



User's Guide

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Polycom® RealPresence® Group Series and the Polycom Touch Control

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User's Guide for the Polycom® RealPresence® Group Series and the Polycom Touch Control

This guide includes overview information that you might find helpful when you're just starting to learn about video conferencing or if you need a quick refresher. It also includes step-by-step instructions for everyday video conferencing tasks.

The latest user information about version 4.1.3 of the Polycom® RealPresence® Group systems software, version 4.1.3 of the Polycom Touch Control Operating System software, and version 4.1.3 of the Polycom Touch Control Panel software is provided in this guide.

Polycom RealPresence Group systems, accessories, and the Polycom Touch Control



Polycom RealPresence Group systems and Polycom Touch Control 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, please talk to your administrator.


Using the Polycom Touch Control

You use the Polycom Touch Control to place calls, adjust the volume, control the camera, show content, and select options.

The Polycom Touch Control User Interface




The Polycom Touch Control Interface

Number	Description
1	Use the Polycom Touch Control to control a Polycom RealPresence Group system
2	Touch the screen to select an item. Drag your finger across the screen to scroll.
3	Scroll left and right on the Home screen for quick access to common calling and configuration tasks.
4	Touch Back to go to the previous screen. Touch  to go to the Home screen.
5	Use the Call Screen for quick access to common tasks while you are in a call.

The RealPresence Group systems and the EagleEye cameras have infrared receivers. You can control your RealPresence Group system by pointing the remote control toward the RealPresence Group system or the EagleEye camera (if connected). 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.


Powering On and Off

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 will use, connect the power and power on the RealPresence Group system.

It is also important to note that Polycom RealPresence Group 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.

To power on the RealPresence Group System:

Do one of the following:


- Press any button on the remote control or pick up the remote control to wake up the system if it is asleep.
- Touch and hold the  power sensor on the front of the system. Because the power sensor is touch sensitive, you can touch your finger on or close to the sensor.

The Polycom splash screen is displayed within several seconds.

To power on the Polycom Touch Control:

- » Reconnect the LAN cable to the underside of the device. The Home button is lit when the device is powered on.

To power off the Polycom Touch Control:

- 1 From the Home screen, touch .
- 2 Scroll to **Power**.
- 3 Select **Touch Control Power**.
- 4 In the menu that appears, select **Power Off the Touch Control**. If you choose to power off the Polycom Touch Control, you must disconnect and reconnect the LAN cable to power it on again.

To wake up the Polycom Touch Control:



- » The Polycom Touch Control goes to sleep after 2 minutes of inactivity. Touch the screen to wake it up.

Pairing with a RealPresence Group System



Before you make a call using the Polycom Touch Control, you must pair the Touch Control with a RealPresence Group system. After the devices are successfully paired, the connection persists until you either disconnect or power off the RealPresence Group system.

To pair with a RealPresence Group system:

- 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. A message displays when the connection is successful.

To disconnect from a Group system:

- 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 Enter your **Admin ID** and **Admin Password**.
- 5 Touch **Forget This Device**.
The IP Address field is now blank.

Calling and Answering

To place, answer, and end calls, refer to the following sections:

[Calling by Entering a Name or Number](#) on page 4




[Answering a Call](#) on page 5

[Call Screen](#) on page 5

[Ending a Call](#) on page 6


Calling by Entering a Name or Number

To place a call by entering a name or number:

- 1 From the Home screen, touch .
- 2 In the dialing field, enter the dialing information as follows:
Letters: To enter letters, touch  **Keyboard**. Touch and hold keys to access accented characters.
Backspace: To backspace, touch  **Delete**.

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)

- user@domain.com (SIP)
- 3 Touch  to place the call.

Calling 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 Favorites screen:

- 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.

Calling 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 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**.
To see more details about a call listed on the Recent Calls screen, touch  next to the entry.

Answering a Call

If the Polycom RealPresence Group system does not answer incoming calls automatically, you are prompted to answer manually. Touch **Answer** or **Ignore** when a call comes in.

