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# User's Guide for the Polycom<sup>®</sup> RealPresence<sup>®</sup> 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

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Version 4.0.0

This guide includes overview information that you may 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 4.0.0 of the Polycom® RealPresence® Group systems software, version 4.0.0 of the Polycom Touch Control Operating System software, and version 4.0.0 of the Polycom Touch Control Panel software is provided in this guide.

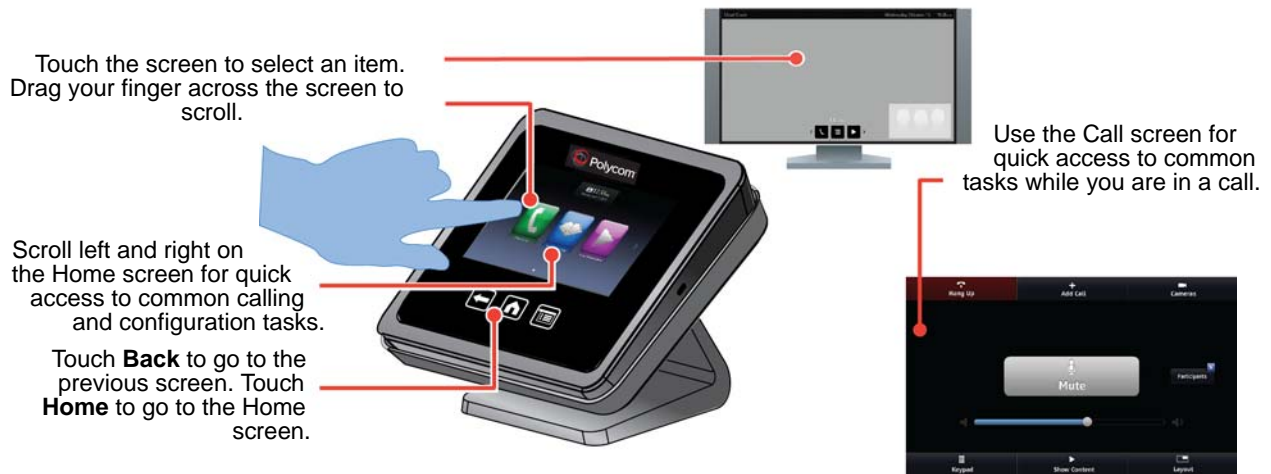


Polycom RealPresence Group systems and Polycom Touch Control can be configured to show only those options used in your organization. Therefore, this guide may cover options that you cannot access on your system. To find out more about these options, please talk to your administrator.

## 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.

Use the Polycom Touch Control to control a Polycom RealPresence Group system.



## Recharging 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 is displayed on the home screen. Although other notifications override the low battery notification, the low battery notification returns after the other notifications are dismissed. The low battery notification is not displayed while the system is in a call.

The following steps describe how to recharge the battery.

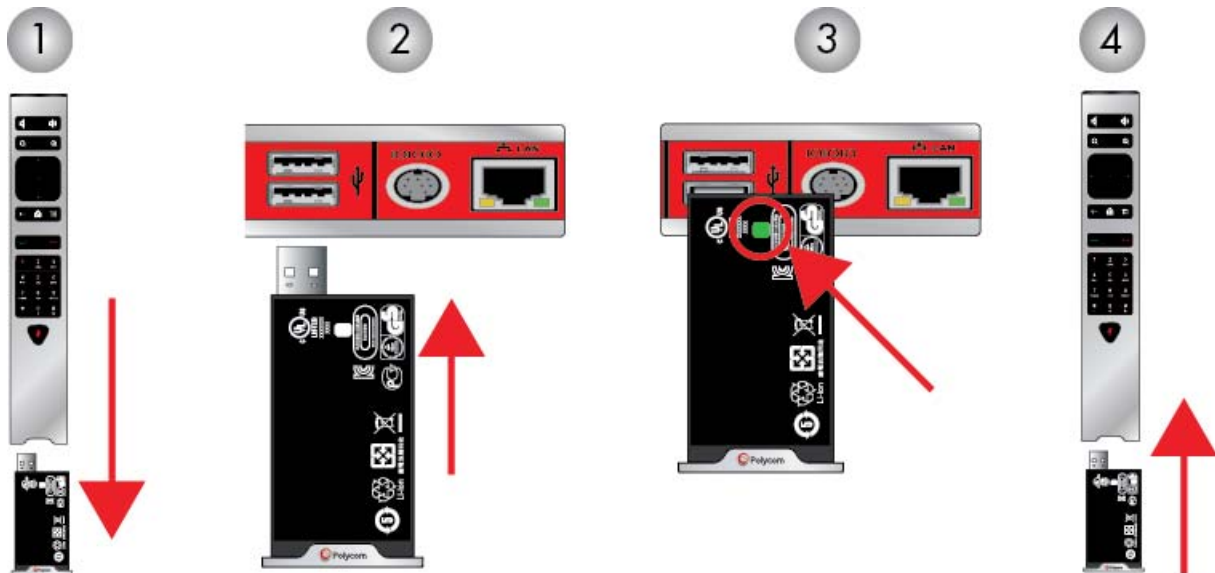
### To recharge the remote control battery:

- 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.

