Polycom® RealPresence® Group Series with Touch User Interface
Before You Begin

Topics:

▪ Getting Help

This guide is for users who want to perform basic to intermediate tasks on the Polycom® RealPresence® Group Series system.

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

▪ Setup sheets—includes steps on setting up the system and connecting peripherals
▪ Release notes—lists new features, any system limitations, and additional product information
▪ Regulatory Notices—describes safety and legal considerations for using the system

Polycom recommends that you record the serial number and option key of your RealPresence Group Series system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: ____________________________________________
Option Key: ____________________________________________________

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.
Getting Started with Polycom
RealPresence Group Series

Topics:

▪ RealPresence Group System Power

This user guide is intended for beginner users, as well as intermediate and advanced users who want to learn about video conferencing and the Polycom® RealPresence® Group Series system.

For detailed information on the available systems and bundles, as well as the most recent feature descriptions, refer to the Polycom RealPresence Group Series Release Notes available at support.polycom.com.

Note: Your system administrator can configure RealPresence Group Series systems and RealPresence Touch devices to show only those options used in your organization. Therefore, this guide might cover options that you cannot access on your system. Check with your system administrator to find out more about the options set for your system.

RealPresence Group System Power

RealPresence Group Series systems have a power proximity sensor instead of a physical power button. Instead of pressing an actual button that moves to power on the system, you can touch the proximity sensor or touch near it, on the front of the system.

Power On the System

Before powering on your system, make sure you connect any essential wired devices or accessories to the system first. After you have connected the related equipment, power on the system.

Procedure

1. Do one of the following:
   ▪ On RealPresence Group 300, 310, 500, and 700 systems, touch and hold the power sensor on the front of the system. Because the power sensor is touch sensitive, you can place your finger on or close to the sensor.
   ▪ Press and hold on the remote control.

   When the system is powered on successfully, the LED on the front panel turns blue and the Polycom splash screen displays.

System Health Check

After the system is powered on, the system automatically performs a system health check, which is known as a power on self test (POST).
The status of the POST sequence is shown using the LED indicator light on the front of the device, or in the text field display on the front of the system. For more information about what the colors of the indicator lights mean, contact your administrator.

All test results are logged in the system memory. When the test sequence completes with no severe errors, the system starts normally.

**Power Off a RealPresence Group System**

Before changing any connected accessories, you need to power off the RealPresence Group system.

**Procedure**

1. Do one of the following:
   - Touch and hold the power sensor on the front of the system.
   - Press and hold on the remote control.

   The indicator light changes color and blinks when the system is shutting down.
Using the Touch User Interface

Topics:

- Wake the System
- Contacts
- Calling
- Sharing Content
- Recording Calls
- Settings
- Troubleshooting

RealPresence Group Series systems have touch capabilities that let you control the system, VisualBoard application, or manage Skype for Business remote desktop content when connected to touch-capable monitors. This interface works with your system remote control and by touch.

Your administrator sets up and enables the touch-capable monitors connected to the system.

Wake the System

After a period of time, the system goes into Power Saving mode and the monitor goes to sleep. You can wake the system at any time.

Procedure

1. Tap the touchscreen monitor.

Contacts

The directory on your system stores contact information that you can use to quickly call contacts. Any contacts that you add to the directory are accessible to everyone at your site who uses the system. Users at other sites cannot access the contacts on your system.

When a contact is listed in the directory of your system, the system displays the name on the screen when receiving an incoming call. If a contact that is not listed in the directory calls, the dialing information for that contact displays, and you can choose to save the information in the directory when the call ends.

Your system supports up to 2,000 contacts, or an unlimited number of contacts when the system is registered with Microsoft Lync Server 2013 or Skype for Business Server 2015. If your system is registered with one of the supported Microsoft servers, you can search the directory, view a list of contacts, view contact presence states, and call contacts from the directory.

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

If your system is automatically provisioned and registered to a global directory server, your directory can include default LDAP group members and up to 200 global contacts stored by the presence service.

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

<table>
<thead>
<tr>
<th>Color</th>
<th>Presence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Available</td>
</tr>
<tr>
<td>Red</td>
<td>Busy or Do Not Disturb</td>
</tr>
<tr>
<td>Black</td>
<td>Offline or Unknown</td>
</tr>
<tr>
<td>Yellow</td>
<td>Away</td>
</tr>
</tbody>
</table>

Browse the Directory

Procedure

1. Tap **Place a Call > Contacts**.
2. Select the directory you want to browse.
3. Scroll through the directory entries to locate the desired contact.

Search for Directory Contacts

You can perform a directory search to find contacts to call who are not in your Favorites or Contacts list.

Procedure

1. Tap **Place a Call**, then **Contacts**.
2. Select the directory you want to search.
3. Tap the onscreen keyboard and enter the last name of the contact.
4. Tap **Search**.

Calling

You can place calls to contacts, join meetings, initiate a multipoint call, and adjust audio and video settings during a call.

You can place a call by entering your contact's name or number or by choosing a contact in the directory, a contact stored as a speed dial, or a recent contact. You can also add a call to a call and hold a call while you place another call.
Place an Audio-only Call
If your administrator enabled audio-only call capability, you can place an audio-only call.