Call Screen

When you are in a call, the Call screen appears. From the Call screen you can complete these tasks:

- Touch the **Volume** slider to adjust the volume at your site.
- Touch the **Mute** icon to mute or unmute your microphones.
- Touch **Hang up** to end the call.
- Touch **Add call** to add another call participant.
- Touch **Cameras** to adjust the cameras or view presets.
- Touch **Show Content** to select, start, or stop content.
- Touch **Layout** to choose a video layout at your site.

If you navigate away from the Call screen during a call, you can return to it at any time by touching the green **Back to the Call** button.

Ending a Call

To hang up a call:

- » From the Call screen, touch **Hang Up**.
If prompted, confirm that you want to hang up.


Using Call Hold and Resume

The RealPresence Group system supports call hold and resume in Microsoft Lync 2013 and H.323 calls. Putting a call on hold pauses audio and video bidirectionally between RealPresence Group systems, remote Lync clients, or Lync A/V MCUs.

Point-to-Point Hold and Resume

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 call on hold:

- » Touch **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.

To place a call on hold to answer an incoming call:

- » Touch **Hold + Answer**.



The Polycom Touch Control does not support **Hang Up 1 + Answer**.

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

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

To switch between calls:

- » Touch **Switch To**.

To resume a held call:

- » Touch **Resume Call**.



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

Multipoint Hold and Resume

In a multipoint call, you can do all of the point-to-point hold and resume tasks, with one exception. You cannot hold and resume individual calls in a multipoint conference. For information on point-to-point call and hold tasks, see [Point-to-Point Hold and Resume](#).

To manage an incoming call while on a call:

- » Touch one of the following:
 - Touch **Add to Call** to add the call to the conference.
 - Touch **Ignore** to choose not to answer an incoming call.
 - Touch **Hold + Answer** to hold the current call and answer the incoming call.



The Polycom Touch Control does not support **Hang Up 1 + Answer** or **Hang Up All + Answer**.

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

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


To switch between calls:

- » When one call is on hold and one call is active, a Manage button displays on the Call screen. Touch **Manage** to display the Manage screen, then touch **Switch To** to change to the other call.

To resume a call on hold:

- » If you have a single call on hold with no active call on the Call screen, touch **Resume Call**.

Participating in Encrypted Calls

If encryption is enabled on the system, a locked padlock icon  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 lock 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.



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

Using Encryption Check Code on H.323 Point-to-Point Calls

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; in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

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. Polycom recommends verifying this check code at each site to protect against a third-party eavesdropping on calls.

To verify the check codes match:

- 1 Place an encrypted H.323 point-to-point call between two sites.
- 2 On the Call screen, touch **View Call Statistics**.
- 3 At **Call Encryption**, locate the 16-digit check code as in the following example:
ABC-123/ab-1234 / **1a2b34c99009d66e**
- 4 Verbally verify that the check code is the same at both sites.
- 5 Do one of the following:
 - If the codes match, the call is secure. Proceed with the call.
 - If the codes do not match and the call is not a multipoint call on an external MCU, the call might be compromised. Hang up the call and contact your system administrator.

Controlling What You See

You can control the following visual settings on your RealPresence Group system:

[Viewing Details About Your System](#) on page 8

[Adjusting Touch Control Brightness](#) on page 9

[Selecting and Adjusting a Camera or Other Video Source](#) on page 9


[Enabling and Disabling Tracking in a Call](#) on page 10

[Setting and Using Camera Presets](#) on page 11

Viewing Details About Your System

You might need to view certain system details to do video conferencing tasks, such as pairing, or to perform troubleshooting tests to provide information for your administrator or technical support.


To view your system details:

- 1 On the Home screen, touch **System** and then .
The following Touch Control information is displayed:
 - Model
 - Hardware Version
 - Serial Number
 - Panel Software
 - Operating System Version
 - Kernel Version
 - MAC Address
 - IP Address
- 2 To view a paired Group system's details, touch the **RealPresence Group Series System** tab.

Adjusting Touch Control Brightness

You can adjust the brightness of the Polycom Touch Control screen.

