Polycom® RealPresence® Group Series with Polycom® Touch Control
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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—including 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 the power button on the remote control.

   The indicator light changes color and blinks when the system is shutting down.
Using a Polycom® Touch Control Device

Topics:

- **Power On a Polycom Touch Control Device**
- **Wake the System**
- **Pair a Polycom Touch Control Device**
- **Using the Polycom Touch Control as a Virtual Remote Control**
- **Disconnect a Polycom Touch Control Device from a RealPresence Group Series**
- **Calling**
- **Sharing Content**
- **Recording Calls**
- **Settings**

The Polycom Touch Control has a touch screen that allows you to control a RealPresence Group system. You can use the RealPresence Group Series to place calls, adjust the volume, control the camera, show content, and select options.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Use the Polycom Touch Control to operate a RealPresence Group system</td>
</tr>
<tr>
<td>2</td>
<td>Touch the screen to select an item. Drag your finger across the screen to scroll.</td>
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<td>3</td>
<td>Scroll left and right on the Home screen for quick access to common calling and configuration tasks.</td>
</tr>
<tr>
<td>4</td>
<td>Touch Back to go to the previous screen.</td>
</tr>
</tbody>
</table>
### Power On a Polycom Touch Control Device

If you want to use a Polycom Touch Control device with your RealPresence Group Series system, you must first power it on.

**Procedure**

1. Connect the LAN cable to the touch device.
   - The Home button is lit when the device is powered on.

### Wake the System

The Polycom Touch Control device goes to sleep after 2 minutes of inactivity.

**Procedure**

1. Touch the screen.
   - This wakes the touch device and the paired system.

### Pair a Polycom Touch Control Device

Before you make a call using the Polycom Touch Control, you must pair the touch device with a RealPresence Group Series system.

**Procedure**

1. Power on the Polycom Touch Control.
   - After you power on the touch device, the *Connect to Device* screen is displayed.

2. Do one of the following:
   - On the touch device, enter the IP address for the RealPresence Group Series and touch *Connect*.
   - From the Home screen, touch the System tab, and under Device Connection status, touch . Touch View Pairing Settings, enter the admin ID and password for your Polycom Touch Control, and enter the system’s IP address.

3. Enter the ID and password of the RealPresence Group Series.

4. Touch Next.
   - The pairing connection begins, and a message displays when the connection is successful.
Using the Polycom Touch Control as a Virtual Remote Control

The Polycom Touch Control uses an IP connection to communicate with the RealPresence Group Series. If this connection is lost for more than 2 minutes, error messages display on the RealPresence Group Series system monitor and the Polycom Touch Control screen.

After you are disconnected, you can use a virtual remote control on the Polycom Touch Control to access the Polycom Touch Control 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 Series system camera.

Virtual Remote Control

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

Disconnect a Polycom Touch Control Device from a RealPresence Group Series

The connection pairing with the Polycom Touch Control persists until you either disconnect or power off the system.

Procedure

1. On the Home screen, touch \( \text{ } \) then touch the RealPresence Group Series System tab.
2. Under Device Connection Status, touch \( \text{ } \).
3. Touch View Pairing Settings.
4. Touch Forget This Device.
   The IP Address field is now blank.

Calling

There are several ways to initiate calls on the system. You can place a call by entering your contact’s name or number, choosing a contact in the directory, or calling a speed dial or recent contact.

You can perform all of the functions that are available when making audio, video, or conference calls.
Call by Entering a Name or Number
You can place a call to contacts by entering a contact's name or number using a touch device or the remote control.

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. From the Home screen, touch 📞.
2. In the dialing field, enter the dialing information.
3. Enter any additional information needed for the call.
   The available settings depend on the type of call and your system's configuration.
4. Touch 📞ERASE to place the call.

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. 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.

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. From the Home screen, touch 📞 and then touch Recent Calls.
2. Touch an entry to place the call.

Answer a Call
The way a RealPresence Group Series handles incoming calls depends on how it is configured.
It either answers the call automatically, rejects the call automatically, or prompts you to answer the call manually. If the RealPresence Group Series does not answer incoming calls automatically, you are prompted to answer manually.

**Procedure**

1. Touch **Answer**.

**Ignore a Call**

If the RealPresence Group Series does not answer incoming calls automatically, you are prompted to answer or ignore it manually.

**Procedure**

1. Touch **Ignore** when a call comes in.

**Hold a Call**

In a point-to-point call, you can place a call on hold, and then answer an incoming call, make an outgoing call, or switch between two calls.