Procedure
1. On the Home screen, tap **Place a Call**.
2. From the Place a Call screen Keypad, tap **.**
3. Enter the telephone number and tap **.**

Call by Entering a Name or Number
When placing a call, you can enter a contact's name or number using the onscreen keyboard.
Depending on the capabilities of your system and the one you are calling, the dialing information you enter could be similar to one of the following examples:
- IPv4 address: 10.11.12.13
- H.323 or SIP extension: 2555
- Host name: stereo.polycom.com
- SIP address: user@domain.com
- ISDN or phone number: 197829922854

Procedure
1. On the Home screen, tap **Place a Call**.
   The Place a Call screen displays with the onscreen numeric keyboard.
2. Enter your contact's information using the onscreen numeric keyboard, or tap the **Onscreen Keyboard** and enter your contact's information.
3. Tap **.**

Call from the Contacts Screen
If your system administrator has added a directory and contacts, you can view your favorites and search for contacts registered to the same Global Directory Server.

Procedure
1. Tap **Place a Call > Contacts**.
2. Do one of the following:
   - Select a contact from the list of contacts.
   - Tap a group and select a contact.
   - Using the onscreen keyboard, enter your contact's name and tap your contact in the search results.
3. Tap **Call**.
Call from the Recent Calls List
You can choose a number to call from the Recent Calls list, which includes the most recent incoming and outgoing calls.

Procedure
1. Tap Place a Call and tap Recent.
2. Tap a recent outgoing or incoming call.

Call a Speed Dial
Your administrator can save a list of contacts as speed dials, which enables you to quickly call and start a meeting with a contact.

Procedure
1. Tap Place a Call and tap Speed Dial.
   A list of contacts added as speed dials is displayed.
2. Tap a speed dial contact.

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

Procedure
1. Tap Accept.

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

Procedure
1. Do one of the following:
   - Tap Hold + Accept.
   - Tap Hang Up + Accept.

Decline a Call
If you do not want to answer an incoming call when you are in a call or not in a call, you can choose to ignore the incoming call.

Procedure
1. Tap Decline.
Hold a Call
You can place a point-to-point call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

Procedure
1. Tap to open the Quick Access menu then tap More > Hold.

Hold a Call and Place a Call
You can place your current call on hold and place a call to another contact.

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

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

Procedure
1. Do one of the following:
   • Tap Resume Call
   • Tap to open the Quick Access menu then tap More > Resume.

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

Procedure
1. Tap to open the Quick Access menu.
2. Tap More > Switch To.

End a Call
When your call is complete, hang up the call.

Procedure

Conference Calls
Conference, or multipoint, calls involve at least three different endpoints or sites. All endpoints or sites can participate in conference calls when using a bridge, such as the RealPresence® Collaboration Server.
800s, to host the conference call. The number of sites allowed in the call is determined by the capabilities of the bridge hosting the call. Check with your system administrator to find out how many sites are allowed in a bridged conference call.

**Place a Conference Call**
To start a new conference call, you need to start with the first participant or site and add other participants after each participant answers the call.

**Procedure**
1. Call the first site.
2. After the call connects, tap to open the Quick Access menu then tap More > Add a Call.
3. On the Place a Call screen, enter your contacts number, tap and enter your contact’s name, or select a contact from Contacts, Speed Dial, or Recent.
4. Repeat the above steps until all sites are connected.

**Hold a Call and Place a Call**
You can hold a call and place a new call in a video conference.

**Procedure**
1. Tap to open the Quick Access menu then tap More > Hold.
2. Tap More > Place a Call and place the call using your preferred method.

**Accept an Incoming Call during a Conference Call**
While in a conference call, you can choose to hold the conference call and answer an incoming call.

**Procedure**
1. Tap **Hold + Accept** to hold the current call and answer the incoming call.

**Add an Incoming Call to a Conference Call**
When you receive an incoming call, you can add the call to the active multipoint call.

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

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

**Procedure**
1. Tap to open the Quick Access menu then tap More > Hold.
Leave a Conference Call
You can choose to leave a conference call without ending the call for all participants.

Procedure
1. Tap to open the Quick Access menu then tap Hang Up.
2. On the Active Call screen, tap Leave Conference.

Hang Up an Individual Call in a Conference Call
In a conference call, you can hang up calls individually.

Procedure
1. Tap to open the Quick Access menu then tap Hang Up.
2. On the Active Call screen, tap Hang Up for the call that you want to hang up.

Hang Up All Calls
In a conference call, you can hang up all of the calls at once.

Procedure
1. Tap to open the Quick Access menu then tap Hang Up.
2. On the Active Call screen, tap Hang Up at the top of the screen above the list of individual calls.

Passwords for Conference Calls
Depending on how a conference call is set up, you might be required to enter a meeting password to join the call. You can also require far-end systems to enter a meeting password to prevent unauthorized participants from joining conference calls hosted by your system.

Keep the following points in mind regarding meeting passwords:
• Audio-only endpoints are unable to participate in password-protected calls.
• Microsoft Office Communicator clients are unable to join password-protected conference calls.
• SIP endpoints are unable to dial in to password-protected conference calls.