To adjust the Polycom Touch Control display brightness:


- 1 From the Home screen, touch .
- 2 Select the **Touch Control** tab if it is visible.
- 3 Use the slider under **Display** to adjust the display's brightness.

Selecting and Adjusting a Camera or Other Video Source

You can use the Polycom Touch Control to select and adjust the main camera or other near-end or far-end video sources, such as document cameras or computers. 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. For more information about presets, see [Setting and Using Camera Presets](#) on page 11.

To select a near-end or far-end camera, or other video source:

- 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 **Near** or **Far** to select either near-end or far-end control.
- 4 The icon for the video source moves up slightly on the screen, and the video source is shown to the call participants.

To adjust a Polycom EagleEye III, Polycom EagleEye IV, Polycom EagleEye Acoustic, or Polycom EagleEye Director using the Polycom Touch 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 only adjust a camera at the far end that has a current speaker.

- 2 Touch **Control Camera**.
- 3 Touch the arrow buttons on the Polycom Touch Control to move the camera up, down, left, or right.
- 4 Touch  and  to zoom out and zoom in.



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

Using the Polycom EagleEye IV Camera

The Polycom EagleEye IV cameras are completely digital with a 4k sensor designed to work with RealPresence Group Series systems. These cameras support 1080p60 resolution and are available with either 12x or 4x zoom capabilities.

Polycom EagleEye IV



EagleEye IV cameras also have an available privacy cover, wide-angle lens, and digital extender. For more information, refer to *Installing the Polycom EagleEye IV Wide Angle Lens*, *Setting Up the Polycom EagleEye IV Cameras*, *Setting Up the Polycom EagleEye IV Camera Privacy Cover*, and *Setting Up the Polycom EagleEye Digital Extender* available at support.polycom.com.

Using EagleEye Director Tracking in a Call

Enabling and Disabling Tracking in a Call

EagleEye Director



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.

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.

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.

To disable EagleEye Director tracking in a call:

- » On the Polycom Touch Control Home or Call screen, touch **Cameras** and select **Stop Camera Tracking**.

To enable EagleEye Director tracking in a call:

- » On the Polycom Touch Control Home or Call screen, touch **Cameras** and select **Start Camera Tracking**.

Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call.

Presets allow you to:

- 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's 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.



Points to note about camera control and layouts:

- 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.

To view presets or move the camera to a stored preset:

- 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. Solid preset icons indicate stored camera positions. Transparent icons indicate unassigned presets.

- 4 Touch a number to go to a saved preset.

To store a preset:

- 1 From the Home screen or Call screen, touch **Cameras**.
- 2 If you are in a call, touch **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.

Controlling What You Hear

You can control the following audio settings on your RealPresence Group system:

[Adjusting Volume](#) on page 12


[Muting the Microphone](#) on page 12

[Adjusting Touch Control Volume](#) on page 13

Adjusting 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:


- 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 and in the top right corner of other screens.

Muting the Microphone

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

To mute or unmute the microphone:

- » From the Home screen, touch . On the audio screen you can touch  **Mute** to control your microphones. When you are in a call, mute controls are available on the Call screen.

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



Points to note about muting the microphone:


- 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.

Adjusting Touch Control Volume

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

To adjust the Polycom Touch Control volume:

- 1 From the Home screen, touch .
- 2 Touch the **Touch Control** tab.
- 3 Use the **Volume** slider to adjust the Polycom Touch Control volume.

Showing 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 Polycom RealPresence Group system or a Polycom Touch Control
- Some types of information stored on a USB drive
- A paper document or object placed on a document camera



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.





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

Showing Content from a Computer Connected to a Polycom Touch Control

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

To start showing content from a computer connected directly to the Touch Control:

- 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 .



Showing Content with 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 the Polycom Touch Control.




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.

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.
To view the IP address of the RealPresence Group system, touch  and then touch the **RealPresence Group Series System** tab from the Home screen. Then under the **RealPresence Group Series System** heading, scroll down to **IP Address**.
- 3 On the computer, click **Connect**.
- 4 In People+Content IP, open the content you want to show, and click .