**Procedure**

1. On the Polycom Touch Control, touch **Hold**.

   When a call is on hold, **On Hold** displays on the screen for 5 seconds.

**Hold a Call and Answer a Call**

When you receive an incoming call while you are in an active call, you can place the active call on hold and accept the incoming call.

**Procedure**

1. Touch **Hold + Answer**.

**Hold a Call and Place a Call**

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

**Procedure**

1. Touch **Place a Call**.

   Place the call using your preferred method.

**Switch Between Calls**

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

**Procedure**

1. On the Call screen, touch **Manage > Active > Switch To**.
Resume a Call
When you no longer want to keep a call on hold, you can resume the held call.

Procedure
1. Touch Resume Call.

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

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

Procedure
1. From the Call screen, touch Hang Up.

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 by Adding Participants
To start a new conference call, you need to start with the first participant or site and then add others.

Procedure
1. Call the first site.
2. After the call connects, touch Add Participant from the Call screen.
3. Place a call to the next site.
4. Repeat the above steps until all sites are connected.

Answer a Call during a Conference Call
While in a conference call, you can hold the conference call and answer an incoming call.

Procedure
1. Touch Hold + Answer to hold the current call and answer the incoming call.

Note: In a conference call, you cannot resume the call while an individual participant in the meeting is on hold.
Place a Call during a Conference Call
If you need to, you can hold the conference call and place a new call.

Procedure
1. Touch Place a Call.
   Place the call using your preferred method.

Resume a Held Call in a Conference Call
When there is a call on hold, you can resume the held call.

Procedure
1. Touch Resume Call.

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

Procedure
1. On the Active Call screen, select the call that you want to hang up and touch Hang Up.

Hang Up All Calls
When you are in a conference call, you can hang up one call at a time or hang up all calls at once.

Procedure
1. At the top of the Active Call screen above the list of individual calls, touch Leave Conference.

Set Up a Meeting Password
You can set up a meeting password to ensure only the desired participants can join a call.

Procedure
1. From the Home screen, touch 📲.
2. Touch the RealPresence Group Series System tab.
3. Enter the password in the Meeting Password field by using the on-screen keypad.

Enter a Meeting Password
Before you can join a conference call, you might be prompted to enter a meeting password.

Procedure
• If a prompt appears on the screen, use the on-screen keypad to enter the password.
• If you need to generate touch tones (DTMF tones) with the RealPresence Touch, touch Keypad from the Call screen.
   Then use the keypad number buttons.
Joining Meetings from the Calendar with the Polycom Touch Control

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.

View Scheduled Meetings on the Calendar

If your system is set up to connect to the Microsoft Exchange Server, you can view scheduled meetings on the Home screen.

To view more information about a meeting on the calendar, select the meeting. Depending on the way your system is configured, you may not be able to view private meeting details.

Procedure

1. On the Home screen, touch Calendar or the date and time display at the top of the screen. Scheduled meetings are listed for the current day and for the next 6 days.

Start a Skype for Business Conference

Using the Polycom Touch Control, you can initiate a Skype for Business conference call.

Procedure

1. From the Call screen, touch Conference.

2. Add participants using any one of the following methods:
   - Touch Keypad, enter a participant's SIP addresses, and touch Add to add the contact to the list of conference participants.
   - Touch Directory, then select the contacts you want to include in the list of participants. If you select a group, the group expands and you can select individual contacts to add.
   - Touch Favorites, then select the contacts you want to include in the list of participants.

3. Touch Join when your list of participants is complete.

If you want to add additional participants after conference call has started, touch Add Participant and repeat any one of the methods in step 2. You do not need to put the other participants on hold, however, there may be a brief audio or video pause.

Contact Presence States on the Polycom Touch Control

If your system is registered to Microsoft® Lync™ Server 2013 or Skype for Business Server 2015, you can see the following presence icons next to your contacts.

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>
</tbody>
</table>
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

Share Content from a Connected Computer

Before you show content, check that the computer video output is configured to use one of these supported resolutions and refresh rates.

For best video quality, use refresh rates of 60 Hz or less.

<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>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>
</tbody>
</table>
## Resolution and Refresh Rates

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Refresh rates (Hz)</th>
</tr>
</thead>
<tbody>
<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>

### Note
The way you set the resolution and refresh rate differs, depending on the type of operating system you have. Check your computer manual or help topics for the appropriate steps.

