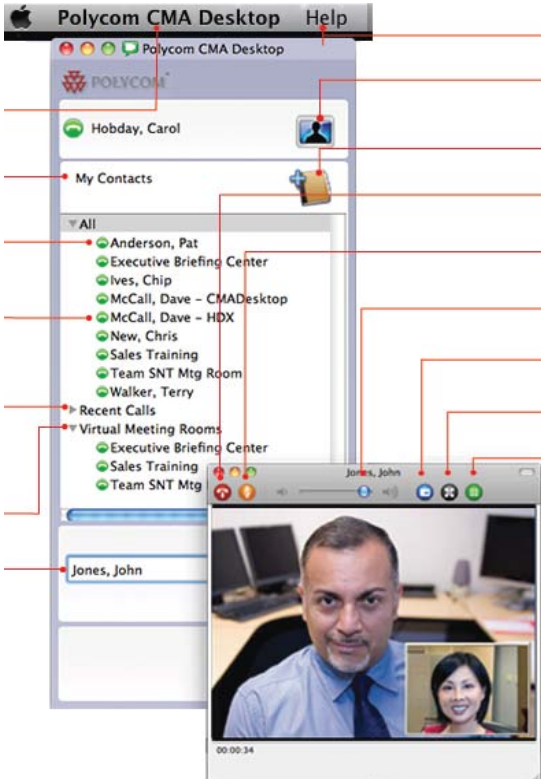


## ► Quick Tips for Polycom CMA Desktop for Mac OS X



The screenshot shows the Polycom CMA Desktop application window on a Mac OS X desktop. The window title bar includes the Apple logo, the text 'Polycom CMA Desktop', and a 'Help' button. Below the title bar is a menu bar with 'Polycom CMA Desktop' and a search icon. The main interface is divided into several sections: a top bar with a 'POLYCOM' logo and a user profile for 'Hobday, Carol'; a 'My Contacts' section with a search icon and a list of contacts; a 'Recent Calls' section; and a 'Virtual Meeting Rooms' section. A video call window is open at the bottom, showing a man (Jones, John) and a woman. The call window has a dial pad and camera controls. Red lines connect various parts of the interface to text labels on the left and right sides of the image.

Get help

Show or hide your local video

Search the Directory

Hang up the call

Mute your microphone

Adjust the volume

Show or hide the PIP

View full-screen video

Show the dial pad and far-end camera controls

Set preferences

See your Contacts

Right-click anywhere to add a Contact

Click a Contact to place a call

View calls you've placed and received

Expand or hide a group, or right-click to create a new group

Enter an IP address or extension (E.164 address) to call

For more information about setting up and using the system, refer to the Support pages at [www.polycom.com](http://www.polycom.com).

## What is CMA Desktop?

With Polycom CMA Desktop, you can connect to anyone else who is using Polycom CMA Desktop or other types of video conferencing systems. Polycom CMA Desktop Contacts who don't yet have cameras can still participate in calls.

For help with Polycom CMA Desktop, click the Help menu.

## Signing In

1 Enter your Polycom CMA Desktop user name and password.

All Polycom CMA Desktop user names are in the format YourDomain\YourUserName. Contact your Polycom CMA Desktop administrator for help with your user name or password.

2 Click **Sign In**.

## Answering a Call

>> Do one of the following:

- Click **Answer** to accept the call.
- Click **Ignore** to refuse the call.

## Adding People to Your Contacts List

1 Click  to open the Directory.

2 Start typing a name.



- If CMA Desktop is configured for automatic searching, you see entries that contain the characters you enter as you type.
- If CMA Desktop is configured for manual searching, click the search button to start the search.

3 Click a name and then click **Add to Contacts**.


## Placing a Call

### From Your Contacts List:


>> Do one of the following:

- Click a Contact to place a video call. If video is not supported, an audio call starts.
- Click  to place a video call.
- If CMA Desktop is configured to include Recent Calls as a Contacts list group, click  to open the Recent Calls group, and click a Contact.


### From the Directory:

- 1 Click  and start typing the name you want to find.
- 2 Click a name and then click **Call** to start the call.
- 3 If the person has a video conferencing system as well as Polycom CMA Desktop, choose which to call.







### By Entering the Information Manually:

- 1 Type the calling information in the field at the bottom of the main window. As you type, the system finds matching entries from your Contacts list and your Recent Calls. If the system finds the name you want, click to select it.
- 2 Click  to start the call.

### By Calling a Virtual Meeting Room on a Bridge:

- 1 Do one of the following:
  - If Polycom CMA Desktop and the virtual meeting room are registered to the same Polycom CMA server, enter the extension (E.164 address).
  - Enter the address in this format: E.164@IP\_Address. For example, 1000@11.12.13.14.
  - Enter the address in this format: IP\_Address##E.164. For example, 11.12.13.14##1000.
- 2 Click  to start the call.

## Using the In-Call Toolbar

	Hang up the call.
	Mute your microphone.
	Adjust the volume.
	Toggle the Picture-in-Picture (PIP).
	View full-screen video.
	Display the tone pad and far-end camera controls.

## Video Etiquette

- Adjust your camera and microphone so that the far site can see and hear you.
- Mute the microphone before moving the camera, microphone, or laptop so that the far site doesn't hear you moving it.
- Fill the screen as much as possible with people rather than with the table, chairs, walls, lights, or the floor.
- Make sure that you can see and hear the far-site participants.
- Introduce all participants when the meeting starts.
- Speak in your normal voice without shouting. Use natural gestures when you speak.
- In a multipoint call, mute your microphone when you are not speaking.



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