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.
- 3 Click **Disconnect**.

Showing Content from a Computer Connected to RealPresence Group Systems

To start showing content:

- 1 From the Home screen or Call screen, touch **Show Content**.
- 2 Touch the video source to start showing content. Touch it again to stop showing content.



Points to note about showing content:

- 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.

To stop showing content:

- » From the Content screen, touch the computer source to stop showing it.

Showing Content from a USB Drive

A Polycom Touch Control can show content stored on a USB drive. You can annotate the file while showing it to the far-end sites.

To show content from a USB drive using a Polycom Touch Control:

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

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 Polycom Touch Control 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.ppt), 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 .

To annotate the content:

- 1 While you are showing content from a USB drive, touch  to access the annotation toolbar.
 - Touch  to draw red lines on the content.
 - Touch  to add yellow highlighting to areas of the content.
 - Touch  to white out areas of the content.
- 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 . The annotations are automatically cleared when you go to another page or touch **Stop Content**.



While you are in annotation mode, you cannot navigate between pages. To view another page, you must exit annotation mode.

Showing Content from a Document Camera

Depending on how your system is configured, you might be able to show different types of information to other sites in a call, such as through a document camera.

Before the call begins:

- Make sure the document camera is connected and powered on. Refer to the setup sheet that came with your system.
- Position your document or object on the document camera or insert a DVD.

To start showing a document or object in a call:

- » From the Home screen or Call screen, touch **Show Content**.
The icon for the video source moves up slightly on the screen, and the content is shown to the call participants.

To stop showing a document or object in a call:

- » From the Content screen, touch the content source to stop showing it.
The icon for the video source moves down on the screen, and the content is no longer shown to the call participants.

Working with Directory and Contact Entries

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.

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.



For information about using a Microsoft Office Communications Server or Microsoft® Lync™ Server directory, refer to [Performing Tasks Involving Microsoft Office Communications Server or Lync Contacts](#) on page 23.

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. They can also support the following:

- An unlimited number of contacts when the RealPresence Group system is registered with Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 or 2013.
- Up to 200 additional contacts with presence when registered with a Polycom Converged Management Application™ (CMA®) system

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

Including Multiple Sites in Video Calls

Multipoint 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 RealPresence Group 500 or 700 system must have a multipoint video option key installed. 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.



You cannot host multipoint video calls with a RealPresence Group 300 system.

Placing a Multipoint Call

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.

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

- 1 Call the first site.
- 2 After the call connects, touch **Add Call Participant** from the Call screen.
- 3 Place a call to the next site. For more information, refer to [Calling by Entering a Name or Number](#) on page 4.
- 4 Repeat the above steps until all sites are connected.

Hanging Up a Multipoint Call

To hang up an individual call in a multipoint call:

- » On the Active Call screen, select the call that you want to hang up and touch **Hang Up**.

To hang up all calls in a multipoint conference call:

- » At the top of the Active Call screen above the list of individual calls, touch **Hang Up**.

Passwords for Multipoint Calls

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



Points to Note about Meeting Passwords:

- If you need to generate touch tones (DTMF tones), touch **Keypad** from the Call screen. Then use the keypad number buttons.
- 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.

To configure a meeting password:

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series System** tab.
- 3 In the **Meeting Password** field under **Meetings**, enter the password.

Multipoint Viewing Modes

The multipoint viewing mode configured on the host system is the one used in the call. The default mode is **Discussion**, however, your administrator might have configured one of the other modes for your system.

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.

When you use two monitors of equal size, you can have eight-way multipoint calling, depending upon 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, please talk to the administrator of your RealPresence Group system.



If you are not in an RMX system call, your only layout option is **Browse**.

To change your layout during a multipoint call:

- » **Browse:** This option takes you back to the main video so that you can cycle through the available layouts. The available layouts depend upon certain factors, such as how many participants are in the call or the content status.

Multiple Layouts in Lync Calls

In a Microsoft Lync 2013-hosted multipoint or point-to-point call, you can now view multiple far-end sites in layouts. In previous RealPresence Group system releases, you could only see the dominant speaker in Voice Switching Mode. You can see five far-end sites on Lync-hosted multipoint calls.