Enter a Meeting Password
If a meeting password is set, you are prompted to enter a meeting password before you can join the multipoint call.

Procedure
1. Tap to open the Quick Access menu then tap More > Touch Tones.
2. Enter the meeting password using the onscreen keypad.

Set a Meeting Password
You can set up a meeting password for a multipoint call to control who is allowed to enter the call.
Procedure

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

Joining Meetings from the Calendar with RealPresence Touch

The system can connect to the Microsoft Exchange Server 2013 and retrieve calendar information associated with a Microsoft Outlook or Microsoft Office 365 account. When the system is connected to the Exchange Server, you can join scheduled meetings from the calendar and initiate Lync 2013 or Skype for Business 2015 conference calls.

Join Meetings from the Calendar

When the system is configured to connect to Microsoft Exchange Server, you can view and join scheduled meetings from the Home screen and Calendar.

Procedure

1. Do one of the following:
   - On the Home screen, tap a meeting displayed at the top of the screen.
   - Tap Join in the Meeting Reminder that displays before the start of a meeting.
   - On the Home screen, tap Place a Call > Calendar and tap Join for the upcoming meeting or enter the meeting number.

Initiate a Skype for Business Conference

You can initiate a conference and add participants to the conference. After the call is underway, you can add additional participants to the call.

Procedure

1. From the Call screen, tap to open the Quick Access menu then tap Conference.
2. Create a list of participants from Contacts, Speed Dials, and Recent contacts you want to add to the call.
3. To initiate the conference call, tap Join when your list of participants is complete.

Add Participants to a Skype for Business Meeting

You can add additional participants to a conference call without putting other participants on hold, although you might experience a brief audio or video pause. You can add participants to the call using the keypad or select participants from the Contacts, Speed Dials, or Recent contacts.

Procedure

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

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

Procedure

1. Tap ‡ Place a Call > Calendar.
2. Select an upcoming meeting.
   The details for the meeting displays with the location, organizer and participants, and all the numbers you can use to join the meeting.

Sharing Content

How you share content depends on whether you are controlling your system with the remote control, the touch interface, or a Polycom touch device.

You can share 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 as needed. Participants at other sites can also show content or people video sources, but only one site can share content at any given time. RealPresence Group Series systems can receive RDP and if you share content from the system, that content is sent in the People stream.

**Note:** You cannot display copyright protected content, such as that included on some DVDs.

Besides showing content, you can also receive and control Microsoft content initiated with a content-sharing request.

You can share the following types of content:

- Any information stored on a computer connected to a RealPresence Group Series system or Polycom touch device
- Images on a USB drive connected to the system
- Content sent from the Polycom® People+Content™ IP application, which is installed on a computer connected to the RealPresence Group Series system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system
- Content from the Polycom® VisualBoard™ application
- Content sent using the SmartPairing feature in the Polycom® RealPresence® Desktop or RealPresence Mobile applications

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

Content Connections on RealPresence Group Systems

Before you prepare to show content, make sure the computer is powered on and connected to the RealPresence Group Series system. You can connect a computer to the system HDMI or VGA video input ports.
Note: Your administrator can enable 3.5mm audio input mixing with HDMI or VGA content input on RealPresence Group Series systems during active calls. If this feature is not enabled, 3.5 mm audio input is heard by both the near-end and far-end conference site participants during active calls. For more information about 3.5mm audio input, contact your administrator.

Connections for RealPresence Group 310 and 500 systems

Connections for a RealPresence Group 700 system

Supported Content Resolutions and Refresh Rates

Before you show content, check that your computer's video output is set to use one of the supported resolutions and refresh rates listed in the following table.

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Refresh rates (Hz)</th>
</tr>
</thead>
<tbody>
<tr>
<td>800 x 600</td>
<td>56, 60, 72, 75, 85</td>
</tr>
<tr>
<td>1024 x 768</td>
<td>60, 70, 75, 85</td>
</tr>
<tr>
<td>Resolution</td>
<td>Refresh rates (Hz)</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>1280 x 720</td>
<td>50, 60</td>
</tr>
<tr>
<td>1280 x 768</td>
<td>60</td>
</tr>
<tr>
<td>1280 x 1024</td>
<td>60, 75</td>
</tr>
<tr>
<td>1600 x 1200</td>
<td>60</td>
</tr>
<tr>
<td>1680 x 1050</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1080</td>
<td>60</td>
</tr>
<tr>
<td>1920 x 1200</td>
<td>60</td>
</tr>
</tbody>
</table>

Sharing Content from a Laptop

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

Share Content from a Laptop

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

Procedure

1. Tap to open the Quick Access menu.
2. Tap Content, and tap the content source to start showing content.

Note: Audio from the content input is muted unless the content input is selected as a video source. If both digital and analog inputs are connected, only the digital content is sent. To send analog content, disconnect both digital and analog inputs, wait 15 seconds, and then connect only the analog input.

Stop Content from a Laptop

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

Procedure

1. Tap to open the Quick Access menu then tap Content, and tap Stop Content.

Polycom People+Content IP

The People+Content IP application enables you to send content from a computer that is not connected directly to the RealPresence Group Series system or Polycom touch devices.

