



USER GUIDE

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Polycom® RealPresence® Desktop for Windows®



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6001 America Center Drive
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Polycom® RealPresence® Desktop Modes of Operation

RealPresence Desktop has three modes of operation:

- In standalone mode, RealPresence Desktop supports registration and calling with an H.323 gatekeeper and/or a SIP server. It does not require registration with a Polycom provisioning server such as a Polycom® RealPresence® Resource Manager system. In standalone mode, you have direct access to the configuration and settings of RealPresence Desktop.

You must purchase a license and enter licensing information manually to use this beyond the 30-day trial period.

- In managed mode, RealPresence Desktop registers with a Polycom provisioning server like a RealPresence Resource Manager system. The Polycom provisioning server configures RealPresence Desktop automatically. It also provides access to a centralized directory server. In managed mode, the Polycom provisioning server manages licensing of RealPresence Desktop, so you do not need to purchase an individual license.
- In Cloud service mode, a Service Provider system configures RealPresence Desktop automatically. Once the Cloud service is enabled by the provisioning service, the **Cloud Sign-In** option is enabled and users can sign-in with their Cloud account, which is normally an email address.

Getting Started with RealPresence Desktop


When first signing into RealPresence Desktop application, you have the following options based on the mode of operation:

- Click or tap **Individual Account** when using RealPresence Desktop in standalone mode.
- Click or tap **Enterprise Sign-In** when using RealPresence Desktop in managed mode.
- Click or tap **Cloud Sign-In** when you are in a Cloud service environment.

Get Started with RealPresence Desktop in Standalone Mode

Standalone mode does not require registration with a Polycom provisioning server. You need to configure RealPresence Desktop manually.

TASK

- 1 From your device's **Application** list, click or tap .
- 2 In the **Individual Account** box, click or tap **Enter**.
- 3 Do one of the following:
 - Click or tap **Trial** to use the RealPresence Desktop application as a trial.
 - Click or tap **Activate** to activate the application with a license. Then import your license, or enter your license and activation key.

Get Started with RealPresence Desktop in Managed Mode

In managed mode, RealPresence Desktop will try to discover the provisioning server from which it will receive its license and get some configuration settings. You can use your company account to log into RealPresence Desktop. LDAP search feature is only supported under the managed mode.

TASK

- 1 Start RealPresence Desktop and in the **Enterprise Sign-In** box click or tap **Enter**.
- 2 Enter your email address (usually your corporate email address) on the **Sign In** page, and then click or tap **Next**.

3 Enter your **User Name** and **passcode**.

If you select the **Sign in using network login credentials** check box, RealPresence Desktop will use your Windows login credentials to sign in.

If a server name does not appear in the **Server** field, the application cannot find a provisioning server. Contact your IT administrator for the information to enter into the **Server** field.


4 Click or tap **Sign In**. RealPresence Desktop will discover the provisioning server automatically

Note: When Extensible Messaging and Presence Protocol (XMPP) service stops working, if you sign into more than one RealPresence Desktop, the later RealPresence Desktop will fail to register H.323 because of a duplicate alias error.

Get Started with RealPresence Desktop in Cloud Service Mode

Once the Cloud service is enabled by your provisioning service, the **Cloud Sign-In** option is enabled and you can sign in with your Cloud account, which is normally an email address.


TASK

- 1 From your device's **Application** list, click or tap .
- 2 Click or tap **Cloud Sign-In**.
- 3 Enter your **User Name** and **Password**, then click or tap **Enterprise Sign-In**.


Sign Out from the Provisioning Server

You can sign out from the provisioning server and choose to work in other operation modes.




TASK

- Click or tap  and then click or tap **Sign Out**.

Check Your Connection Status

You can check your connection status such as your meeting number and server address by clicking or tapping .

TASK

- Click or tap  to see connection status information.
If the gatekeeper or server registration fails,  is displayed on the main window. Click or tap  to see more information.

Connection Status Information


The following connection information may be available.

Fields	Description
My Number	Numbers the far end can use to call you. Depending on your dialing plan, the far end may call you with any of your numbers, including your IP address. Ask your IT administrator for more information.
Provisioning	Provisioning server address.
H.323	H.323 gatekeeper.
SIP	SIP configuration information.
Network	IP address the far end can use to call you.
XMPP	IP address of the Extensible Messaging and Presence Protocol (XMPP) server.

Hide Video Window

You can hide the video window and display only the main menus.


TASK

- At the bottom of your screen, click or tap .

Show Video Window

You can show the video window after it's hidden.

TASK

- At the bottom of your screen, click or tap .


Configuring Application Settings

RealPresence Desktop application setting options vary depending on your mode of operation. In standalone mode, you need to configure RealPresence Desktop manually. In managed mode and cloud service mode, a provisioning server configures most of the RealPresence Desktop options automatically.

Configure Profile Information

In standalone mode, if you enable your virtual business card, you can set your personal information, such as name, title, and location, to show to your far end. In managed mode and cloud service mode, this information comes from the provisioning server and is not configurable.

TASK

- 1 Click or tap .
- 2 Go to **Profile**.
- 3 Enter your profile information.

In standalone mode, this information displays on your virtual business card.





RELATED INFORMATION:

- Set Virtual Business Card
- Configure Display Name

Configure Profile Photo

You can enable and set your profile photo. Meeting participants see this photo when you mute your video in a meeting.

TASK

- 1 Click or tap .
- 2 Click or tap **Profile**.
- 3 Click or tap  and browse to select a picture.
- 4 When the photo appears in the preview window, drag to position it, or click or tap  to zoom in or  to zoom out the picture. Click or tap **Submit** to save your changes.
- 5 Click or tap to enable **Profile Photo**.
- 6 Click or tap **OK** to save your settings.

RELATED INFORMATION:

Mute Your Video

Virtual Business Card

You can enable your virtual business card to show your personal information, such as name, and title, to far-end participants.


Your virtual business card is unavailable in the following situations:

- When you are in an SVC multi-point call
- When your microphone is muted
- When your screen resolution is lower than 180p

Set Virtual Business Card

In standalone mode, if you enable your virtual business card, you can set your personal information, such as name and title, to show to your far end. In managed mode, if you enable your virtual business card, your profile information comes from the provisioning server. This information appears together with your video or your photo when you speak continuously more than three seconds in a meeting.

TASK

- 1 Click or tap .
- 2 Go to **Settings > Profile**.
- 3 Do one of the following:
 - In managed mode, check the **Virtual Business Card** option and click or tap **OK**.
 - In standalone mode, enter your name, title, and location, check the **Virtual Business Card** option and click or tap **OK**.
- 4 Click or tap **OK** to save your changes.

RELATED INFORMATION:

Configure Profile Information

Configure Display Name

Configure Display Name

You can configure your name to display to the far end when they receive your calls.

However, in managed mode, your login name is displayed to the far end, not your display name.

TASK

- 1 Click or tap .
- 2 Go to **General > Display Name** and enter a name.