Changing the Way Calls Are Answered

To change the way calls are answered, you might want to change the default settings of your system as described in the following sections:

[Temporarily Refusing Calls](#) on page 20


[Answering Video Calls Automatically](#) on page 20

[Muting Automatically Answered Video Calls](#) on page 20

Temporarily Refusing 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.

To temporarily refuse incoming calls:

- 1 From the Home screen, touch .

- 2 Touch the **RealPresence Group Series System** tab.
- 3 Do one of the following:
 - To refuse incoming point-to-point video calls, set **Auto Answer Point-to-Point** to **Do Not Disturb**.
 - To refuse incoming multipoint video calls, set **Auto Answer Multipoint Video** to **Do Not Disturb**.


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.

To automatically answer video calls:

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series System** tab.
- 3 If you want to automatically answer incoming point-to-point video calls, set **Auto Answer Point-to-Point** to **Yes**.
- 4 If you want to automatically answer incoming multipoint video calls, set **Auto Answer Multipoint Video** to **Yes**.

Muting 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. After the call connects, touch  **Mute** when you're ready to unmute the microphones.



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

To mute automatically answered video calls:

- 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.

Using Microsoft Outlook Calendaring

If your system is configured to connect to the Microsoft Exchange Server, you view scheduled meetings on the RealPresence Group Series Home screen. If you have completed configuration steps, you can also call from calendar meetings. To view or join meetings, refer to the following sections:

[Viewing Scheduled Meetings](#) on page 21


[Calling From Meetings on Your Calendar](#) on page 21


Viewing Scheduled Meetings

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, highlight the meeting. Depending on how your system is configured, private meeting details might not be visible. You might also see reminders displayed on the system a short time before each meeting.

To view scheduled meetings from the calendar:

- » From the Home screen, touch  **Calendar** or the date and time display at the top of the screen.
When calling a contact with multiple devices, the RealPresence Group system attempts to place the call as follows:
 - 1 Using the first call type in the preferred dialing order configured by the administrator, the system calls the first device listed for the directory entry, then the second device, and so on until the call connects.
 - 2 If the call fails to connect to any device, the system attempts to place the call using the next call type in the preferred dialing order, starting with the first device, then the second device, and so on until the call connects.

To call a specific device, touch the  **Info** button next to the entry, and then touch the number for the device that you want to call.


Calling From Meetings on Your Calendar

RealPresence Group systems can connect to Microsoft Exchange Server 2010 or 2013 and retrieve calendar information, including meeting details. If the meeting was created using the Polycom Conferencing Add-in for Microsoft Outlook, the RealPresence Group system can:

- Identify video-enabled meetings with a  icon displayed on the system calendar.
- Let users join the meeting without knowing the connection details.

If your RealPresence Group system is configured to connect to the Microsoft Exchange Server, and the Polycom Conferencing for Microsoft Outlook add-in is installed at your site, you can join a scheduled meeting from the Calendar screen. If the home screen does not display calendar information, the system is not registered with the Microsoft Exchange Server. If no meetings are scheduled, a “No Meetings Today” message is displayed.

To join a scheduled meeting from the Calendar screen:

- 1 From the Home screen, touch  **Calendar** or the date and time display at the top of the screen.

- 2 Touch **Join** to call into the meeting. Only meetings scheduled with the Polycom Conferencing Add-In for Microsoft Outlook display a **Join** button.








You can switch between  day-view and  month-view screens. You can touch  in the day view to see the meeting details and join the meeting.



For information about obtaining the Polycom Conferencing Add-In for Microsoft Outlook, refer to [Polycom Solution Support](#) on page 28.