The RealPresence Group 300 and RealPresence Group 500 systems have two USB 2.0 ports on the back of the system, while the RealPresence Group 700 has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

- 3 Wait until the status light on the battery turns green before removing it from the port.
- 4 Insert the charged battery into the remote control.


The following figure illustrates these steps.




If you have a RealPresence Group 700 system, you can also recharge the battery using the USB port on the front of the system.


## Powering On and Off

Connect the power and power on the RealPresence Group System after you have connected all of the equipment that you will use with it. Make sure that the system is powered off before you connect devices to it.

It is important to note that Polycom RealPresence Group systems do not have what you may 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.
- Press  on the remote control.


- 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 shut down the RealPresence Group System, do one of the following:**

- Press and hold  on the remote control.
- Touch and hold the power sensor on the front of the system. The indicator light changes color and blinks, indicating that the system is shutting down. Release the power sensor when the indicator light changes color.

**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.

## Power On Self Test (POST)

After being powered on, the RealPresence Group 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 in the case of the RealPresence Group 700 system, in the text field display on the front of the system. All test results are logged in the system's memory. For more information about what the colors of the indicator lights mean, refer to the *Administrator's Guide for Polycom RealPresence Group Series*.

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







If a fatal error occurs during startup, the system will not initialize. Contact Polycom technical support.

## Calling and Answering

### Placing a Call

#### 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.

For more information about placing calls, refer to [Types of Video Calls You Can Make](#) on page 7.


#### Calling from the Recent Calls List

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 screen:**

- 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.

## Calling from the Contacts Screen

If your system administrator has added a Directory and Favorite contacts, you can see the list on the Contacts screen.

**To place a call from the Contacts 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.

## 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 **Keypad** to send DTMF tones.
- Touch **Show Content** to select, start, or stop content.
- Touch **Layout** to choose a video layout at your site.
- Touch  to get more information about the participants in the call or view call statistics.

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.

## Types of Video Calls You Can Make


Depending on your system configuration, you may be able to make calls using H.323 or SIP. By dialing call networked and public sites, you may be able to use these protocols:

- SIP URI
- E.164 format
- Host name
- IP address



**E.164 format:** If you need to dial an extension (E.164 address), enter the extension in the second entry field. If your system is not configured with a second entry field, you can enter the extension when the gateway prompts you. You can also specify characters in the dial string as instructed by the system administrator.

## Participating in an Encrypted Call

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 may be encrypted while others are not. However, the lock icon may 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.

## Controlling What You See

### Viewing Your System's IP Address

**To view your system IP addresses:**

- 1 On the Home screen, touch **System**.
- 2 Touch .

**IP Address** displays the Polycom Touch Control address.

The host system name and IP address are also displayed on this screen.


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

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.

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, touch **Camera**, 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.



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 HD, Polycom EagleEye II, Polycom EagleEye Acoustic, Polycom EagleEye 1080, Polycom EagleEye III, Polycom EagleEye View 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.

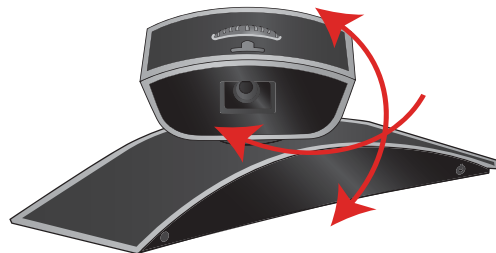


If you are using an EagleEye Director and camera tracking is on, you must turn camera tracking off before adjusting the camera.

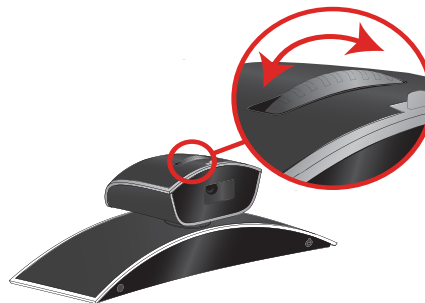
- 2 Touch **Control Camera**.
- 3 Touch the arrow buttons on the Polycom Touch Control to move the camera up, down, left, or right.
- 4 Touch  and  to zoom out and zoom in.