Keep the following points in mind when using the People+Content IP application:

- The application provides video-only content. No audio is shared.
The application supports any computer desktop resolution with color set to 16-bit or higher.

Your computer resolution can be set to anything, but the application scales images to 1024x768 or 1280x720.

**Note:** For a computer connected directly to the RealPresence Group Series system, Polycom recommends using the **Send Computer** button or **Content** button instead of People+Content IP.

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**Download and Install Polycom® People+Content™ Technology**

You need to download and install the Polycom® People+Content™ technology on a computer before you can use it to show content.

**Note:** If the room system is paired with a Polycom touch device, you do not need to install the application onto your computer. After you connect your computer to the touch device over USB, a version of the People+Content IP application launches automatically.

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**Procedure**

1. On a computer, go to the [Polycom People+Content IP](https://example.com) page.
2. Download the People+Content IP software for Mac or PC.
3. Open the zip file and click on the application installation.
4. Follow the instructions in the installation wizard.

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**Share Content using People+Content IP**

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

**Procedure**

1. On your computer, do one of the following:
   - On a Windows computer, navigate to **My Computer** and click the **People+Content IP** folder.
   - On a Mac computer, navigate to **Finder** then search for and run the **People+Content IP** application.
2. Enter the IP address or host name of the RealPresence Group Series system and the meeting password, if one is set.
3. Click **Connect**.
4. Open the content you want to show and click ![Play Button](https://example.com).

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**Stop Sharing Content with People+Content IP**

When you are done showing content, make sure you stop People+Content IP.

**Procedure**

1. Click ![Stop Button](https://example.com) in the People+Content IP application.
**VisualBoard**

The VisualBoard application enables you to show and annotate content in real time on the RealPresence Group Series using the touchscreen monitors. You can use the VisualBoard application in a call and out of a call. When using a touchscreen monitor, you can annotate content using your finger, a stylus, or a connected USB mouse. Refer to the *Polycom VisualBoard Technology Application User Guide* for more information on using the VisualBoard application.

**Access VisualBoard When Not in a Call**

When you are not in a call, you can access the VisualBoard application to show and annotate content. When you open the VisualBoard application, a blackboard displays by default.

**Procedure**

1. Tap **Content > VisualBoard**.

**Access VisualBoard in a Call**

You can show annotate content during a call using the VisualBoard application. When you open the VisualBoard application, a blackboard displays by default.

**Procedure**

1. Tap **Content > VisualBoard**.

**Create a New Whiteboard or Blackboard**

When you need to create a new whiteboard or blackboard, the previous board is saved automatically if a USB is connected to the system.

**Procedure**

1. Tap or **Content > VisualBoard**.

**Annotate Content with VisualBoard**

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

**Procedure**

1. Do one of the following:
   - Use the Arrow Pointer to point to sections of the displayed content.
   - Select the color and thickness of a line to write or draw on the content.

**Undo Annotations**

You can undo a previous annotation or undo all annotations at one time.

**Procedure**

1. Do one of the following:
   - Tap **to undo the last annotation made.**
   - Tap and hold **to undo all annotations made.**
Erase Annotations

You can erase a previous annotation or erase all annotations at one time. When you erase an annotation, you cannot undo the deletion.

Procedure

1. Do one of the following:
   • Tap \[\text{undo}\] to undo the last annotation made.
   • Tap and hold \[\text{undo}\] to undo all annotations made.

Exit VisualBoard

When you are done using the VisualBoard application, exit the application.

Procedure

1. Tap \[\text{exit}\].

Managing Content from Microsoft Clients

Your system can receive content from Microsoft Lync 2013 and Skype for Business 2015 remote desktop (RDP) clients during active calls when content is initiated from the Microsoft clients. Be aware that you cannot share content, including content shared through People+Content IP or VisualBoard, while actively receiving content from Microsoft clients.

Scroll and Zoom Skype for Business Content

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

Procedure

1. Connect a USB mouse to your system.
2. Use the mouse to scroll and zoom in on the content.

Control Skype for Business Content

Contacts using a Microsoft client to share content can select a specific RealPresence Group Series system to give control over the content. After your system receives and takes control of content from the client, you can use a USB mouse and keyboard to open and use shared applications, programs, and files on the system sharing content.

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

Procedure

1. Connect a USB mouse to the system.
2. If you want to use applications, programs, or files that require keyboard functions, connect a USB keyboard to the system.

3. On your system, select the Control Remote checkbox.
   The system now controls the content received from the Microsoft client.

Return Control of Skype for Business Content
After receiving control of shared content sent from a Microsoft client, you can return control of the content at any time.

Procedure
1. Connect a mouse to the system.
2. On the local interface, clear the Control Remote checkbox.
   The Microsoft client now controls the shared content. You can still scroll and zoom to see all the shared content.

Share Content from USB Flash Drive
You can connect a USB flash drive to the system and share image files on the flash drive.
If another participant is showing content, that content must be stopped before you can show content.