RELATED INFORMATION:

- Configure Profile Information
- Set Virtual Business Card

Start RealPresence Desktop Automatically When Your System Powers up

You can choose to start RealPresence Desktop automatically when you start your device.


TASK

- 1 Click or tap .
- 2 Click or tap **General > Automatically start when the system starts.**

Answer Incoming Calls Automatically

You can specify whether to answer incoming calls automatically, and select whether to mute your video or audio for these automatically answered calls. If you mute your video or audio for automatically answered calls, you can turn them on using the in-call toolbar anytime during the call.

TASK

- 1 Click or tap .
- 2 Click or tap **General > Auto-answer incoming calls.**
- 3 To enable the system to answer calls without turning on the microphone, click or tap **Audio mute auto-answered calls.**
- 4 To enable the system to answer calls without turning on the camera, click or tap **Video mute auto-answered calls.**

RELATED INFORMATION:


- Answer a Call

Open Links Using This Application

You can set RealPresence Desktop as the default program to open Callto, H.323, or SIP links. If set, when you click a link of these type, RealPresence Desktop launches automatically to call this link.

Note: Ensure the links are not used by other applications such as Microsoft Lync. Otherwise, restart RealPresence Desktop to register these links again to take effect.

TASK

- 1 Click or tap .
- 2 Go to **Settings > General** and select a link type option below **Set RealPresence Desktop as the default program for the following links:**

- **Callto**
- **H.323**
- **SIP**


3 Click or tap **OK** to save your settings.

Configure Call Rate

The call rate acts as a limit on the maximum rate at which a call will connect. If the far end imposes a lower rate, then the lower rate takes precedence. The call rate impacts both incoming and outgoing calls.

The lowest selectable call rate for RealPresence Desktop is 256 kbps. RealPresence Desktop can participate in 128 kbps calls, but only if the far end or the gatekeeper imposes this rate.

TASK

- 1 Click or tap .
- 2 Click or tap **Call Rate** and select an option below **Select the call rate:**.
 - For household users, select 384 kbps.
 - For enterprise networks, select 512 kbps.
- 3 Click or tap **OK** to save your settings.


Configure Call QoS

The QoS feature allows the RealPresence Desktop to mark transmitted media traffic with the appropriate QoS value, enhancing the potential of RealPresence Desktop to improve the video and audio user experience. The QoS feature is only available in managed mode.

On Windows systems, the QoS system level value has a higher priority than the QoS setting in RealPresence Desktop. For example, if you set the QoS value using Windows Group Policy for RealPresence Desktop, RealPresence Desktop will use this value by default and ignore the QoS settings in RealPresence Desktop.

Note: Some VPN services may not transmit audio and video correctly when QoS is enabled. Check with your system administrator before you enable QoS in a VPN environment.


TASK

- 1 Click or tap .
- 2 Click or tap **Call Rate**.
- 3 Select one of the options under **QoS:**
 - **Never Use QoS** Disable QoS.
 - **Let Provisioning Server Control QoS** Let RealPresence Desktop use the QoS value set on the provisioning server.
- 4 Click or tap **OK** to save your settings.

Configure H.323 Settings (Standalone Mode Only)

To make calls in standalone mode, you must configure either H.323 or SIP settings manually.

TASK

- 1 Click or tap .
- 2 Click or tap **H.323**.
- 3 To enable H.323 calls, click or tap **Enable H.323 Calls**.
- 4 To register your system to a gatekeeper, select **Gatekeeper Registration** and configure the gatekeeper:
 - **Gatekeeper Address** Enter the IP address or FQDN of the gatekeeper.
 - **H.323 Alias** Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.
 - **H.323 Extension** Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.

RELATED INFORMATION:


H.323 Registration Problems

Configure SIP Settings (Standalone Mode Only)

To make SIP calls, you must configure SIP settings manually in standalone mode.

Note: If you use a Polycom DMA server as the SIP server, leave the **Domain** field empty. If you use a third-party SIP server, enter the domain name for authentication with the registrar server.


TASK

- 1 Click or tap .
- 2 Click or tap **SIP > Enable SIP Calls**.
- 3 To register your system to a SIP server, click or tap **SIP Registration** and configure the SIP server:
 - **SIP Proxy Server** Enter the IP address or FQDN of the SIP proxy server.
 - **SIP Domain** Enter the domain name for authentication with SIP registrar server.
 - **SIP User Name** Enter the user name for authentication with a registrar server.
 - **Authorization Name** Enter the name to use for authorization when registering with a SIP registrar server.
 - **Password** Enter the passcode for authentication with a registrar server.
- 4 To choose a protocol for SIP signaling, click or tap an option under **Transport Protocol**:
 - **TCP** For reliable transport.
 - **UDP** For best-effort transport.

Configure Audio Devices

If you have more than one audio input (microphone) or output (speaker) devices, you can specify which to use with RealPresence Desktop. If you have only one audio input or output device, they are used by default.

TASK

- 1 Click or tap .
- 2 Click or tap **Audio Device**.
- 3 Select a microphone from the **Audio input device (microphone)** drop-down list.
- 4 Select a speaker from the **Audio output device (speakers)** drop-down list.
- 5 Click or tap **OK** to save your settings.

RELATED INFORMATION:

- Prevent to Take Exclusive Control of the Microphone
- Select Audio and Video Preferences During a Meeting
- Configure Camera
- Mute Your Microphone
- I See an Exclamation Mark on the Microphone Icon

Enhancing My Audio Experience

You can enable audio enhancement features to get better audio experience.

You can also improve audio quality in the following ways:

- Disable all enhancements. To do this, go to Windows **Control Panel > Sound > Speaker > Enhancements** tab.
- Remove Conexant smart audio processing by uninstalling Conexant Smart Audio. To do this, go to Windows **Control Panel > Programs and Features** and uninstall the application.

Enable Polycom[®] Acoustic Fence[™] for USB Headsets

When you are using a USB headset, you can enable Polycom[®] Acoustic Fence[™] to mask background noise during calls.


TASK

- 1 Click or tap .
- 2 Click or tap **Audio Device > USB Headset Acoustic Fence**.
- 3 Click or tap **OK** to save your settings.

Enable Polycom® NoiseBlock™

You can enable Polycom® NoiseBlock™ to mask percussive sound (such as tapping and hands clapping) when no one is talking in a meeting.

TASK

- 1 Click or tap .
- 2 Click or tap **Audio Device > Enable NoiseBlock**.
- 3 Click or tap **OK** to save your settings.

RELATED INFORMATION:

Enable MusicMode

Using Polycom® SmartPairing™

Enable Mute Reminder

Select this option to enable a “You are muted” reminder. When this option is enabled, if you speak with your microphone muted, a “You are muted” dialog opens to remind you to unmute your microphone. This feature works only when you use the in-call tool bar to mute. The feature does not work when you use your PC’s microphone controls to mute.

TASK

- 1 Click or tap .
- 2 Select **Audio Device > Mute Reminder**.
- 3 Click or tap **OK** to save your settings.


