



USER GUIDE

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Polycom[®] RealPresence[®] Group Series with Zoom Connector for Polycom



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6001 America Center Drive
San Jose, CA 95002
USA

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Before You Begin

Topics:

- [Get Help](#)

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

Please read the RealPresence Group Series documentation before you operate the system. The following related documents for RealPresence Group Series systems are available from [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 Polycom RealPresence Group Series system here for future reference. The serial number for the system is printed on the unit.

System Serial Number: _____

Option Key: _____

Get Help

For additional information on installing, configuring, or troubleshooting a RealPresence Group Series system with Zoom Connector for Polycom, refer to the following resources:

- Zoom Help Center: <https://support.zoom.us/hc/en-us>
- Polycom Strategic Partner Solutions: http://support.polycom.com/content/support/North_America/USA/en/support/strategic_partner_solutions.html

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.

Getting Started with Polycom RealPresence Group Series

Topics:

- [RealPresence Group System Power](#)
- [Using a Polycom RealPresence Group Series Remote Control](#)
- [Wake the System](#)

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 systems with Zoom Connector for Polycom.


This guide includes step-by-step instructions for performing everyday video conferencing tasks with RealPresence Group Series systems using the following Polycom products:

- RealPresence Group Series Remote Control
- Touch User Interface
- Polycom® RealPresence Touch™

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 configures the RealPresence Group Series system to work in a Zoom Video Communications environment. If the system does not display the configuration options shown in this guide, check with your system administrator or Polycom Reseller for assistance.



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 the sensor, 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

- » 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

- » 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 a Polycom RealPresence Group Series Remote Control

The infrared RealPresence Group Series remote control enables you to operate a RealPresence Group Series system. This includes placing calls, adjusting the volume, controlling the camera, navigating screens, and more. RealPresence Group Series systems and Polycom® EagleEye™ cameras and camera systems have infrared receivers that enable you to control the system by pointing the remote control toward the system or a connected EagleEye camera or camera system.

Note: If you have an SDI camera, you might need a special cable to connect the camera to the system to receive infrared signals from the remote control. For more information about the cable, contact Polycom support.

Remote Control Buttons and Descriptions

The following table shows the parts of the remote control and includes descriptions for each part.

Remote Control Button Descriptions		Parts of the Remote Control
Number	Description	
1	LED IR emitter	<p>The diagram shows a vertical, silver remote control with various buttons and features. Numbered callouts (1-17) point to specific parts: 1. LED IR emitter at the top; 2. Decrease speaker volume button (left speaker icon); 3. Increase speaker volume button (right speaker icon); 4. Zoom camera out button (magnifying glass icon); 5. Zoom camera in button (magnifying glass icon); 6. Center Select button (a small square button in the center of a large touchpad); 7. Navigation buttons (Up, Down, Left, Right arrows) around the touchpad; 8. Home button (house icon); 9. Menu button (list icon); 10. Back button (left arrow); 11. Call/Power button (green/red triangle); 12. End/Reject button (red triangle); 13-14. Numeric keypad (1-9, *, 0, #); 15. Asterisk/Period button (*, .); 16. DTMF keys (#, *); 17. Mute/Unmute button (microphone icon).</p>
2	Decrease speaker volume.	
3	Increase speaker volume.	
4	Zoom camera out.	
5	Zoom camera in.	
6	Press center Select button to select highlighted menu item.	
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.	
8	Delete letters or numbers or go back to a previous screen.	
9	Display the Menu screen.	
10	Return to the Home screen.	
11	Place or answer a call or power on the system.	
12	End and reject a call or power off the system.	
13	Enter letters or numbers.	
14	In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.	
15	Generates an asterisk if the cursor is in a text field or a period if the cursor is in a numeric field.	
16	Generates dual-tone multi-frequency (DTMF) touch tones. Press #, followed by DTMF keys to send.	
17	Mute or unmute a microphone.	

Recharge the Remote Control Battery

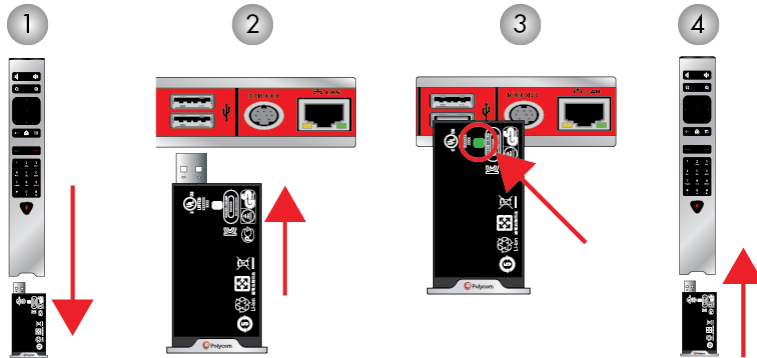
When the remote control battery power is at 10% or less, a notification displays on the RealPresence Group system Home screen.