Viewing Presence States for Contacts

If your RealPresence Group system is registered to a Microsoft Office Communications Server (OCS) or Microsoft® Lync™ Server 2010/2013 directory server, you could see the following presence icons next to your contacts:

Icon	Presence	Description
	Do Not Disturb	One of the contact's devices is set to Do Not Disturb .
	In a Call	At least one of the contact's devices is in a call, and none of the devices is set to Do Not Disturb .
	Available	At least one of the contact's devices is available for a call, and the contact's other devices are available, away, or offline.
	Busy	At least one of the contact's devices is busy.
	Idle	All of the contact's devices are either idle or offline.
	Offline	All of the contact's devices are offline.
	Presence Unknown	The presence state for all of the contact's devices is unknown.

Performing Tasks Involving Microsoft Office Communications Server or Lync Contacts

Depending on how your system is configured, you might be able to search a directory, view a list of Microsoft Office Communications Server (OCS) or Microsoft Lync contacts, see if the contacts are online, and call them without knowing or remembering their addresses. RealPresence series supports Microsoft OCS 2007 R2 and Microsoft Lync Server 2010 and 2013.

Office Communicator and Microsoft Lync contacts appear on the RealPresence Group system and on the Contacts screen.



Polycom RealPresence Group systems do not support Office Communicator or Microsoft Lync distribution list groups, which are created on the Microsoft Exchange Server and are typically used for sending email to a group of people.

Multipoint Calls Using Centralized Conferencing Control Protocol (CCCP)

If a Polycom RealPresence Group system is deployed in a Microsoft Lync Server 2010 or 2013 environment and Centralized Conferencing Control Protocol (CCCP) is enabled, you can place and participate in multipoint calls that are hosted by Microsoft audio and video servers. If you are used to being in conferences hosted by a Lync server, you might notice that the Polycom RealPresence system interface closely resembles the interface you see in Microsoft environments.

For more information about CCCP multipoint calling, refer to the *Polycom Unified Communications Deployment Guide for Microsoft Environments* or contact your system administrator.

To manually create a multipoint call with CCCP:

- 1 From the Call screen on the Polycom Touch Control, touch **Conference**.
- 2 Create a list of participants you want in the call. You can add participants using any combination of the following methods.
 - Touch **Keypad**, then enter SIP addresses. Each time you enter a SIP address, touch **Add** to add it to the list of participants.
 - Touch **Directory**, then touch the names you want to include in the list of participants. If you touch a group, the group opens and you can touch the individual names to add them.
 - Touch **Favorites**, then touch the names you want to include in the list of participants.
- 3 To initiate the conference call, touch **Join** when your list of participants is complete.

After you touch **Join**, you can touch **Add Participant** to add other participants as described in step 2 without putting other participants on hold, although you might experience a brief audio or video pause.

To add participants to a CCCP conference using the Polycom Touch Control:

- 1 From the Call screen, touch **Add Participant**.
- 2 Select **Keypad** and enter a number to call, or choose a site from one of the following locations:
 - Recent Calls list
 - Favorites screen
 - Directory

Muting in a CCCP Call

A Microsoft Lync client acting as the call organizer can mute all of the participants in the call. You cannot unmute until the organizer unmutes the participants unless you are designated as a presenter. If the meeting organizer has muted your Polycom RealPresence Group system selectively, you can unmute your system

even if the organizer does not. It is important to understand that no one else can unmute your microphone. They can only request that you unmute.

When your mute status changes due to a Microsoft Lync client organizer muting or unmuting all of the participants, notification is displayed on the Polycom RealPresence Group system monitor.


Customizing Your Workspace

You can customize what you see on the system screen, depending on how your system is configured.

Allowing the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can allow the far-end system to control your camera. Far-end participants can also set and use presets for your camera, if their systems support presets.

To allow others in the call to control your camera:

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series System** tab.
- 3 Under **Cameras**, touch **Far Control of Near Camera** to enable the option.

Adjusting 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.



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

To turn backlight compensation on:

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series system** tab.
- 3 Under **Cameras**, touch **Backlight Compensation** to enable the setting.


Allowing 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. Be sure to verify whether your system administrator wants the setting to be changed.

To allow the display of video on the web:

- 1 From the Home screen, touch .
- 2 Touch the **RealPresence Group Series System** tab.
- 3 Under **Meetings**, touch **Allow Video Display on Web**.