Procedure
1. Connect the USB device to the USB port of the system.
2. Tap to open the Quick Access menu, tap Content, and tap the content source to start showing content.
3. Navigate to the file that you want and select the file.

Stop Content from a USB Flash Drive
Make sure to stop sharing content before disconnecting the USB drive.

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

Recording Calls
Depending on how your system is set up, you can record calls in one of the following ways:

- You can record calls using Polycom® RealPresence® Media Suite.
- On RealPresence Group 700 systems, you can record calls on a laptop, a tablet, or on a DVD or DVR player using monitor 3.
RealPresence Media Suite Recording Methods

RealPresence Media Suite is an enterprise recording, streaming, and video content management solution. With the RealPresence Media Suite solution, you can record point-to-point and conference video calls, create a live stream, and control recordings directly on the room system.

You can record a video call with RealPresence Media Suite using the following methods:

- **Initiate a recording on the system**: When RealPresence Media Suite is enabled for a room system, recording controls display on the room system, and you can start, pause, and stop a recording from the room system.

- **Dial RealPresence Media Suite directly**: You can dial into RealPresence Media Suite using the suite IP address, H.323 extension, or SIP URL. When you use this method, the system uses the default recording settings defined by a RealPresence Media Suite administrator.

- **Dial a RealPresence Media Suite Video Recording Room (VRR)**: A VRR is a virtual Capture Server with a specific recording profile that is defined by a RealPresence Media Suite administrator. Before recording a call using this method, you need the VRR number and the IP address, H.323 ID, or SIP address of the RealPresence Media Suite.

**Note**: If using one of the dial-in methods, you have immediate access to play a recording back as long as the Media Suite TVUI remains open. After that, you must access the RealPresence Media Suite portal to access the recording. Contact your system administrator for details on accessing the RealPresence Media Suite User Portal.

RealPresence Media Suite Connection Methods

You can use any of the following connection methods for dialing the RealPresence Media Suite solution to record calls on the RealPresence Group Series

<table>
<thead>
<tr>
<th>Media Suite Type</th>
<th>Connection Method</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Suite system</td>
<td>If the room system and solution are not registered to the gatekeeper or to a SIP server, dial the RealPresence Media Suite IP address.</td>
<td>10.11.12.13</td>
</tr>
<tr>
<td></td>
<td>If the room system and solution are registered to the gatekeeper, dial the RealPresence Media Suite E.164 extension for H.323.</td>
<td>1234</td>
</tr>
<tr>
<td></td>
<td>If the room system and solution are registered to a SIP server, dial the RealPresence Media Suite SIP address.</td>
<td>CS123</td>
</tr>
</tbody>
</table>
### Media Suite Type

<table>
<thead>
<tr>
<th>VRR</th>
<th>Connection Method</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For H.323 calls, use one of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [RealPresence Media Suite IP]##[VRR number]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [RealPresence Media Suite E.164 prefix][VRR number]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For SIP calls, use one of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [VRR number]@[RealPresence Media Suite IP]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [SIP peer prefix][VRR number]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If the RealPresence Media Suite IP is 11.12.13.14 and the VRR number is 4096, dial 11.12.13.14##4096.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If the RealPresence Media Suite E.164 prefix is 8888 and the VRR number is 4096, dial 88884096.</td>
<td></td>
</tr>
</tbody>
</table>

### RealPresence Media Suite Touch Tones

You can enter touch tones with the touch interface, a touch device, or remote control to manage the call recording.

The following table lists the supported touch tone codes you can use to activate the button controls on the TVUI.

<table>
<thead>
<tr>
<th>TVUI State</th>
<th>Operation</th>
<th>Touch Tone Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu display state</td>
<td>Pause recording</td>
<td>*1</td>
</tr>
<tr>
<td></td>
<td>Start a recording</td>
<td>*2</td>
</tr>
<tr>
<td></td>
<td>Resume a paused recording</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stop a recording</td>
<td>*3</td>
</tr>
<tr>
<td></td>
<td>Playback a recording</td>
<td>*5</td>
</tr>
<tr>
<td>Video playback state</td>
<td>Pause the video</td>
<td>*1</td>
</tr>
<tr>
<td></td>
<td>Start the video</td>
<td>*2</td>
</tr>
<tr>
<td></td>
<td>Resume a paused video</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stop a playback and return to the main menu</td>
<td>*3</td>
</tr>
<tr>
<td></td>
<td>Reverse a video</td>
<td>*4</td>
</tr>
<tr>
<td></td>
<td>Fast forward a video</td>
<td>*6</td>
</tr>
</tbody>
</table>
Record Calls with RealPresence Media Suite using Onscreen Recording Controls

You can use either the touch monitors or the remote control to start a recording. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

**Note:** You can only start a recording in a point-to-point call, and only one participant can start a recording during a call. If you start a recording during a conference call or more than one participant starts a recording, the call changes to a point-to-point call and the participant layout changes to show the speaker only.

**Procedure**

1. Select ⬛ to open the Quick Access menu, then select ○ **Record Controls > ○ Start.**

Pause a Recording using Onscreen Recording Controls

You can pause a recording at any time during a video call or live stream.