You can use a USB 2.0 port on the system to charge the remote control battery. The RealPresence Group 300, 310, and 500 systems have two USB 2.0 ports on the back of each system, while the RealPresence Group 700 system has one USB 2.0 port on the front of the system and two USB 3.0 ports on the back of the system.

Procedure

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 on your system.
3. Wait until the status light on the battery turns green before removing it from the port.
Recharging the battery can take from 20 minutes up to multiple hours.
4. Insert the charged battery into the remote control.

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



Wake the System

After a certain amount of time with no activity, the RealPresence Group Series system goes into sleep mode.

Procedure

- » Press any button on the remote control or just pick up the remote.

Joining and Starting Zoom Meetings

Topics:

- [Join a Scheduled Zoom Meeting](#)
- [Start a Zoom Meeting on a RealPresence Group Series System](#)
- [Start a Meet Now Meeting on a RealPresence Group Series System](#)

There are a number of ways you can join and initiate Zoom meetings on the RealPresence Group Series system. This section covers joining a scheduled meeting from the Calendar or starting an impromptu meeting using a Speed Dial.

Join a Scheduled Zoom Meeting

When you set a RealPresence Group Series system in a meeting room as the location for a scheduled Zoom meeting, the meeting displays on the system's Calendar, and you can join the meeting from the room system.

Procedure

- » From the Home screen, select a meeting on the Calendar and select **Join**.

Start a Zoom Meeting on a RealPresence Group Series System

Using a speed dial on the Speed Dial tab, you can start an impromptu Zoom meeting using your meeting ID.

When you select a speed dial on the Home screen, the system connects directly to the Zoom server, and you can enter your seven-digit meeting ID to start a meeting.

Procedure

1. Navigate to the **Speed Dial** tab on the Home screen.
2. Select a speed dial and select **Join a Meeting**.
3. Enter the meeting room ID. For example, enter `#357-517-0532#`.

Start a Meet Now Meeting on a RealPresence Group Series System

Using a speed dial on the RealPresence Group Series Speed Dial tab, you can start an impromptu Zoom meeting using the meeting ID assigned to the meeting room.

When you select the Meet Now speed dial on the Home screen, the system connects directly to the meeting room on the Zoom Server.

Procedure

1. Navigate to the **Speed Dial** tab on the Home screen.
2. Select **Meet Now**.

Sharing Content

Topics:

- [Sharing Content using the Zoom Client](#)
- [Content Connections on RealPresence Group Systems](#)

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. To show people and content at the same time, your system administrator must configure the RealPresence Group Series system for content.


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

You can share content using the following types of content:

- Content shared from the Zoom client
- Any information stored on a computer connected to a RealPresence Group Series system
- Images on a USB drive connected to the system
- Content from a DVD or DVR player connected directly to a RealPresence Group Series system

Sharing Content using the Zoom Client

During a Zoom meeting on the RealPresence Group Series system, you can share content with participants in the meeting using the Zoom client.

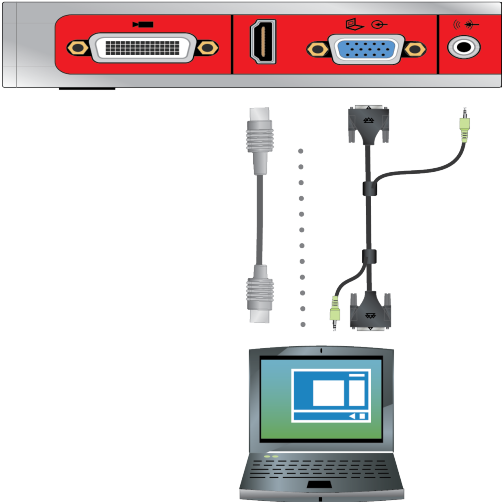
Using the Zoom meeting client, you can share your screen () or choose to share an application on your laptop or mobile device. For more information on sharing content using the Zoom client, refer to "Audio, Video, Sharing" on the [Zoom Help Center](#) site.

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