RELATED INFORMATION:

Adjust Your Speaker Volume

Configure Camera

If you have more than one cameras connected to your computer, you can specify one to use with RealPresence Desktop.

TASK

- 1 Click or tap .
- 2 Click or tap **Camera** and click or tap an option from **Video Device** drop-down list.
- 3 To change your camera properties, click or tap **WebCam Settings**, change the settings, and click or tap **OK**.
- 4 Click or tap **OK** to save your settings.

RELATED INFORMATION:

Configure Audio Devices

Select Audio and Video Preferences During a Meeting

Configuring Network Settings


This task applies to standalone mode only. In standalone mode, you can configure video ports (media and H.323 TCP ports) and NAT settings.

Configure Video Ports

This option is available only in standalone mode. You can specify the media and signal traffic range to allocate to UDP and TCP ports respectively.

Note: When you set the media port or H.323 TCP port in the range of 1- 1024, RealPresence Desktop cannot work normally for SIP and H.323 calls.


TASK

- 1 Click or tap .
- 2 Click or tap **Network**.
- 3 To specify media transmission range to allocate to UDP ports, enter the starting port number in the text box on the right of **Media Ports**.
The valid value is from 0 to 65515; the end ports are populated automatically.
- 4 To specify H.245 signal traffic range to allocate to TCP ports, enter the starting port number in the text box on the right of **H.323 TCP Ports**.
The valid value is from 0 to 65515; the end ports are populated automatically.
- 5 To reset the ports to their default values, which are 3230 and 3250, click or tap **Reset**.
- 6 Click or tap **OK** to save your settings.

Configure NAT

After you enable the NAT option, you must specify a public NAT address.

TASK


- 1 Click or tap .
- 2 Click or tap **Network** and click or tap **Use NAT**:
- 3 Click or tap one of the following:
 - **Auto detect public (WAN) address** Select this check box to enable RealPresence Desktop to detect a public address automatically
 - **Manually input public (WAN) address** If you choose this option, you must type a public address in this field
- 4 Click or tap **OK** to save your settings.

Display Test Features

Test features are for evaluation only. The available test features may vary with releases.

Note: In some light environments, your video may be overexposed when you turn on **Automatic Face Brightness Adjustment** feature (if available).

TASK

- 1 Click or tap .
- 2 Click or tap **Test Features**.
- 3 For the first time access, enter passcode 456.
- 4 Select desired features.
- 5 Click or tap **OK** to save your settings.

Call Management

Using RealPresence Desktop, you can place and receive point-to-point calls. You can also join multipoint calls hosted by multipoint conferencing systems, such as Polycom® RealPresence® Collaboration Server products, and by endpoints with multipoint capabilities, such as Polycom® RealPresence® Series systems.

You can call contacts from your recent calls list or enter the contact numbers manually. If you register to a provisioning server, you can call contacts from your corporate directory. During a call, use the in-call toolbar to control your video, volume, and camera.

Call by Entering a Number

You can use any of the following phone number formats to place a call:

- **2555** SIP user name, E.164 extension for H.323
- **stereo.polycom.com** FQDN name
- **user@domain.com** SIP_username@domain.com
- **10.11.12.13##1234** Signaling IP##conference ID for H.323
- **1234@10.11.12.13** SIP user name@IP address
- **10.11.12.13** IP address


TASK

- 1 On the dialpad or your keyboard, enter a phone number.
- 2 Click or tap **Call** to start the call.

Call from the Corporate Directory

LDAP service is enabled in managed mode. You can find and call contacts in the corporate directory.


TASK

- 1 Click or tap .
- 2 Enter part or all of name of the person to call, and then click or tap **Enter**.
- 3 Click or tap the contact name from the search list.
The devices belonging to this contact will be listed. You can select to call any of the devices.

Call from Local Address Book

You can call contacts in your local address book.

TASK

- 1 Click or tap .
- 2 Click or tap the contact name from the **Favorites** or **Frequently Used** list.
The contact's available endpoint list appears.
- 3 Select an endpoint to place the call.

Answer a Call

Unless **General > Auto-answer incoming calls** is enabled, you are prompted when there are incoming calls. You can answer or reject the call.

TASK

- Click or tap **Answer**.

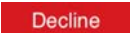
RELATED INFORMATION:

Answer Incoming Calls Automatically

Reject an Incoming Call

You can reject incoming calls if you didn't set answering calls automatically.


TASK

- Click or tap .

End a Call

You can end an ongoing call.

TASK

- Click or tap .

Calling a SIP User Directly

When the far end is registered with SIP only and the devices of the far end have the same SIP URI, you will see the **Call User** button when browsing the contact list or contact search list, as shown next. When you click the **Call User** button, all the devices with the same SIP URI will ring.

To choose a SIP device to answer, you must set each SIP device to answer manually; otherwise, the first device in the URI list that is set to auto answer will answer the call each time.

When the far end is registered with SIP only, but all the devices on the far end have different SIP URIs, you will see the **Call User** button. After you click or tap the **Call User** button, you can select from the list of devices to place your call.



Control Meeting Using the In-call Toolbar

During a call, you will see the in-call toolbar on the bottom of the screen. Use the in-call toolbar to access additional features of the RealPresence Desktop application.

View Network Call Statistics

During a call, you can view call statistics such as call type, call rate, and call protocol.



TASK

- On the lower-left of your screen, click or tap .
The  icon changes according to your network signal strength.

Display Local Self-View

You can show your self-view in your local video window.

TASK



- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your self-view is shown.

Hide Local Self-View

You can hide your self-view in your local video window.

Your video still shows to the far-end participants though.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your self-view is hidden.

Maximize or Restore Application Window

You can maximize or restore the RealPresence Desktop application window.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your screen is maximized.

Restore Application Window

You can maximize or restore the RealPresence Desktop application window.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your screen size is restored.

Mute Your Video

You can mute your video from meeting participants. If you have enabled and set a profile photo, this photo is shown to the far-end participants instead.

TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your video is muted.



RELATED INFORMATION:

Configure Profile Photo

Unmute Your Video

You can unmute your video to resume showing your video to meeting participants.



TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your video is enabled.

Mute Your Microphone

You can mute your microphone when you don't want to speak in a meeting.

TASK

- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your microphone is muted.

RELATED INFORMATION:



I See an Exclamation Mark on the Microphone Icon

Configure Audio Devices

Unmute Your Microphone



You can unmute your microphone after you mute it.

TASK




- At the bottom of the screen, click or tap .
The icon changes to  to indicate that your microphone is turned on.

Adjust Your Speaker Volume

You can adjust your speaker volume or mute it.

Note: When your system speaker is muted,  appears on the speaker button  and you see a tooltip “Your system speaker is muted.” You must unmute your system speaker before you can adjust the speaker volume.

TASK

- At the bottom of the screen, do one of the following:
 - To adjust your speaker volume, click or tap  then drag the microphone slide bar.
 - To mute your speaker, click or tap  then drag the slide bar until the icon changes to .
-

RELATED INFORMATION:

Enable Mute Reminder

Far End Camera Control

If you are the chairperson, you can use Far End Camera Control (FECC) to control a far-end participant’s camera.