**To adjust a Polycom EagleEye View camera:**

- 1 Manually swivel the camera right, left, up, or down to frame the view.



- 2 Turn the focus wheel to adjust the focus.

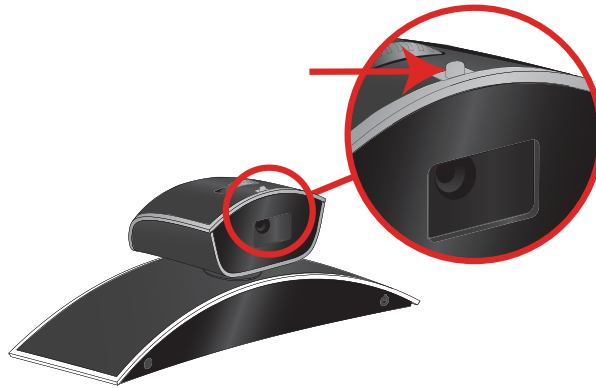


- 3 Select the camera and touch  and  on the remote control to zoom out and in.

If you zoom in, you can pan or tilt the camera electronically by pressing the navigation buttons.

**To open or close the privacy shutter on the Polycom EagleEye View camera:**

>> Move the slider to the right to close the privacy shutter, or to the left to open it. You can still make and receive calls when the shutter is closed, but the people at the far end cannot see you.



## Starting and Stopping Camera Tracking with 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.

In a call, you can start and stop camera tracking.

**To start camera tracking:**

- 1** Touch **Cameras** on the Home screen or Call screen.
- 2** If the EagleEye Director is not currently selected, take the following steps:
  - a** Touch **Select Cameras** and select the EagleEye Director camera.
  - b** Touch **Control Camera**.
- 3** Select **Start Camera Tracking**.

**To stop camera tracking:**

>> Touch **Cameras** on the Home screen or Call screen and select **Stop Camera Tracking**.

Camera tracking can also start or stop based on the following actions:

- Camera tracking starts automatically when you make a call.
- Camera tracking stops once you hang up a call.
- Camera tracking temporarily stops when you mute the RealPresence Group system. It resumes when you unmute the RealPresence Group system.

## 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 may 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 from Picture-In-Picture (PIP) 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 **Camera**.
- 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 **Camera**.
- 2 If you are in a call, touch **Near** or **Far** to choose a near-end or far-end camera.
- 3 Touch **Select Source** 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.




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

## 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.

## Controlling What You Hear

### 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 may mute when the system automatically answers an incoming call.

## 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

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.



## Showing Content from a Computer Connected Directly to the 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  from the Home screen and then touch  next to **Group Series System**.

- 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 Directly 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 drive to the USB connector on the right side of the Polycom Touch Control.










- 2 From the Home screen or Call screen, touch **Show Content**.
- 3 To view files stored on a USB drive, touch the  **USB drive** 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), 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**.

## Showing Content from a Document Camera

Depending on how your system is configured, you may 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.

### To start showing a document or object in a call:

- 1 From the Home screen or Call screen, touch **Show Content**.
- 2 Touch a content source.

The icon for the video source moves up slightly on the screen, and the content is shown to the call participants.

- 3 From the menu, select **Start Content**.
- 4 Select a content source.

### 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 may 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 see 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 2010 directory or managing Microsoft Office Communications Server or Microsoft Lync contacts, refer to [Managing Contacts Using Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010](#) on page 25.

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 or Microsoft Lync Server 2010
- Up to 200 additional contacts with presence when registered with a Polycom Converged Management Application™ (CMA®) system

## Including Multiple Sites in Calls

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 an 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 Polycom RMX 1000 or Polycom RMX 2000.



You cannot host multipoint 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 with multipoint capabilities or a bridge such as a Polycom RMX conference platform. The number of sites allowed in the call is determined by the capabilities of the system 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** from the Call screen.
- 3 Place a call to the next site. For more information, refer to [Placing a Call](#) on page 5.
- 4 Repeat the above steps until all sites are connected.



After you have placed the first call, the **Add a Call** menu is displayed instead of the **Place a Call** menu.

## Hanging Up a Multipoint Call

### To hang up an individual call in a multipoint call:

- >> Navigate to the call that you want to hang up and touch **Hang Up** on the Call screen.

### To hang up all calls in a multipoint conference call:

- >> On the Call screen, touch **Hang Up All**.

## Passwords for Multipoint Calls


You may 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 passwords and multipoint calls:

- If you need to generate touch tones (DTMF tones), touch **Keypad** from the Call screen. Then use the keypad number buttons.
- SIP calls do not support meeting passwords. SIP endpoints calling into a multipoint call protected by a password may not be able to join the call.

