Quick Tips for the Polycom RealPresence Group Systems and the Polycom Touch Control

End a Call
To hang up a call, touch Hang Up on the call screen.

Place a Multipoint Call
To place a multipoint call, touch Add Call from the call screen after the first call connects.

Control Volume and Microphones
When you are in a call, audio controls are available on the call screen and at the top of other screens. If you are not in a call, touch Audio on the Home screen.

Show Content
To show content from a source connected to the RealPresence Group system:

To call from Favorites or Recent Calls:
1. From the Home screen, do one of the following:
   - Touch Place a Call, and then select Favorites.
   - Touch Place a Call, and then select Recent Calls.

2. Scroll to the entry you want, and touch it to place the call. Touch Info to get more information about the entry.

To call from the Calendar:
1. From the Home screen, touch Calendar.
2. Touch Join Now to call into the meeting or Info.

Answer a Call
If the RealPresence Group system does not answer incoming calls automatically, touch Answer or Ignore when a call comes in.

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Place a Video Call
To enter a name or number:
1. From the Home screen, touch Place a Call.
2. Enter the dialing information. To enter letters, touch Keyboard.
3. To backspace, touch Delete.
4. Touch Call to place the call.

To call from the Directory:
1. From the Home screen, touch Search the Directory.
2. Scroll to the entry you want, or touch the Search field to start entering the name.
3. Touch an entry to place the call. Touch Info to get more information about the entry.

Number | Description
--- | ---
1 | Use the Polycom Touch Control to control a RealPresence Group system
2 | Touch the screen to select an item. Drag your finger across the screen to scroll.
3 | Touch Back to go to the previous screen. Touch Home to go to the Home screen.
4 | Use the Call Screen for quick access to common tasks while in a call.
5 | Place a Video Call

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Select or Adjust a Camera

1. From the call screen or Home 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 Select Camera, and then touch the camera or other video source you want to select.
4. Touch Control Camera, and touch the arrow buttons or zoom buttons to adjust the camera.

Adjust the Video Layout While in a Call

1. From the call screen, touch Layout.
2. Select the layout you want to use by touching it.

If the call screen has no Layout tab, you cannot change the video layout at your site.

Software Updates

Polycom Touch Control version 4.x software operates with Polycom RealPresence Group systems.

More Information

For more information about setting up and using the system, refer to support.polycom.com.

Power the Polycom Touch Control On and Off

1. From the Home screen, touch User Settings.
2. Scroll to Power.
4. In the menu that appears, select an option to restart or power off the Polycom Touch Control. If you choose to power off the Polycom Touch Control, you must disconnect and reconnect its cable to power it on again.

The touch control screen goes to sleep after 2 minutes of inactivity. Touch the screen to wake it up.

View the Video System’s IP Address

1. From the Home screen, touch Information.
2. Touch the RealPresence Group Series System tab.
   IP Address displays the system’s address.

Tips and Tricks

- Make sure you know the name or number of the site you want to call.
- Connect and test any additional equipment before the meeting.
- Adjust your camera so that the far end can see you. Fill the screen with people rather than the table, chairs, walls, lights, or floor.
- Make sure that you can see and hear the far-end participants.
- Introduce all participants when the meeting starts.
- Speak in your normal voice without shouting. Use natural gestures when you speak.
- Don’t tap on the microphone or rustle papers near the microphone. Mute the microphone before moving it. In a multipoint call, mute your microphone when you are not speaking.