FECC is available only when the following requirements are met:

- FECC is enabled in your RealPresence Collaboration Server conference profile.
- Chairperson passcode is set for the meeting.
- The meeting is an H.323 AVC call.
- At least one of your far-end participants have a PTZ camera and his or her endpoint supports FECC.

Control the Far-End Camera

A chairperson can access the DTMF menus to control other far-end PTZ cameras.



TASK

- 1 At the bottom of the screen, click or tap .
The DTMF controls appear.
- 2 Click or tap  or  to activate the DTMF main menu.
- 3 Click or tap  or  to highlight **4. Camera Control**, then click or tap  or  to select the option.
- 4 Click or tap , , , or  to select a target participant.
- 5 Click or tap  to zoom out, or  to zoom in.

Select Audio and Video Preferences During a Meeting

You can select the audio and video components during a meeting.

TASK

- 1 Click or tap .
- 2 Click or tap .
- 3 In the **Call Settings** pane, choose the following:
 - **Audio input device (microphone)**
 - **Audio output device (speakers)**
 - **Audio Device**

RELATED INFORMATION:

Configure Audio Devices

Configure Camera

Show More In-call Controls

Some in-call controls, such as **Share Content** and **Keypad** are hidden by default. You can show these hidden in-call controls.

TASK

- At the bottom of the screen, click or tap .

Hide More In-call Controls






You can hide the in-call controls that you have enabled.

TASK

- At the bottom of the screen, click or tap .

Call Icons


The following table explains call icons.

Icons	Description
	Incoming calls
	Outgoing calls
	Missed calls
	Number of audio-only participants.
	Number of video enabled participants

View Recent Calls

The application stores details about the most recent calls placed and received.



TASK

- 1 Click or tap .
- 2 Select the call that you want to review.

Change the Video Layout

You can change the video layout in a call hosted by the Polycom RealPresence Collaboration system.

TASK

- 1 Click or tap  and click or tap .
- 2 To display the layout options, click or tap the asterisk (*) twice.
You are connecting to the Polycom RealPresence Collaboration virtual meeting room.
- 3 Select the number that corresponds to the layout that you want to use.

Managing Contacts

The RealPresence Desktop application enables you to access contacts from two sources.

- The application manages a local directory that is available in both standalone and managed modes.
- When deployed in managed mode, the application enables you to access and search a corporate directory that is hosted by the administrator. This directory uses an LDAP interface.

The device displays a list of the 100 most recent contacts and other local contacts that fit on the screen.



Add a Contact to Your Local Address Book Manually

You can add contacts to your local address book.

Note: After you add and save a contact's information, you cannot modify the following fields:

- Last Name
- First Name
- Device Name
- Device Type

TASK


- 1 Click or tap , and then click or tap .
- 2 Enter the contact's **Last Name** and/or **First Name**.
- 3 (Optional) Enter identifying information about the contact:
 - Last Name and First Name
 - Title
 - Department
 - Phone
 - Location
 - Email
- 4 Click or tap **Add a device**.
- 5 Enter the **Device Name** and select the device from the **Device Type** drop-down list
- 6 Complete at least one of the following fields.
 - **IP Address** IP address of the contact's endpoint.

- **H.323 Extension** Enter the number that gatekeepers use to identify this system. Your organization's dialing plan may define the numbers you can use for enterprise net.
The IP Address and H.323 Extension fields are independent fields. When you want to use an IP address and an H.323 extension together, you can enter the whole address in the IP Address field (for example, 74.118.238.100##1000)
 - **H.323 Name** Enter the name to display to the far site during calls. Your organization's dialing plan may define the names you can use for enterprise net.
 - **SIP URI** Enter the SIP Uniform Resource Identifier (URI) of the system.
- 7 Click or tap **Save** twice. This contact will be added to your Favorites list.

Add Contacts from the Corporate Directory to Your Local Address Book

You can add contacts from your corporate directory to local address book to access them quickly.

TASK


- 1 Click or tap .
- 2 Enter part or all of name of the contact to search.
- 3 Select the contact name from the search results.
- 4 Select the device name of the contact.
- 5 Click or tap **Add to Favorites List**.

Edit a Contact in Your Local Address Book

You can edit contact information after you create it.

Note: If you re-add a contact from your corporate directory to your local address book, your edits will be lost.


TASK

- 1 Click or tap .
- 2 Click or tap the contact number you want to edit.
- 3 Click or tap **Edit Favorite**.
- 4 Edit the contact information, and then Click or tap **Save..**

Search for a Contact

When you search in your corporate address book or local address book, only the people and endpoints that can be called from are returned. You can enter a part of a key word to do the search.


TASK

- 1 Click or tap .
- 2 Enter part or all of name of the contact to search.

Delete a Contact

You can delete contacts from your local address book.

TASK


- 1 Click or tap .
- 2 Select the contact that you want to delete.
- 3 Click or tap **Delete** and then click or tap **OK**.

View Organization Hierarchy

You can view the hierarchy of your organization.

This feature is available only in managed mode and only if you have permission to view the address on the server.

TASK

- 1 Click or tap .
- 2 Click or tap the **Organization** tab to see the hierarchy of your organization.

Importing and Exporting User Profile

This feature is available in both managed mode and standalone mode. You can export user data from one RealPresence Desktop application and import it into another.

Please observe the following:

- LDAP contacts saved in the local contacts and local contacts can be imported and exported.
- Dialing preferences cannot be imported and exported.
- Test features are also exported and imported.



Basic Content

Basic Content mode is the basic screen-sharing capability available in non-Polycom Concierge environments.

Share Content

You can share content during a call or on a paired Polycom HDX or RealPresence Group Series system.

TASK

- 1 Click or tap .
- 2 Choose one of the following
 - To share your desktop, click or tap an option under **Share Monitor**.
 - To share a running application, click or tap an option under **Share Application**.
You can refresh the running application list by clicking or tapping  on the right of **Share Application**.

Stop Content Sharing

You can stop sharing your content during the meeting.

TASK

- On the Content Sharing toolbar, click or tap **Stop**.

Maximize and Restore Your View

During content sharing, you can maximize the video and content windows, or restore them.

TASK

- Double-click or -tap within the window area.

Enhanced Content

The Enhanced Content feature provides far greater content and collaboration functionality than the simple screen sharing otherwise available. Contact your company's IT or system administrator to find out if Enhanced Content is enabled in your environment.

Key Enhanced Content features include:

- Shared content can include documents and images uploaded to the meeting, whiteboards, and blackboards.
- For scheduled meetings, the meeting organizer and invited participants can upload documents to attach to the meeting in advance. Supported document types and image formats are:
 - Adobe PDF files (.pdf)
 - Microsoft PowerPoint files (.ppt and .pptx)
 - Microsoft Word files (.doc and .docx)
 - Common image file formats (.jpg, .png, .gif, .bmp, and .svg)
- Multiple streams of content (up to six) can be shared simultaneously. The number of streams per meeting depends on licensing.
- Multiple attendees can share content simultaneously.
- Attendees can annotate or edit their own or each others' content in real time and save the changes.
- Shared content is also available (as the equivalent of a screen share) to standards-based video endpoints, but attendees using those systems cannot annotate or edit the content.