### To configure a meeting password:

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



## 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. To find out more about these layouts, please talk to the administrator of your RealPresence Group system.



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

### To change layouts during a multipoint call:

- 1 From the Call screen, touch **Layout**.
- 2 Touch one of the following:
  - **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.
  - **Self View**: This option allows you to determine where your PIP is displayed.
- 3 Touch the layout you want to use for the call.


The layout is displayed, allowing you to keep the layout or change to another layout.

## Changing the Way Calls Are Answered

### Temporarily Refusing Calls

If your system administrator has allowed you access, you can automatically refuse incoming calls if you do not wish 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 **Group Series System** tab.

- 3 Touch **Availability Control** and select **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 **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 system** tab.
- 3 Under **Meetings**, touch **Mute Auto Answer Calls** to enable the option.



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

## Using Microsoft Outlook Calendaring

If your system is configured to connect to the Microsoft Exchange Server, you see a list of the day's meetings on the Home screen. If your system is not configured to connect to the Microsoft Exchange Server, you see no 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 may not be visible. You may also see reminders displayed on the system a short time before each meeting.

### 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. If no meetings appear on the Home screen, the system may not be connected to the Microsoft Exchange Server or no meetings are scheduled.

#### 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.


## Joining a Scheduled Meeting




You can join a scheduled meeting from the Calendar screen if you meet these criteria:

- Your RealPresence Group system is configured to connect to the Microsoft Exchange Server.
- The Online Meeting for Microsoft Outlook 2010 plug-in is installed in your Microsoft Outlook application.

If the Calendar screen is blank, these criteria are not met, or no meetings are scheduled in Microsoft Outlook.





### 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 Select a meeting that you want to join.
- 3 Touch **Join** to call into the meeting.

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

## Viewing Presence States for Contacts

If your RealPresence Group system is registered to a Microsoft Office Communications Server (OCS) or Microsoft® Lync™ Server 2010 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.

Icon	Presence	Description
	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.

## Managing Contacts Using Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010

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



Microsoft Office Communications Server 2007 R2 and Microsoft Lync Server 2010 directory searches return only those entries with last names that start with your search string. First names beginning with the search string are not returned in the results.

Office Communicator and Microsoft Lync contacts appear on the RealPresence Group system and on the Contacts screen. To add or delete Office Communicator or Microsoft Lync contacts on the Polycom RealPresence Group system, use the Office Communicator or Microsoft Lync application.

**To manage contacts using Office Communicator or Microsoft Lync:**

- 1 Log in to Office Communicator or Microsoft Lync with the same account information specified in the SIP settings of your Polycom RealPresence Group system.
- 2 From Office Communicator or Microsoft Lync, you can add and remove contacts.

Changes made to contacts using Office Communicator or Microsoft Lync appear on the RealPresence Group system Contacts list.



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 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 will 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 may 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 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 the far end to control your camera:

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



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


### 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. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.



Because backlight controls adjust the main 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** system tab.
- 3 Under **Camera**, touch **Backlight Compensation** to enable the option.




## 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. You can use the Polycom web interface's Web Director to view the room or video.



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 system** tab.
- 3 Under **Meetings**, touch **Allow Video Display on Web** to enable the option.

## 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 may see error messages on the RealPresence Group system monitor and the Polycom Touch Control screen.

Once 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.



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

## Troubleshooting

### Placing a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. You can find a list of worldwide numbers that you can use to test your Polycom RealPresence Group system at [www.polycom.com/videotest](http://www.polycom.com/videotest).

Try these best practice methods:

- Make sure the number you dialed is correct, then try the call again. For example, you may 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.

## Searching Documentation

You can find Polycom product documentation at [support.polycom.com](http://support.polycom.com). The documents are grouped by Polycom video system type and system names.

## Using the Knowledge Base

For more troubleshooting information, search the Knowledge Base at [support.polycom.com](http://support.polycom.com).





## Contacting Technical and Solution Support

### 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](http://support.polycom.com).

Enter the following information about your RealPresence group system, then ask a question or describe the problem. This information helps us to respond faster to your issue:

- To find your system's 14-digit serial number, go to  > **Information** > **System Detail** or locate the number on the back of the system.
- To find the software version of your system, go to  > **Information** > **System Detail**.
- To find active alert messages generated by your system, go to  > **Status**.
- To find information about your network, go to  > **Information** > **Network**.
- Provide any troubleshooting steps that you have already tried.

### 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 integrations. For additional information and details please refer to

[http://www.polycom.com/services/professional\\_services/index.html](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 System 300 (Regulatory Model P001 Group 300)
- Polycom RealPresence Group System 500 (Regulatory Model P001 Group 500)
- Polycom RealPresence Group System 700 (Regulatory Model P002)



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