### Procedure

1. From the Home screen or Call screen, touch **Show Content**.

2. Touch the video source to start showing content.

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

### Stop Sharing Content from a Connected Computer

You can use the Polycom Touch Control to stop showing the content you are sharing from a computer connected to a RealPresence Group system.

### Procedure

1. From the Content screen of the Touch Control, touch the computer source to stop showing it.

2. Using your remote control, select **Hide** and the name of your content source, such as **Hide Laptop**.

### 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.

### Procedure

1. On a computer, go to the Polycom People+Content IP 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.

**Share Content with Polycom® People+Content™ IP**

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

**Procedure**

1. Using the USB content cable, connect the computer directly to the underside of the Touch Control.
   - If auto-run is enabled on the computer, you are prompted to run People+Content IP. If auto-run 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 ▼.

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

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

**Procedure**

1. Click in the People+Content IP application.

**Share Content from a USB Drive**

A Polycom Touch Control device can show content stored on a USB drive.

If another participant has People+Content IP connected to the system to show content, that content must be stopped before you can show content with the Polycom Touch Control using a USB drive.

**Procedure**

1. Connect the USB device to the USB port 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**.
4. Navigate to the file that you want to show.
   - The Polycom Touch Control can open slideshows (.pptx), documents, 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 RealPresence Touch 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 RealPresence Touch 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 📡.

---

**Annotate Content on a USB Drive with Polycom Touch Control**

You can annotate content on a USB drive while showing it to the far-end sites.

**Procedure**

1. While you are showing content from a USB drive, touch 📝 to access the annotation toolbar.

   - To draw red lines on content, touch 🔄️.

   - Touch 📛 to add yellow highlighting to areas of the content.

   - To white out areas of the content, touch 📶.

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 📐.

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

---

**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.
Record and Stream with RealPresence Media Suite

You can use the Polycom Touch Control system to start, pause, resume, stop, and playback a RealPresence Media Suite recording.

The FECC keys shown in the table below are supported for activating the controls on the TVUI using a Polycom Touch Control system.

<table>
<thead>
<tr>
<th>Operation</th>
<th>FECC Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause recording</td>
<td>![Pause]</td>
</tr>
<tr>
<td>Start a recording</td>
<td>![Start]</td>
</tr>
<tr>
<td>Resume a paused recording</td>
<td>![Resume]</td>
</tr>
<tr>
<td>Stop a recording</td>
<td>![Stop]</td>
</tr>
<tr>
<td>Playback a recording</td>
<td>![Playback]</td>
</tr>
</tbody>
</table>

Procedure

1. From the Home screen, touch 📞.
2. In the dialing field, enter the number of the RealPresence Media Suite you want to use to record the call as follows:
   - **Letters**: To enter letters, touch 📜 Keyboard. Touch and hold keys to access accented characters.
   - **Backspace**: To backspace, touch 🗑️ Delete.
3. Touch 📞 to place the call.
4. The TVUI opens.
   - If the recording does not start immediately, press the appropriate FEC key to start the recording.
5. When you are done recording, press the appropriate FEC key to stop the recording.
6. To play the recording, press the appropriate FEC key.

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.

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. 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.

Mute the Microphone
You can mute the microphone if you do not want the far end to hear conversations at your site.
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 red mute indicator on the front of the EagleEye View camera is lit when the system is muted or when a Polycom microphone is connected and muted.
• The microphone might mute when the system automatically answers an incoming call and if the system is configured to mute auto answered calls.
• When your audio is muted, indicators on the microphone are red and a red microphone icon appears on the monitor display.

Procedure
1. From the Home screen, touch 📲.
2. On the audio screen, touch Mute to control your microphones. When you are in a call, mute controls are available on the Call screen.

Adjust the RealPresence Touch Ring Tone and Alert Volume
You can adjust the volume levels of the Polycom Touch Control ring tone and user alert tones.

Procedure
1. From the Home screen, touch 📲.
2. Touch the Touch Control tab.
3. Under Volume, use the Touch Control Volume slider to adjust the Polycom Touch Control volume.

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

Adjust 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 Series.
Use backlight compensation in situations where the subject appears darker than the background. Enabling this setting helps to darken a bright background, which can impact the tracking performance of the Polycom EagleEye Director or EagleEye Director II camera system.

**Note:** Because backlight controls adjust the main built-in camera, these controls do not make content displayed from a computer appear brighter.