Note: If a standards-based video endpoint that doesn't support HTML5 begins sharing content (such as a RealPresence Group Series or RealPresence Desktop), the meeting reverts to Basic Content mode.



Content Sharing Permissions

By default, guests cannot share content unless the administrator has previously configured your system to do so. Guests who want to present content during a meeting must ask for presentation rights, and a chairperson can approve or deny the requests.

Request to Share Content

Meeting attendees must have the correct permissions to share content. Chairpersons automatically have content sharing rights. If you a guest attendee and want to share content, you must request content sharing permissions from the chairperson (or participants if enabled by your administrator).


TASK

- 1 Click or tap .
- 2 Click or tap **Click here to ask for content sharing permissions**.
A message at the top of the screen informs you if the request is approved or denied.
 - If approved,  appears at the bottom right of your screen.
 - If denied, you cannot ask for presentation rights again.

Allow Presentation Rights for an Attendee


Chairpersons (and participants if enabled by your administrator) can deny the presentation rights request from a guest user.

TASK


- 1 Click or tap .
- 2 In the request, click or tap **Allow**.

Deny Content Sharing Requests

Chairpersons (and participants if enabled by your administrator) can deny content sharing requests from guests. If you deny content sharing permissions from an attendee, they cannot request them again in the same meeting.

When guests request content sharing permissions, you receive a message at the top of the screen,  appears on the Details menu, and the request appears in the Roster.


TASK

- 1 Click or tap .
- 2 In the request, click or tap **Deny**.

Allow a Guest to Share Content

Chairpersons (and participants if enabled by your administrator) can assign content sharing permissions to guests so that they can share content during a meeting by changing their role from guest to participant or chairperson.

TASK

- 1 Click or tap .
- 2 Click or tap on the name of a guest and click or tap **Change Status**.
- 3 Click or tap **Chairperson** or **Participant**, depending on the role you want to assign to the guest.
The attendee is notified of his or her new role and can now share content.

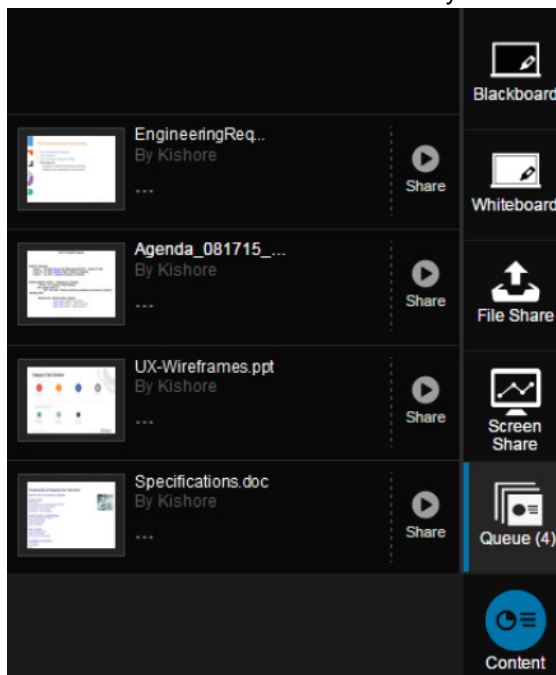
RELATED INFORMATION:

Switch Meeting Attendees' Role

Share Enhanced Content

Enhanced Content mode enables you to share multiple content sources at the same time. You can view the shared monitors, applications, files, whiteboards, and blackboards in the Content Queue panel, which displays thumbnails and information about the available content.

Enhanced Content is available when you are in Polycom Concierge environments.



TASK

- 1 Click or tap **Content**.

The Content Source panel appears on the right. If there are documents already attached to the meeting, **Queue** is selected.

- 2 Choose one of the following options for sharing content:

- Click or tap **File Share** to upload files for sharing by doing one of the following:
 - ◆ Click or tap the link to browse to the files.
 - ◆ Drag and drop the files to the indicated area.
- Click or tap **Whiteboard** or **Blackboard** to add a whiteboard or blackboard to the Content **Queue**.
- Click or tap **Screen Share** to share your desktop or an application window.

- 3 To share an item in the Content Queue, click or tap the **Share** button.

The shared item moves to the Stage (the area to the left of the Content Queue that's shared with others).

- 4 To stop sharing an item in the Content Queue, click or tap the **Stop** button.


Annotate Content

Using the toolbar to the left of the Stage, attendees can draw, highlight, and add text to shared documents, images, whiteboards, and blackboards. Attendees' annotations are flagged with their names.

Show or Hide Annotation Toolbar

You can expand or hide the Annotation Toolbar.


TASK

- Click or tap  to expand or hide the Annotation Toolbar.

Draw on the Content Screen

You can use the Pen tool to write or draw on the shared content screen.

TASK

- Click or tap  and then draw on the content screen.

Select an Object

You can select an object on the content screen to move it, change the color or line weight, or clear it.


TASK

- 1 Click or tap .
- 2 Hover over an object to highlight it and click or tap to select it.

Highlight Content Using Focus Pointer

With the Focus Pointer, you can turn your mouse pointer into the electronic equivalent of a laser pointer, letting you point out things to others.

TASK



- 1 Click or tap .
- 2 On a shared item, hold down the left mouse button to display a pointer flagged with your name to the others in the conference.

Draw Shapes

You can draw shapes on your content screen. The following shapes are available:

- Arrow
- Oval or circle
- Triangle
- Line
- Rectangle or square


TASK

- Do one of the following:
 - Click or tap  to draw rectangles or squares.
 - Click or tap the triangle on the icon  to access more shapes and then click or tap to select one.
-

Erase an Object

Unlike the eraser feature in paint programs, the Eraser tool erases an entire annotation object with one click.

TASK

- 1 Click or tap .
- 2 Hover over an object to highlight it and click to delete it.



Change the Color of an Object

You can change the color of an object on the content screen.

The following colors are available:

- Green
- Red
- Yellow
- Blue
- Black



TASK

- Do one of the following:
 - Click or tap  to select the color shown on the color tool.
 - Click or tap the triangle on the color tool  to access more colors and then click or tap to select one.
-

Change Object Line Weight

You can change the line thickness of your next objects. However, you cannot change the line thickness of objects already drawn on the content screen.


TASK

- Do one of the following:
 - Click or tap  to select the line weight shown on the tool.
 - Click or tap the triangle on the Line Weight tool  to access more line weight options and then click or tap to select one.
-

Delete All Annotations

You can delete all annotations (yours and others') from the currently active content on the content screen.

TASK



- Click or tap .