**Procedure**

1. Select ⬛ to open the Quick Access menu, then select ○ **Record Controls > || Pause.**

Resume a Recording using Onscreen Recording Controls

After you pause a recording, you can resume the recording and continue live streaming.

**Procedure**

1. Select ⬛ to open the Quick Access menu, then select ○ **Record Controls > ▶ Resume.**

Stop Recording using Onscreen Recording Controls

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

**Procedure**

1. Select ⬛ to open the Quick Access menu, then select ○ **Record Controls > ■ Stop.**

Record Calls with RealPresence Media Suite using Touch Tones

When you establish a connection to a RealPresence Media Suite, the recording starts and the TVUI displays in a call window. Unless the administrator for the RealPresence Media Suite has disabled the Start Recording Immediately option, the recording starts immediately after the TVUI displays.

You can use either the touch monitors or the remote control to dial into RealPresence Media Suite and activate the TVUI.

**Procedure**

1. Enter the IP, H.323, or SIP address of the Media Suite.
   The TVUI displays in the call window.
2. If the recording does not start immediately, tap ⬛ then tap ●●● More > ●●● Touch Tones
3. Enter *2 on the onscreen dial pad.
Stop Recording
Before ending a call, make sure to stop the recording.

Procedure
1. Tap \( \text{Menu} \) to open the Quick Access menu then tap \( \text{More} > \text{Touch Tones} \)
2. Enter *3 on the onscreen dial pad.

Playback a Recording
You have immediate access to playback a recording as long as the Media Manager TVUI continues to display and the call hasn’t ended. After this time, you can access the recording in the RealPresence Media Suite portal in a list of archives where recordings are saved. Contact your administrator for information on accessing the portal.

Procedure
1. Tap \( \text{Menu} \) to open the Quick Access menu tap \( \text{More} > \text{Touch Tones} \)
2. Enter *5 on the onscreen dial pad.

Record Calls with a Laptop or Tablet
Using monitor 3 on a RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected laptop or tablet. Your administrator determines the settings for this feature.

Procedure
1. Power off your RealPresence Group 700 system.
2. Attach an HDMI cable from the HDMI video output on your RealPresence Group system to the HDMI input on your laptop or tablet.
3. Power on your RealPresence Group system.
4. On the laptop or tablet, use a recording application to record the call.
   The layout option for the recorded video is the layout that your administrator set for Monitor 3.

Record Calls on a DVD or DVR
Using monitor 3 on the RealPresence Group 700 system, you can either record the speaker and content or record the speaker only using a connected DVD or DVR player. Your system administrator determines the settings for this feature.

Procedure
1. Power off your RealPresence Group 700 system.
2. Attach a VGA cable from the VGA video output on your RealPresence Group 700 system to the VGA input on your DVD or DVR device.
3. Power on your RealPresence Group 700 system.
4. On the DVD or DVR player, use the record function to record the call.
The layout option for the recorded video is the layout that your administrator set for monitor 3.

**Settings**

Before or during calls, you can adjust audio and video settings, including adjusting the volume, muting the microphone, turning off the camera, and changing the video layout.

Depending on how the system is set up by your administrator, you might be able to customize user and administrator settings on the system, including the language, time zone, LAN settings, and security settings. If you have any questions about changing these settings, contact your administrator.

**Adjust for Room Lighting**

If your administrator allows access to User Settings, you can adjust the brightness of the video sent to your system using Backlight Compensation. Use Backlight Compensation in situations where the subject displays darker than the background or to darken a bright background in rooms with high brightness levels. This feature does not affect the way content is displayed.

**Procedure**

1. From the Home screen, tap to open the Quick Access menu, tap **Settings > User Settings > Camera**.
2. Tap the **Backlight Compensation** check box.

**Call Settings**

If your administrator allows access to User Settings, you can choose the way calls are answered or declined.

**Temporarily Refuse Calls**

If your administrator allows access to User Settings, you can automatically refuse incoming calls when you do not want to be disturbed. Callers get a message that the call was rejected, and you receive no notification about incoming calls. You can still make outgoing calls.

**Procedure**

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

**Set the System to Answer Video Calls Automatically**

If your administrator allows access to User Settings, you can specify whether to answer video calls automatically or to have the system announce incoming video calls and wait for you to answer manually.

**Note:** Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.
Procedure

1. Tap  to open the Quick Access menu, then tap  Settings > User Settings > Meetings.

2. Do one or both of the following:
   • Set Auto Answer Point-to-Point Video to Yes.
   • Set Auto Answer Multipoint Video to Yes

Configure Automatic Self View Control

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

Procedure

1. From the Home screen, tap  to open the Quick Access menu.

2. Navigate to  Settings > User Settings > Cameras.

3. Select the Automatic Self View checkbox.

Video Adjustments

You can manage video and certain user interface settings for your system.

Change the Video Layout

What you see during a conference call can vary depending on how the system is set up, the number of sites in the call, the number of monitors you are using, whether content is shared, and whether Self View is on.

You can change the layouts of how video, self view, and content display during a conference call. The multipoint monitor layout used on the host system is the layout used in the call.