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**Procedure**

1. From the Home screen, touch 📷.
2. Touch the RealPresence Group Series **System** tab.
3. Under **Camera**, touch **Backlight Compensation** to enable the setting.

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**Allow Video Display on the Web**

If your system administrator has allowed access to user settings, you can choose whether to allow viewing of the room where the system is located or video of calls in which the system participates.

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

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**Procedure**

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

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**Call Answering Settings**

To change the way calls are answered, you might want to change the default settings of your system.

**Enable 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.

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**Procedure**

1. From the Home screen, touch 📷.
2. Touch the RealPresence Group Series **System** tab.
3. Set **Auto Answer Point-to-Point** or **Auto Answer Multipoint Video** to Yes.
Mute 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.

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

Procedure
1. From the Home screen, touch 📞.
2. Touch the RealPresence Group Series System tab.
3. Under Meetings, touch Mute Auto Answer Calls to enable the option.
4. After the call connects, touch 🎤 Mute when you’re ready to unmute the microphones.

Temporarily Refuse Calls
If your system administrator has allowed you access to User Settings, you can set the system to Do Not Disturb to automatically refuse incoming calls when you do not want to be disturbed. When the system receives a call, the call is rejected, the caller gets a message that the call was rejected, and you receive no notification about incoming calls.

You can still place outgoing calls when the system is set to Do Not Disturb.

Procedure
1. From the Home screen, touch 📞.
2. Touch the RealPresence Group Series System tab.
3. Set Auto Answer Point-to-Point or Auto Answer Multipoint Video to Do Not Disturb.

Cameras
You can adjust available cameras in several ways.

Select a Camera
You can use the Polycom Touch Control to select and adjust the main camera or other near-end or far-end video sources.

You can adjust other auxiliary cameras or far-end cameras that support pan, tilt, and zoom movement, if supported or enabled.

When you are in camera control mode, you can press and hold a number to save a preset.

Procedure
1. From the Call screen or from the Home screen, touch 📺 Cameras.
2. Touch Select Camera, and then touch the camera or other video source you want to use.
3. In a call, touch 📺 Cameras > Near or Far to select either near-end or far-end control.
   The video source is shown to the call participants.
Adjust Cameras

After you select a camera, you can make some adjustments to enhance the view.

**Note:** Before you can adjust the EagleEye Director or EagleEye Director II camera systems, you must turn camera tracking off.

**Procedure**

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

Allow the Far-End System to Control Your Camera

If your system administrator has allowed access to user settings, you can let the far-end system control your camera.

If their systems support presets, far-end participants can also set and use presets for your camera.

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

**Procedure**

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

Enable Camera Tracking in a Call

If camera tracking is enabled, the camera focuses on the person or people who are speaking.

This tracking action, also called automatic camera positioning, can be manually started or stopped.

You must start camera tracking using the menu before the Mute and Unmute buttons will again affect tracking. After the call is complete, the camera system returns to default settings.

EagleEye Director

**Procedure**

1. On the Polycom Touch Control Home or Call screen, touch Cameras.
2. Select Start Camera Tracking.

**Disable Camera Tracking in a Call**

While in a call, you can use a RealPresence Touch device to disable camera tracking.

When you stop camera tracking through the menu, the Mute and Unmute buttons do not affect tracking.

**Procedure**

1. On the Polycom Touch Control Home or Call screen, touch Cameras.

2. Select Stop Camera Tracking.

**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 Camera Presets**

Become familiar with the stored camera presets to get the most out of your system.

**Procedure**

1. From the Home screen or Call screen, touch Cameras.

2. If you are in a call, touch Near or Far to select either near-end or far-end control.

3. Touch View Presets.

   Icons for presets 0-9 are shown on the screen.

4. Touch a number to go to a saved preset.
Store a Camera Preset
You cannot delete a preset, but you can overwrite an existing preset to store a new camera position.

Procedure
1. From the Home screen or Call screen, touch Cameras.
2. If you are in a call, touch Cameras > Near or Far to choose a near-end or far-end camera.
3. Touch Select Camera to choose a camera or other video source.
4. Touch Control Camera to move the camera to the desired position.
5. Touch View Presets, then touch and hold a number to store the preset position.
   Any existing preset stored at the number you select is replaced.

Move the Camera to a Stored Preset
After you have your presets stored, move the camera to one of the stored presets.

Procedure
1. From the Home screen or Call screen, touch Cameras.
2. If you are in a call, touch Cameras > 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.
4. Touch a number to go to a saved preset.