Incoming Call Alert for Hearing-Impaired Users

If your administrator has configured this feature, an attention-getting message displays for hearing-impaired users when an incoming call is received by the RealPresence Group system. When a call is received, the RealPresence Group system displays a message asking if you would like to answer the call.

If the feature is enabled, the enlarged message text flashes between white and yellow. Flashing text is off by default. The incoming call alert persists after powering the system off and on.



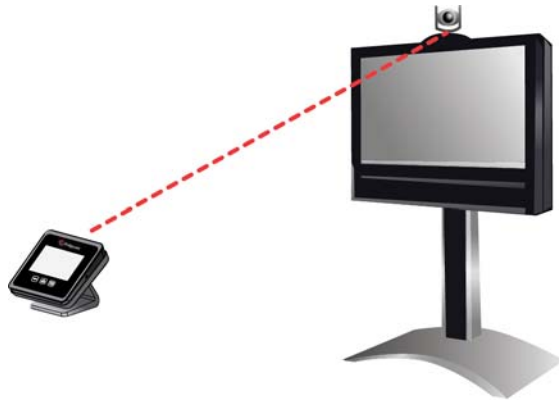
If your RealPresence Group system is paired with a Polycom Touch Control and your administrator has configured **Auto Answer Point-to-Point** to on, you do not see the flashing message on the RealPresence Group system or on the Touch Control screen. You must interact with the call on the Touch Control screen.

Using the 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.

Using the Virtual Remote Control



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

Troubleshooting

If you are having problems making a call or need to view system information, diagnostics, or configure some administration settings, refer to the following sections:

[Placing a Test Call](#) on page 26

[Viewing Call Statistics Using the Polycom Touch Control](#) on page 27

[Searching for Answers in the Product Documentation](#) on page 27

[Using the Knowledge Base](#) on page 27

Placing a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide numbers that you can use to test your Polycom RealPresence Group system is available at www.polycom.com/videtest.


Try these best practice methods:

- 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 code 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.




Viewing Call Statistics Using the Polycom Touch Control

To view information about a point-to-point call in progress:

- 1 Touch **Participants**.
- 2 Participant information is displayed.
- 3 Touch **View Call Statistics**.

Streams associated with the participant are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and touch . From an individual stream view you can touch **Next Stream** to view the next stream in the list.

To view information about a multipoint call in progress:

- 1 Touch **Participants**.
A list of participants in the call is displayed.
- 2 Touch **View Call Statistics** and do one of the following:
 - To view a participant's details, navigate to the desired participant, and touch .
 - The participants' active streams are displayed beneath the participant information. To view more information about a specific stream, navigate to the desired stream and touch . From an individual stream view you can select **Next Stream** to view the next stream in the stream list.
 - To quickly access a list of all active audio, video, and content streams within the call, navigate to **Active Streams**. This option is available in SVC calls only. Select the desired stream and touch .

Searching for Answers in the Product Documentation

You can find Polycom product documentation at support.polycom.com. Under **Documents and Downloads**, select **Telepresence and Video > RealPresence Group** [your system type], and then search for the document you want. The documents are grouped by version number, starting with the last version first.

Using the Knowledge Base

For more troubleshooting information, search the Knowledge Base at support.polycom.com.

Contacting Technical and Solution Support

Before you call technical support, please refer to [Troubleshooting](#) on page 26. After you have tried those solutions, you might need to contact one of the following Polycom support groups:

[Polycom Technical Support](#) on page 27

[Polycom Solution Support](#) on page 28

Polycom Technical Support

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 Polycom distributor or Polycom Technical Support.

To contact Polycom Technical Support, go to support.polycom.com.

Polycom Solution Support

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 will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook, Microsoft Office Communications Server, and Microsoft Lync Server 2010 or 2013 integrations. For additional information and details please refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

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

For more regulatory information, refer to the *Regulatory Notices for the Polycom RealPresence Group Series* at support.polycom.com > **Documents & Downloads** > **Telepresence and Video**. Select your system name to navigate to the correct document.

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