Procedure

1. In a call, tap  to open the Quick Access menu.

2. Do one of the following:
   • To change your video layout (the near-end), tap  More > PIP Layout.
   • If the far-end has enabled meeting participants access to change the far-end layout, tap More > Participant Layout.

3. Select one of the available layouts.

Allow Video Display on the Web

If your administrator allows access to User Settings, you can choose whether to allow others to view the room where the solution is located or the video stream from calls in which the solution participates.

Note: The default setting is to not allow video display on the web. Be sure to verify whether your system administrator wants the setting to be changed.
Procedure

1. Tap to open the Quick Access menu then tap Settings > User Settings > Meetings.

2. Tap Allow Video Display on Web.

Turn Off Self View

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn off Self View when you do not want to view your video stream.

Procedure

1. Tap to open the Quick Access menu.

2. Tap Self View Off

Start Sending Video

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

Procedure

1. Tap to open the Quick Access menu then tap Camera On.

Stop Sending Video

Whether you are in a call or before a call begins, you can turn your camera off to stop sending video. Turning off the camera enables you to stop sending your video stream to contacts while remaining connected to the call.

Note: When you stop your video in a Lync environment, video transmission ceases and no Self View displays. When you stop your video in a non-Lync environment, a video pause image is sent to the far end.

Procedure

1. Tap to open the Quick Access menu then tap Camera Off.

When you stop the video, a video pause icon is displayed.

Turn On Self View

Self View shows you the video stream that your contacts see when they are in a call with you. If automatic self view is not enabled, you can turn Self View on to view the same video stream the far end sees.

Procedure

1. Tap to open the Quick Access menu.

2. Tap Self View On.
Switch Between Full Screen Video and the Home Screen

When your call connects, the system automatically shows video in full screen view. You can switch back to the Home screen during a call if, for example, you need to adjust a user setting and your system is set up to allow you to do so.

Procedure

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

Multipoint Viewing Modes

The multipoint viewing mode set on the host conference system is the layout used in a conference call for all endpoints connected to the call. The modes alternate between full screen, continuous presence, which is where video images from multiple sites are automatically combined on one monitor, or a combination of both.

The default mode is Discussion, however, your administrator may have set any of the following modes as the default for your system:

- **Auto** - The view switches between continuous presence and full screen, depending on the interaction between the sites. If multiple sites are talking at the same time, continuous presence is used. If one site speaks uninterrupted for at least 15 seconds, that site appears in full screen on the monitor.
- **Discussion** - Multiple sites are displayed in continuous presence. The current speaker's image is highlighted.
- **Presentation** - The speaker sees continuous presence while the other sites see the speaker in full screen on the monitor.
- **Full screen** - The site that is speaking is shown in full screen to all other sites. The current speaker sees the previous speaker.

Set the Multipoint Viewing Mode

You can change your multipoint viewing mode from the default mode.

Procedure

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

Camera Presets in Single Camera Mode

In Single Camera mode, camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and select a video source, such as a document camera or an auxiliary camera. Presets remain in effect until you change them.

The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.

If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
• Camera zoom level
• Direction the camera points

If far-end camera control is allowed, you can create 10 presets for the far-end camera as well. These presets are saved only for the duration of the call. You can also use presets that were created at the far end to control the far-end camera, if enabled by the administrator.

Keep the following camera control information in mind when using Self View:
• When in a call, selecting near camera control pans and zooms the local camera without changing the layout.
• When out of a call, selecting camera control changes the Self View to full screen.
• Incoming calls override the full-screen Self View layout.

### View Stored Presets
When you store a preset, a snapshot of the area where the camera is pointing is saved. You can view snapshots of previously stored presets at any time.

**Procedure**

1. Tap  to open the Quick Access menu.
2. Tap Camera > Presets.

### Select a Stored Preset
Using previously stored presets, you can quickly move the position of the camera.

**Procedure**

1. Tap  to open the Quick Access menu.
2. Tap Camera > Presets and select a preset.

### Store a Camera Preset
Camera presets are stored on the system until you replace the preset with a new snapshot.

**Procedure**

1. Tap Camera > Camera Control, and select the desired camera.
2. Position the camera to the desired area for the new preset.
3. Tap  to open the Quick Access menu then tap Presets.
4. Tap and hold a preset for one second.

After five seconds, a snapshot is taken and set for the camera preset.

### Audio Adjustments
You can control several audio settings on the system, including adjusting the volume, adding a headset, and muting the microphone.
Adjust the Volume

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

**Procedure**

1. Tap to open the Quick Access menu then tap \(\text{Volume}\).
2. Place your finger on the Volume slider and move your finger to the left to lower the volume and to the right to raise the volume.

Mute Automatically-Answered Calls

You can choose to mute the microphones when a video call is answered automatically. The status indicator at the base of the solution glows red when the microphones are muted then progressively dim.

**Procedure**

1. Tap to open the Quick Access menu then tap \(\text{Settings > User Settings > Meetings}\).
2. Tap \(\text{Mute Auto Answer Calls}\).
3. After the call connects, tap \(\text{Unmute}\) when you're ready to unmute the microphones.