Lock Content from Annotation

You can lock shared content from annotation.

This option is available to everyone with presentation rights. The first presenter to click it locks out everyone else, preventing them from sharing content.

TASK

- 1 Click or tap .
- 2 To unlock it, click or tap  again.

Save Annotations and Files

Attendees using the Enhanced Content feature can save images of the annotations made during a meeting. If you do not see an option to download, your IT or system administrator may have disabled this option system wide.

Save an Annotated File

You can save an annotated image, whiteboard, or blackboard to your local disk.



TASK

- 1 Hover over the top right corner of the item if maximized to display its collapsed toolbar and expand it by clicking the arrow (or hover over the thumbnail at the bottom of the Stage).
- 2 Click or tap the **Download** button and click or tap **Screenshot**.
A PNG file of the item and its annotations is downloaded to your PC.

Save an Annotated Image of a Page From a Document

You can save an annotated snapshot image of a document page to your local disk.



TASK

- 1 If the document is minimized at the bottom of the Stage, double-click the thumbnail to maximize it
- 2 Hover over the top of the document to display its toolbar. If necessary, use the up and down arrows to display the page you want.
- 3 Click or tap .
- 4 Click or tap  button and click or tap **Screenshot**.
PNG file of the current page and its annotations is downloaded to your PC.

Save an Unannotated Copy of a Full Document

You can save an unannotated copy of a shared document to your local disk.

TASK

- 1 If the document is minimized at the bottom of the Stage, double-click the thumbnail to maximize it.
- 2 Hover over the top of the document to display its toolbar.
- 3 Click or tap .
- 4 Click or tap  button and click or tap **File**.

A copy of the document is downloaded to your PC.

Using Polycom® SmartPairing™

You can pair your device with a Polycom HDX or RealPresence Group Series system using Polycom® SmartPairing™ to perform the following tasks:

- **Share your monitor or application with the paired system** You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.
- **Use your device as the paired system's remote controller** You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your application.

You need to enable the SmartPairing feature and Telnet on the paired HDX or RealPresence Group Series systems for this feature to operate.

Note: SmartPairing becomes unavailable in a Polycom® Concierge environment.

RELATED INFORMATION:

Enable MusicMode

Enable Polycom® NoiseBlock™

Enable SmartPairing

Before using this feature, you must first enable SmartPairing on your RealPresence Desktop.

Note: Auto Detection is not available if you are using Polycom® MusicMode™.

TASK

- 1 Click or tap .
- 2 Click or tap .
- 3 Click or tap the **Enable SmartPairing** check box.

If **Auto Detection** is turned on, IP addresses of nearby Polycom HDX or RealPresence Group Series systems that have been detected will be listed.


RELATED INFORMATION:

SmartPairing Detection Issues

Share Your Monitor or Application with the Paired System

You can share your monitor or application with paired Polycom HDX or RealPresence Group Series systems.


TASK

- 1 Click or tap .
- 2 Click or tap **Share Content**.
- 3 Do one of the following:
 - Click or tap a device from the **System Detected** list.
 - Enter a device address in the **Room system IP** field.
- 4 Click or tap **Pair**.
- 5 Choose one of the following:
 - To share your desktop, click or tap an option under **Share Monitor**.
 - To share a running application, click or tap an option under **Share Application**.
- 6 To stop sharing, click or tap **Stop Sharing**.

Use Your Device as the Paired System's Remote Controller

You can control the paired Polycom HDX or RealPresence Group Series system (for example, place a call, adjust the call volume or end the call) using your RealPresence Desktop application.

TASK

- 1 From the menu bar at the top right of the application, click or tap  **SmartPairing**.
- 2 Click or tap the **Room Control** button.
- 3 Do one of the following:
 - Select a device from the detected system list.
 - Specify a device address in the **Room System IP** field.
- 4 Click or tap **Pair**.
- 5 Use the following options to control calls on the paired device.
 - **Place a call** Enter a desired number on the dialpad to place a call on the paired device.
 - **Mute** Mute or unmute the call.
 - **Volume** Adjust the call volume.
 - **DTMF** Open the DTMF keypad to enter a passcode.

- **Hang up** End the call from the paired device.

You can also enter a DTMF passcode using your keyboard without showing the DTMF keypad during a call.

- 6** Click or tap the **Unpair** button to end the control.

Chat and Presence

After you log in and register to a Polycom provisioning server (such as RealPresence Resource Manager system) successfully, you can view your name and set your presence status. After you add other people to your contacts and they accept your invitation, you can also view other people's status.

Please observe the limitations on this feature:

- The chat and presence features work properly on RealPresence Resource Manager 8.0 or higher.
- The chat and presence features are available only in managed mode.
- Only Polycom® Video Border Proxy™ (VBP®) ST series and Polycom® RealPresence® Access Director™ support firewall NAT.
- The chat and presence features can be enabled or disabled together.

Presence Statuses

The following presence statuses are available:

- **Available** You are online.
- **Busy** You are busy and do not want to be disturbed. When your status is Busy, you can still get messages, but you will not be informed of received messages until you activate.
- **Away** You have signed in and you have been away from your computer for a certain time.
- **Offline** You cannot set your status to **Offline**. If a person is not logged in to the system, his or her status appears as **Offline**.
- **Unknown** The system cannot find any information of your contact from your company's server. Before you add a contact, the status of this contact is unknown.

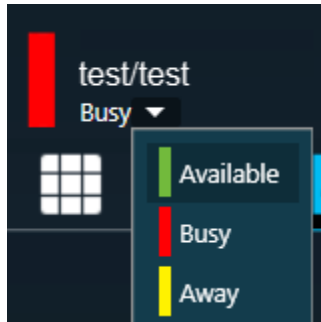
If you find yourself in the address book, the status of your endpoints is unknown. Other people who have added you to their contacts can see your correct status.

Change My Presence Status

You can change your presence status.

TASK

- On top of your screen, click or tap the presence drop-down list below your user account and select an option.





Chat with a Contact

You can chat with anyone on your contacts list. You can use both chat and video at the same time.

When you chat with a person in your contacts list, you can click or tap the **Call** button to make calls directly to the person whom you are chatting with.



TASK

- 1 From the top menu, click or tap .
- 2 Click or tap  to select or search for a contact and type your message.
- 3 Click or tap **Send Message** or press **ENTER** to send your message. If the presence status of the contact is **Unknown**, you can also send messages. The person will receive the messages only after signing in.

Chat with Meeting Attendees During Video Call

You can chat with meeting attendees during a video call.

TASK

- 1 Click or tap  from the in-call toolbar.
- 2 Click or tap  to select or search for a contact and type your message.
- 3 Click or tap **Send Message** or press **ENTER** to send your message.

Polycom® Concierge Environments

You can deploy RealPresence Desktop in Polycom® Concierge solution that enables you to establish a video collaboration and control experience that includes personal computing devices such as smartphones, laptops, and desktop systems.

For more information on how to deploy Polycom Concierge solution, refer to *Polycom® Concierge Solution Deployment Guide*.


