call.

Adjust Cameras with the Remote Control

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

Note: Turn camera tracking off before adjustments

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:

- 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.

Select EagleEye Director Tracking Type in a Call

If your administrator has enabled Administration settings for users in the local interface, you can set the tracking type to use in a call:

- **Voice:** Moves the view between the speaker and the room during a meeting.
- **Direct Cut:** Moves the view directly from speaker to speaker.

To select the camera tracking type:

- 1 Select **Settings > Administration > Camera Tracking**.
- 2 For the **Tracking Mode** setting, do one of the following:
 - Select **Voice** to track the speaker. When another speaker starts talking, the view switches from the first speaker to the room, then to the next speaker.
 - Select **Direct Cut** to track directly from speaker to speaker. You must recalibrate the left camera when you select **Direct Cut** mode.

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 1: EagleEye Director

To enable EagleEye Director tracking in a call:

- » Use the remote to select  > **Cameras > Start Camera Tracking.**

The Mute and Unmute tracking functions on the microphone and remote now work.

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.

To disable EagleEye Director tracking in a call:

- » Use the remote control to select  > **Cameras > Stop Camera Tracking.**

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

Camera Presets

Camera presets are stored camera positions that you can create ahead of time 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 Layout:

- 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 with the Remote Control

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

To view stored presets:

- 1 Using your remote control, press .
- 2 On the local interface, 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 with the Remote Control

You cannot delete a preset.

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

To store a preset:

- 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 with the Remote Control

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

To move the camera to a stored preset using the remote control:

- 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.

Audio Adjustments

You can control several audio settings on your RealPresence Group system and control devices. However, it is important that you do not move the microphones as this might detract from the audio quality.

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.

To adjust the volume:

- » On 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.

To mute the microphone:

- » 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.

Call Answering Selections

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

Temporarily Refuse Calls Using the Remote Control

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.

To temporarily refuse incoming calls using the remote control:

- 1 Navigate to  > **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 Using the Remote Control

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: Security risk and auto-answering calls

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.

To use the remote control to enable automatically answering video calls:

- 1 Navigate to  > **User Settings** > **Meetings**.
- 2 Set **Auto Answer Point-to-Point Video** or **Auto Answer Multipoint Video** to **Yes**.

Mute Automatically Answered Video Calls Using the Remote Control

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: Automatic muting

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

To mute automatically answered video calls using the remote control:

- 1 Navigate to  > **User Settings** > **Meetings**.
- 2 Select **Mute Auto Answer Calls**.
- 3 After the call connects, press  on the remote control when you're ready to unmute the microphones.

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

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 RealPresence Groupsystem 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.

To set your multipoint viewing mode:

- 1 In the local interface, go to  > **User Settings > Meetings**.
- 2 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: Layout option limitation

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.

To change your layout during a multipoint call:

- 1 With your remote control, 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.

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: Communicate state of padlock icons

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.

To verify the check codes match:

- 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, touch **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 it higher than the default setting.

To change the security level while in a call:

- 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. First though, if you are having problems making a call, try the troubleshooting tips and then call our test numbers.

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 on the local interface of the RealPresence Group system.

- » To locate the system serial number (14 digits), go to  > **System Information** > **Information** > **System Detail** or locate the number on the back of the system.

Locate the Software Version

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

- » To locate the software version, go to  > **System Information** > **Information** > **System Detail**.

Locate Active Alert Messages

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

- » To locate the active alert messages, go to  > **System Information** > **Status** > **Active Alerts** for messages generated by your system.

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.

To locate the IP address and H.323 extension settings:

- » Go to  > **System Information** > **Information** > **Network**.

Locate the LAN Status

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

To locate LAN status:

- » Go to  > **System Information** > **Status** > **LAN**.

Locate Diagnostics

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

To locate diagnostics:

- » Go to  > **System Information** > **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: EagleEye Acoustic camera interoperability

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