When a call is muted, the muted microphone \(\text{icon displays.}\)

Mute the Microphone

You can mute the microphone at any time to mute your audio when you do not want the far-site to hear your conversation. The status indicator at the base of the solution glows red when the microphones are muted then progressively dims.

Keep the following in mind regarding muting:

- Muting the microphone does not mute audio coming from any device connected to the content audio inputs.
- The LED indicators at the base of the system are red when the system is muted.
- The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.

**Procedure**

1. Tap to open the Quick Access menu then tap \(\text{Mute}\).

Unmute the Microphone

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

**Procedure**

1. Tap to open the Quick Access menu.
2. Tap \(\text{Unmute}\) to resume audio.
Encryption and Security

When a call is encrypted, a locked padlock 🗝️ displays on the monitor. If a call is not encrypted, an open padlock displays on the screen. The padlock icon also displays in the following situations:

- If you are in a point-to-point call or a conference call hosted by another system, the padlock icon displays the state of your individual connection.
- If you are hosting a conference call, the padlock icon displays the combined state of all connections: encrypted if all connections in the call are encrypted, unencrypted if one or more connections in the call are not encrypted.

In one call, some connections might be encrypted while others are not. However, the padlock icon might not accurately indicate whether the call is encrypted if the call is cascaded or includes an audio-only endpoint. If encryption is required on your system, the far-end must support encryption or the call will not be completed.

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

Verify Encryption Check Code

To provide extra security for encrypted H.323 calls, the system provides an encryption check code. Participants in a call can use this check code to verify that the call is not being intercepted by a third party. Polycom recommends verifying check codes at each site to protect against third-party eavesdropping on H.323 point-to-point calls. The check code is calculated so that the check code is the same at both sites in the call. The numbers are identical if, and only if, the calculation uses data exclusively from the two sites in the call, with no data being intercepted and modified by a third party. Note that in externally-hosted multipoint calls, check code numbers do not match any other numbers in the call.

**Procedure**

1. Place an encrypted H.323 point-to-point call.
2. Tap 📆 to open the Quick Access menu, then tap 📧 Settings > System Information > Call Statistics.
4. For Call Encryption, locate the check code, as shown in the following example: **AES-128/TLS/SDED**
5. Verbally verify that the check code is the same at both sites.
6. Do one of the following:
   - If the codes match, the call is secure. Proceed with the call.
   - If the codes do not match, the call might be compromised. Hang up the call and contact your system administrator.

Change the Call Security Level

When enabled by your system administrator, a visual security classification indicator displays during a call to help participants be aware of the maximum level of classified information they can safely exchange in a conversation. After a call begins, the visual security classification indication of the call displays on all endpoint monitors in the call. During a call, you can override the security classification and assign a lower
security classification level. While you can change the security level, you cannot raise it higher than the default setting.

Procedure

1. Tap ☐ to open the Quick Access menu, then tap "Settings > Administration > Security."
2. From the Security Classification list, select the desired security level.
3. Click Continue to confirm your selection.

After the security classification is raised or lowered, a message displays for five seconds to all video participants. The change is only applicable to the current call.

Troubleshooting

Your administrator is available to assist you when you encounter difficulties. If you are having problems making a call, however, try the troubleshooting tips below first.

Make a Test Call

To troubleshoot any issues making video calls, call a Polycom video site to test your setup. A list of worldwide test numbers is available at www.polycom.com/videotest.

When placing test calls, try the following:

- Make sure the number you dialed is correct, then try the call again. For example, you might need to dial 9 for an outside line or include a long distance access or country code.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Find out if the system you are calling is powered on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.

If you are not able to make test calls successfully and you have verified that the equipment is installed and set up correctly, contact your administrator for further assistance.

System Information

Note that your administrator might ask you for the system serial number, software version, any active alert messages, and other information.

Locate the IP Address and H.323 Extension

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

Procedure

1. Tap ☐ to open the Quick Access menu, then tap "Settings > System Information > Information > Network."

Locate Diagnostics Information

You can view diagnostics information of the system.
**Procedure**

1. Tap to open the Quick Access menu, then navigate to **Settings > System Information > Diagnostics**.

**View System Health Check Warnings**

If any warnings occur during the system health check, you can view them after the system starts.

**Procedure**

1. Tap to open the Quick Access menu then tap **Settings > System Information > Status > Active Alerts**.
   2. For more details, select **More Information**.

**Locate the System Serial Number**

You can view the system’s 14-digit serial number on the local interface of the system.

**Procedure**

1. Tap to open the Quick Access menu, then tap **Settings > System Information > Information > System Detail**.

**Locate the Software Version**

You can view the software version on the local interface.

**Procedure**

1. Tap to open the Quick Access menu, then tap **Settings > System Information > Information > System Detail**.

**Locate Active Alert Messages**

You can view the active alert messages on the local interface.

**Procedure**

1. Tap to open the Quick Access menu, then tap **Settings > System Information > Status > Active Alerts** for messages generated by your system.

**Locate the LAN Status**

You can view the LAN status on the local interface.

**Procedure**

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

**View the Status of the EagleEye Director II Camera System**

You can view the status of the camera system to help with troubleshooting camera issues.
Procedure

1. Navigate to Settings > System Information > Status.