For a list of supported device types for using with Polycom Concierge solution, refer to the *Polycom® Concierge Solution Release Notes*.

Note: Polycom Concierge requires RealPresence Web Suite 2.1 with a RealPresence Web Suite Pro license. Do not enable any Polycom Concierge features unless your video conferencing environment includes RealPresence Web Suite Pro. RealPresence Web Suite 2.1 is targeted for release and available for purchase in the Q2 of 2016, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis.

Pair with a Room System by Entering Pairing Code

If you know the room system's pairing code, you can enter the pairing code to pair with it manually.

TASK

- 1 Click or tap .
- 2 Enter the room system pairing code in the text input field **Pairing code**.
- 3 Click or tap **Go**.



 appears on the upper-right of the window when you are paired with a room system.

Unpair from a Room System

You can only pair with one room system at a time. If you are paired with a room system, you must unpair from it first before you can pair with another.

TASK

- Do one of the following:

-
- Click or tap  on the upper-right of the paired room system and then click or tap **Yes**.
 - During a call, click or tap  at the bottom of your screen then click or tap **Unpair**.
-

Joining a Meeting

After you are paired with a room system, you can join meetings on the **Calendar**.

You can see your meetings scheduled within 30 minutes on the **Calendar** tab.

Ongoing meetings held on this room system appear even if you are not a meeting participant, and you can join the meeting. A meeting passcode (if set) may be required.

Note: When there is an ongoing meeting on the paired room system, if you join another meeting instead, all Polycom Concierge users paired to this meeting room are disconnected from the ongoing meeting.

Join a Meeting as a Chairperson

You must enter the chairperson passcode to join a meeting as its chairperson.

Note: Contact your system administrator to get the chairperson passcode.

TASK

- When you join a meeting and are prompted to enter the passcode, enter your chairperson passcode and click or tap **Confirm**.
If you enter the meeting passcode (instead of chairperson passcode), you join as a normal participant.

Join a Meeting as a Participant

In a meeting that requires a meeting passcode, you enter a meeting as a normal participant using the meeting passcode.

TASK

- When you join a meeting and are prompted **Please enter the conference PIN**, enter the meeting passcode and click or tap **Confirm**.
If you are not required to enter a meeting passcode, you enter the meeting as a normal participant automatically.

RELATED INFORMATION:

Switch Meeting Attendees' Role

Join a Meeting as a Guest

If you do not have a RealPresence Desktop application installed on your personal device, you can join meetings from a web browser as a guest.

You may request the web URL of the meeting from any meeting attendee.

TASK

- 1 Open a web browser on your personal device.
- 2 Enter the meeting web URL.
- 3 Enter your User name, meeting VMR number, passcode (if required) and then click or tap **Join the Meeting**.

RELATED INFORMATION:



Switch Meeting Attendees' Role

Start a Meeting

In Polycom Concierge environments, when you place a call, the dialing device varies.

- When you are paired with a room system, the call is placed on the room system and your personal device works as a remote control.
- When you are not paired with a room system, the call is placed on your personal device using the RealPresence Desktop application.

TASK


- 1 Click or tap .
- 2 Enter the meeting number and then click or tap .

If the paired room system has an ongoing meeting and you try to place a new call, the ongoing meeting ends.

End a Meeting

When a chairperson ends the meeting, all attendees are automatically signed out. When a chairperson, participant, or guest exits the meeting, the meeting continues until another chairperson ends the meeting for all.

TASK

- 1 Click or tap  at the bottom of your screen.
- 2 Click or tap on one of the available options:
 - **Hang Up** End the call but remain paired to the room system.
 - **Unpair** Leave the call and unpair from the room system.
 - **Cancel** Cancel the action.

Recording Meetings

Depending on permission settings configured by your administrator, the chairperson may be the only person who can record a meeting (guests can never record a meeting). A meeting recording includes all of the video, audio, and shared content associated with the meeting.



Contact your IT or system administrator to find out if recording is available on your system.

Record a Meeting

When you start a recording, a message notifies all meeting attendees that the meeting is being recorded.

Note: If you unpair from the room system after you started a recording, the recording goes on until the meeting ends.



TASK

- Click or tap  at the bottom of your screen.
The button changes to  to show that recording is in progress, and the notification bar displays the message 'Recording started'.

Stop Recording a Meeting

You can stop meeting recording during a meeting. When the meeting ends, the recording stops automatically.

TASK

- Do one of the following:
 - Click or tap  to stop recording, but continue the meeting.
 - Click or tap  then click or tap **Hang Up** to stop recording and end the meeting for all.
-

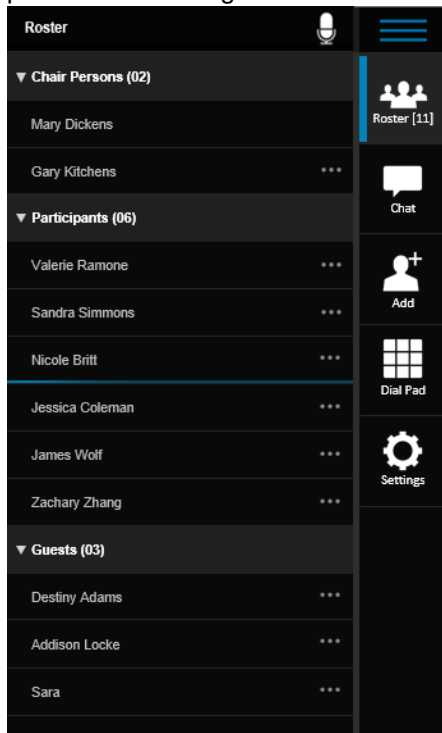
Retrieving Your Recorded Meetings

Contact your company's IT or system administrator to retrieve your recorded meetings.

Meeting Control

The Roster lists all conference chairpersons, participants, and guests. Depending on the permissions configured by your administrator, meeting attendees can use the Roster to manage the conference

participants and guests. Contact your IT or system administrator if you have questions regarding the permissions settings for each attendee type.



Mute All Meeting Attendees

Chairpersons (and participants if enabled by your administrator) can mute all meeting attendees. Attendees muted by a chairperson cannot unmute themselves.




TASK

- 1 Click or tap .
- 2 At the top of the Roster, click or tap  and confirm you want to mute all attendees.
The mute icon  is displayed for all the attendees listed in the Roster.

Mute Individual Attendees

Chairpersons (and participants if enabled by your administrator) can mute individual attendees. Attendees muted by a chairperson cannot unmute themselves, and a chairperson cannot unmute attendees who muted themselves.



TASK

- 1 Click or tap  and click or tap an attendee.
 - 2 Click or tap .
- The attendee is muted, and the mute icon  is displayed in the Roster.

Drop a Meeting Attendee

Chairpersons (and participants if enabled by your administrator) can drop attendees from a meeting.


TASK

- 1 Click or tap  and click or tap an attendee.
- 2 Click or tap  and confirm you want to drop the attendee.

Switch Meeting Attendees' Role

Chairpersons (and participants if enabled by your administrator) can change meeting attendees' role. Your administrator configures the guest, participant, and chairperson role permissions.

TASK

- 1 Click or tap .
- 2 Click or tap on the name of a guest and click or tap **Change Status**.
- 3 Click or tap **Chairperson** or **Participant**, depending on the role you want to assign to the guest.
The attendee is notified of his or her new role and can now share content.

RELATED INFORMATION:

[Join a Meeting as a Participant](#)



[Join a Meeting as a Guest](#)

[Allow a Guest to Share Content](#)

Mute Your Microphone

You can mute your microphone when you don't want to speak in a meeting.


TASK

- Click or tap .
- The icon changes to  to indicate that your microphone is muted.

Unmute Your Microphone

You can unmute your microphone after you mute it.

TASK


- Click or tap .
- The icon changes to  to indicate that your microphone is turned on.

Adjust Your Speaker Volume

You can adjust your room speaker volume.

Note: The actual meeting volume are controlled both by your device and the video output device (such as a TV display). You may not able to mute the meeting using your device alone.

TASK

- Click or tap  then drag the microphone slide bar.

Polycom® MusicMode™

With Polycom® MusicMode™ technology, RealPresence Desktop can now accurately reproduce live music picked up by microphones. Remote listeners can hear the true sound of distant instruments and voices, enhancing distance learning and the overall listening experience.

Note: You are recommended to enable the MusicMode technology only in cases where you want to reproduce music from the far end, for example, distance music learning or a concert.

Enable MusicMode

You can enable the MusicMode technology before a meeting starts.

Note: The following features are disabled when you enable the MusicMode:

- Polycom® NoiseBlock™
- Polycom® Acoustic Fence™
- Auto Detection of Polycom® SmartPairing™
- Automatic Gain Control

TASK

- Enter #68742# on your dialpad.
You are prompted that the MusicMode technology is activated.
You can find the option **Music Mode** under **Settings**.
-

RELATED INFORMATION:

- Using Polycom® SmartPairing™
- Enable Polycom® NoiseBlock™

Disable MusicMode

Polycom MusicMode technology is disabled by default.

You can disable the MusicMode technology before a meeting starts.

TASK


- Enter #68742# on your dialpad.
You are prompted that the MusicMode technology is disabled.

Calibrate Noise Floor

To remove acoustic echo for optimal music experience, you need to calibrate the noise floor manually before using the MusicMode technology. Recalibrate the noise floor each time your environment changes, for example, after you moved to another place or changed the microphone volume.

Note: If you select **Disable Acoustic Echo Canceler**, **Calibrate Noise Floor** option becomes unavailable.

TASK

- 1 Go to **Audio Device > Audio input device (microphone)**. Select the desired microphone for using with the MusicMode.
- 2 Do one of the following:
 - Before a meeting starts, click or tap **Music Mode**.
 - During a meeting, click or tap  if Audio Meter isn't available.
- 3 If the current **Input Level** is indicated as yellow or red, adjust your **Mic Volume** to make it green. The recommended **Input Level** range is -12 — -96 dBFS.
- 4 Click or tap **Calibrate Noise Floor**.
A green progress bar appears on the bottom of the **Calibrate Noise Floor** button.
The system prompts you to re-calibrate the noise floor if the **Mic Volume** is changed.

Disable Acoustic Echo Canceler

If you are using another Acoustic Echo Cancellation application, you may need to disable RealPresence Desktop Acoustic Echo Canceler to avoid unexpected problems.

TASK

- Click or tap **Music Mode** and click or tap **Disable Acoustic Echo Canceler**.
You cannot **Calibrate Noise Floor** when **Disable Acoustic Echo Canceler** is selected.
-

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.

View Log Files to Track Problems

Viewing the log file is helpful in determining the causes and solutions of problems. Before you open log files, you must exit RealPresence Desktop. You can find the log files from the following location:

- Windows 7 and 8: C:\Users\yourAlias\AppData\Roaming\RealPresence Desktop\log

TASK

- 1 Click or tap  on the application's title bar.
- 2 Click or tap or tap **Log Collector**.
- 3 Enter the recipient's email address.
- 4 Click or tap **Send**.

Display Issues

You may have display issues in the following cases:

- If your the resolution and dpi are not under the following categories, you may get display issues.
 - 1024 x 768 and above
 - 100 dpi and 125 dpi

If your the resolution and dpi are not under the following categories, you may get display issues.

- If you start the RealPresence Desktop application within 10 seconds after it has ended, the interface does not display correctly because the TCP socket was not released.
- Turning on the screen capture function of some desktop dictionary applications can cause the RealPresence Desktop interface to hang.

SmartPairing Detection Issues

You may come across the following problems when using SmartPairing:


- If no device can be detected, check the following:

- Ensure that SmartPairing and Telnet are enabled on Polycom RealPresence Group Series or HDX system.
- Ensure that the sampling rate of the PC microphones is higher than 44.1 kHz and clear the **Enable audio enhancements** check box under the **Advanced** tab of **Internal Microphone Properties**.
- If you use Smart Audio, ensure that you disable Smart Audio.
- When there are several HDX or RealPresence Group Series systems nearby that are all configured to support ultrasound-based auto detection, your RealPresence Desktop application may fail to detect them all, or may return incorrect IP addresses. In this case, you need to enter the IP address manually.
- If you set the ultrasound as manual mode and set a passcode for remote access on HDX, RealPresence Desktop cannot pair with this HDX.

RELATED INFORMATION:

Enable SmartPairing

H.323 Registration Problems

If RealPresence Desktop fails with H.323 registration, you will see an alert  10.220.62.174 on the bottom right of the GUI. The following operation may cause H.323 registration failure.

- When you sign into different RealPresence Desktop instances using the same user account, the second one that you sign into will fail with H.323 registration due to the duplicated alias.
You need to wait for 30 seconds to sign in to the second RealPresence Desktop instance.
- When the XMPP service stops working, you need to use different user IDs to sign in different RealPresence Desktop instances. If you use the same user ID to sign into more than one RealPresence Desktop, the second one will fail to register H.323 with the duplicate alias error.

RELATED INFORMATION:

Configure H.323 Settings (Standalone Mode Only)

Prevent RealPresence Desktop to Take Exclusive Control of the Microphone

When you start RealPresence Desktop, the microphone is used only by RealPresence Desktop; other applications cannot use the microphone.

TASK

- Go to the Windows Control Panel (usually **Control Panel > Sound > Recording > Microphone > Properties > Advanced**) and clear the **Allow applications to take exclusive control of the device** check box.

RELATED INFORMATION:

Configure Audio Devices

I See an Exclamation Mark on the Microphone Icon

The microphone icon changes to  in one of the following cases:

- Your system microphone is muted. You must unmute your system microphone before others can hear you.
- Your environment is noisy. Move to a quieter place.

RELATED INFORMATION:

[Mute Your Microphone](#)

[Configure Audio Devices](#)